



Conditions of Travel and Payment

The following terms and conditions are valid between the Austrian Students Union (ÖH WU) at the Vienna University of Economics and Business Administration, named as “we” and the participant, named as “you” and “participant”. The terms and conditions are valid from 01.09.2024.

Neither we nor the organizer of the trip / event in person are in any way liable for accidents or other damage occurred during the trip / event and also not for any damage or punishable act caused by the participant. Every participant is responsible for him- / herself. Participation is at your own risk. We also exclude any liability concerning lost or stolen baggage and / or valuables. Furthermore, it’s up to the participant to make sure he / she is adequately insured.

By signing the payment confirmation, you agree that we are allowed to use pictures / videos taken of the participant during the trip / event. Every activity which includes transportation in the price is considered a trip. Every activity which doesn't include transportation in the price is considered an event.

Cancellation policy for online bookings on ebnwu.com

In case of the cancellation of an **online booking** on ebnwu.com, EBN WU will be forced to charge cancellation fees in the following amounts:

- up to 72 hours (3 days) before the start of the event.....10% cancellation fees (90%refund).
- within 72 hours (3 days) before the start of the event.....100% cancellation fees (0% refund).

Cancellations are only valid via the following e-mail address: ebn@oeh-wu.at

You need to email your full name, phone number and e-mail address.

However, for **trips**, the following different cancellation fees and conditions apply:

- up to 21 calendar days before the start of the trip.....10% cancellation fees (90% refund).
- within 21 calendar days before the start of the trip.....100% cancellation fees (0% refund).

Exception: Ski trip to Zell am See

- up to 30 days before the start of the trip..... 10% cancellation fees (90% refund).
- within 30 days before the start of the trip..... 100% cancellation fees (0% refund).

Zell am See Ski Trip: For cancellations and general concerns please write an email to zell@oeh-wu.at.





Exception:

- You bring a person who is taking your spot and pays for it..... 0% cancellation fees (100% refund).
 - In this case you must send us an email to ebn@oeh-wu.at with the full name, e-mail address and phone number of the original buyer and the person taking your spot
- No-show without cancellation..... 100% cancellation fees (0% refund).

Exception Zell am See Ski Trip:

- If you want to bring a person who is taking your spot it's only possible 7 days before the trip starts
 - In this case you must send us an email to zell@oeh-wu.at with the full name, e-mail address and phone number of the original buyer and the person taking your spot

Exception Kraków Trip:

- If you want to bring a person who is taking your spot it's only possible 7 days before the trip starts .
due to the heavy Auschwitz-Birkenau cancellation policy

In this case you must send us an email to musya.issayev@oeh-wu.at with the full name, e-mail address and phone number of the original buyer and the person taking your spot

Zell am See Ski Trip: For cancellations and general concerns please write an email to zell@oeh-wu.at.

Other cancellations are only valid via the following e-mail address: ebn@oeh-wu.at.

We can withdraw from the contract without delay if the participant lastingly disturbs the carrying out of the trip / event. All costs occurred due to the participant's dismissal are at the participant's own expense and there will be no refund. We can also withdraw from the contract if unforeseeable circumstances like natural phenomena, strikes or severe illness of the organizer force us to do so. Benefits not taken are non-refundable. Finally, we reserve the right to cancel bookings for full refund if the number of participants is too small. Jurisdiction applied: Vienna

