



TICKET REFUND

Dear Museum Visitor,

We are pleased to refund the purchase price of your ticket under the conditions stipulated in the Distance Selling Act:

- The ticket is neither time-bound nor personalized and was purchased online within the last 14 days.

Or:

- The event was cancelled.

In these challenging times, we would also be very pleased if you decided to waive your ticket refund and thus support the collections and museums of the KHM-Museumsverband. In this case, no further action is necessary on your part and we sincerely thank you for your support.

If you would like a refund, please complete the form:

FIRST NAME / LAST NAME _____

CONTACT / EMAIL _____

AMOUNT OF TICKETS /
REASON FOR THE REFUND _____

TRANSACTION NUMBER /
RECEIPT NUMBER _____

TICKET PRICE _____

TICKET NUMBER
(BELOW THE BARCODE) _____

IBAN / BIC / ACCOUNT
HOLDER _____

Please refund the full ticket price. (The refund will be credited to the original card or account used to purchase. Note: Please attach a scan / photo of the original tickets and receipt.)

We ask for your understanding that due to the large number of tickets to be refunded, there may be delays in responding to your request. Thank you for your patience.

We hope to welcome you back to the museums of the KHM-Museumsverband soon!