

## GENERAL TERMS AND CONDITIONS FOR THE WELCOME CARD / PLUS / UNLIMITED

The issuing and use of the Welcome Card / plus / unlimited take place in accordance with the following terms and conditions:

### General information:

All guests who are spending at least 2 nights behind each other in accommodation in the Innsbruck and its holiday villages region and who have been properly registered in accordance with the Austrian Registration Act are provided with the Welcome Card free of charge for the duration of their stay by voluntarily participating accommodation provider in the scheme. All voluntarily participating accommodation provider are listed under [www.innsbruck.info/welcome](http://www.innsbruck.info/welcome). The Welcome Card is valid for the entire stay.

Partner companies of Tourismusverband Innsbruck und seine Feriendörfer provide guests staying for three or more nights with the WELCOME CARD PLUS, which offers additional discounted services.

On presentation of a valid Welcome Card with a stay of at least 2 nights, visitors can take up the option of upgrading to the Welcome Card unlimited (for a charge) at selected accommodation providers and in all Innsbruck Tourist Information offices. In addition to the services already provided by the Welcome Card and Welcome Card plus, the Welcome Card unlimited includes visits to seven other top activities in the vicinity of the Innsbruck region. This upgrade can only be purchased between June and the end of September. The current prices can be found in the Welcome Card folder.

The Welcome Card / plus / unlimited is only issued to guests required to pay tourist tax and any children accompanying these guests. The defined services of the Welcome Card / plus / unlimited provided by the Welcome Card / plus / unlimited service partners and the limitations of these services with regard to time, location and quantity are specified in detail in the Welcome Card / plus / unlimited brochure. In order to ensure that they are provided with a Welcome Card / plus / unlimited, guests must ask whether or not their accommodation provides the Welcome Card / plus / unlimited before arrival. Guests have no legal entitlement to a Welcome Card / plus / unlimited.

### Scope of services:

The issuing of the Welcome Card / plus and the advantages provided by the card to its holder are a free service to which the guest has no legal entitlement and which does not form part of the contract for the trip booked by the guest.

Holders of the Welcome Card / plus / unlimited can use the services or discounts listed in the Welcome Card / plus / unlimited brochure throughout the duration of their stay by presenting their Welcome Card / plus / unlimited to the Welcome Card / plus / unlimited service partners during their business hours and in compliance with their General Terms and Conditions and Terms and Conditions of Transportation. The services and benefits of the Welcome Card / plus / unlimited can be used more than once unless explicit information states that they can only be used once or for a limited number of times. Limitations to the use of the services or discounts with regard to time, season, location or quantity are specified in the description of the services of each Welcome Card / plus / unlimited service partner in the Welcome Card / plus / unlimited brochure and must be respected.

Tourismusverband Innsbruck und seine Feriendörfer only deals with transactions between the holders of the Welcome Card / plus / unlimited and the Welcome Card / plus / unlimited service partners to the extent that it provides the Welcome Card / plus / unlimited service partners with a platform on which they can present their services. The contractual relationship concerning the use of the service or discount only comes into effect directly between the holder of the Welcome Card / plus / unlimited and the Welcome Card / plus / unlimited service partner. Tourismusverband Innsbruck und seine Feriendörfer is not and will not become a party to this contract and therefore does not owe the holder of the Welcome Card / plus / unlimited the provision of the service or discount.

The safety instructions and rules of use for the services provided by Welcome Card / plus / unlimited service partners must be observed by the holder of the Welcome Card / plus / unlimited. The holders of the Welcome Card / plus / unlimited are hereby informed that the operating times of some Welcome Card / plus / unlimited service partners do not cover the entire card season, especially due to weather conditions and seasonal circumstances. Some services and offers provided by Welcome Card / plus / unlimited service partners may involve long waiting times for capacity-related reasons.

Tourismusverband Innsbruck und seine Feriendörfer is authorised to cancel, change or limit the services provided free of charge to holders of the Welcome Card / plus / unlimited at any time. Cancellations in the case of individual Welcome Card / plus / unlimited service partners are also possible and do not entitle holders of the Welcome Card / plus / unlimited to demand any compensation. Percentage amounts may be rounded up or down in accordance with standard commercial practice. The Welcome Card / plus / unlimited cannot be combined with any other promotions (discounts, special offers, vouchers, etc.)! No refunds are available in the case that holders of the Welcome Card / plus / unlimited do not use the Welcome Card / plus / unlimited services. No cash alternative is available for the services specified in the Welcome Card / plus / unlimited brochure.

**Validity:**

The Welcome Card / plus summer season runs from May to October each year, the Welcome Card / plus winter season runs from November to April of the subsequent year. An upgrade to the Welcome Card unlimited can only be purchased between June and the end of September. The Welcome Card / plus / unlimited is valid throughout this period from the date of arrival to, and including, the date of departure. The Welcome Card / plus / unlimited must clearly display the first name, first letter of the surname, age group (not required in the case of travel groups) and dates of arrival and departure of the holder of the Welcome Card / plus / unlimited, the card ID and the name/description of the accommodation provider where the holder of the Welcome Card / plus / unlimited is staying. Holders of the card are not permitted to make changes to the information displayed on the card. In the case of incorrect details on, damage to or technical defects when using the Welcome Card / plus / unlimited, a new Welcome Card / plus / unlimited will be issued by the accommodation provider once the old Welcome Card / plus / unlimited has been returned. The Welcome Card / plus / unlimited automatically becomes invalid at the end of the specified duration of the cardholder's stay or in the case of manipulation of the Welcome Card / plus / unlimited.

**Non-transferability/loss:**

The Welcome Card / plus / unlimited is non-transferable. The cardholder must present photo identification in order to confirm their identity when requested to do so by a Welcome Card / plus / unlimited service partner. The Welcome Card / plus / unlimited is only permitted to be used by the individual whose name is displayed and/or saved on the card. Any loss of the card must be immediately reported to the accommodation provider. Once a new card has been issued, the lost card will immediately become invalid.

**Use:**

To use the benefits the card provides; the cardholder must present their Welcome Card / plus / unlimited. The validity of the Welcome Card / plus / unlimited and identity of its holder will then be checked by the Welcome Card / plus / unlimited service partner by means of a card reader or visual verification of the card number and cardholder name. The cardholder must be able to present valid photo identification on request. Failure to do so may result in refusal to provide the free or discounted service.

**Misuse:**

In the case of misuse or suspected misuse of the card, the Welcome Card / plus / unlimited service partners are authorised and obliged to confiscate the card without replacement. Charges will be pressed in the case of misuse or justified suspicion of misuse of the card.

**DATA PROTECTION INFORMATION****Controller:**

Tourismusverband Innsbruck und seine Feriendörfer, Burggraben 3, 6020 Innsbruck, Austria, office@innsbruck.info, tel.: +43 512 598 500, fax: +43 512 5985 0107

**Purpose of processing:**

Legitimate interest of the Controller pursuant to Article 6 paragraph 1 lit. f GDPR in consideration of the statutory tasks of Tourismusverband Innsbruck und seine Feriendörfer pursuant to Section 3 of the Tourism Law of the Land of Tyrol (Tiroler Tourismusgesetz) 2006 and Section 7 of the Austrian Data Protection Act (Österreichisches Datenschutzgesetz – DSG).

**Data categories:**

Customer data, service providers, issuing points and operators.

**Processed data:**

(a) Guest data under a pseudonym pursuant to Article 32 GDPR –

First name, first letter of the surname, age category (adult/child), country of origin, date of arrival and departure, name/description of the accommodation provider, reference to the registration data based on the registration form number, card ID and services used.

b) Contact data of the service provider and the services used by the guest (under a pseudonym).

For further details, please refer to the Data Processing Agreement for feratel CardSystem.

**Duration of data processing / data storage:**

40 months after the guest's departure

**Information on your right to object:**

You have the right to object to the processing of data for statistical evaluations, market and demand analysis and tourism marketing as described above pursuant to lit. c (Article 14, paragraph 2, lit. c in conjunction with Article 21 GDPR).

**Recipients and recipient categories:**

Service-providing partner companies of the Welcome Card / plus / unlimited, the card ID of the Welcome Card / plus / unlimited, the duration of the cardholder's stay as stored on the Welcome Card / plus / unlimited, the cardholder's age category and information about the cardholder's use of the Welcome Card / plus / unlimited are transmitted to Tourismusverband Innsbruck und seine Feriendörfer for evaluation under a pseudonym for statistical purposes.

**Your rights as the data subject:**

Right to information, right to rectification or erasure, right to restriction of processing and right to data portability.

The supervisory authority that you can contact to exercise your right to lodge a complaint:

Austrian Data Protection Authority, Barichgasse 40-42, 1030 Wien (Vienna), +43 152 1520, dsb@dsb.gv.at