Internet booking terms and conditions

Online tickets terms and conditions of LEGOLAND Deutschland Freizeitpark GmbH for the online sale of tickets that are printed at home, as well as the online renewals of annual passes (terms and conditions for online booking)

1. Scope

These online booking terms of LEGOLAND Deutschland Freizeitpark GmbH (following LEGOLAND) are valid for the online sale of tickets that are printed at home, as well as online renewals of annual passes for LEGOLAND Deutschland in Günzburg (so called online tickets). They complete the terms and conditions of LEGOLAND Deutschland Freizeitpark GmbH.

2. Order

2.1 The order of tickets to print at home is completed with termination of the order dialogue on the website https://www.legoland.de/en/Book/Online-Ticketshop or on https://www.legoland.de/en/Book/Corporate/Corporate-Ticketshop. The order dialogue will be terminated by clicking the button “complete your order”.

2.2 If we don’t receive sufficient approval, authorization or verification of a credit card, you can’t order with credit card.

2.3. LEGOLAND confirms immediately the receipt the order.

3. Conclusion of contract

The contract is concluded within the acceptance of the order by LEGOLAND. The acceptance takes place within the transmission of the online tickets as PDF documents via Mail to the given E-mails address respectively the confirmation of renewal of the annual pass.

4. Payment procedures

4.1 You can pay by credit card, SOFORT Überweisung (Klarna) or PayPal.

4.2 To pay by credit card you have to enter the credit card number, CVV, the expiration date in the booking engine.

5. Online sales of tickets to print at home

5.1 Shipping

5.1.1 The online tickets are sent to the given E-mail address as PDF documents to be printed at home.

5.1.2 The tickets are not sent per mail.

5.2 To print online tickets
5.2.1 The online tickets can only be printed at home. To open and print the tickets in form of PDF documents you need the software Acrobat Reader. The customer receives within his order the possibility to download Acrobat Reader.

5.2.2 The online tickets must be printed in size DIN-A4

5.2.3 Only a ticket according to 5.2.1 and 5.2.2 that is printed at home is valid as ticket.

5.3. Day Tickets

5.3.1 Day tickets are transferable within the same group of persons (children, adults)

5.3.2 1-day tickets are valid on a day in the season in which they were ordered. Afterwards they are not valid anymore.

5.3.3 2-day tickets are valid on two consecutive days in the season in which they were ordered. After the first use they are not transferable anymore.

5.3.4 If you buy an annual pass on the day of your visit you will receive a discount.

6. Online renewals of annual passes

6.1 The activation of the annual passes that are renewed can take up to max. 24 hours after conclusion of the contract. For a visit of LEGOLAND within this time, you have to show your annual pass and the confirmation of online renewal at the guest-service in the entrance area. 6.3 The annual pass is not transferable. No resale allowed.

7. Prices, discounts

7.1 The prices of online tickets are final prices incl. VAT

7.2 There are no costs for booking and shipping.

7.3 Special activities (for example online discounts) are already included in the given price.

7.4 Reduced tickets (e.g. for children) are checked at the entrance. The right of reduction must be provable. If not an additional payment can be demanded or the entrance can be refused.

7.5 After the completion of the order, an additional discount (with exception of the discount for severely handicapped persons for LEGOLAND annual passes, compare 8.6) can not be allowed.

7.6 Severely handicapped guests receive EUR 4.00 off their LEGOLAND annual pass when they show their handicapped pass at the park entrance. This reduction can only be allowed afterwards.

7.7 Online tickets are not combinable with other discounts, holiday village packages and annual passes; resale is not allowed; cash payment or refund is not possible.

8. Right of Withdrawal
Every consumer, as defined under Sect. 13 BGB, enjoys a right of withdrawal. Consumer means every natural person who enters into a legal transaction for private reasons and not in the exercise of their trade, business or freelance profession.

The right of withdrawal shall not apply to contracts for the acquisition of admission tickets in connection with leisure activities for which a specific date or period of time is provided. This means that no two-week’s right of withdrawal and return exists.

Please note that the following right of withdrawal only applies to purchases of annual season tickets and tickets that apply to no specific date.

8.1. Instructions on withdrawal

**Right of withdrawal**

You have the right to withdraw from the present Contract within 14 days without giving any reasons. The withdrawal period expires after 14 days from the date on which the contract was entered into.

To exercise your right of withdrawal you must inform us (LEGOLAND Deutschland Freizeitpark GmbH, LEGOLAND Allee 2, 89312 Günzburg, Service Tel.: +49 (0) 180 6 700 757 01 (20 cent per call, via mobile max. 60 cent per call), Service Fax.: +49 (0) 180 6 54 5801, E-Mail: info@legoland.de) by means of an unequivocal declaration (e.g. letter sent by post, fax, or email) of your decision to withdraw from the present Contract. You may use the attached model withdrawal form, which, however, is not obligatory.

To meet the withdrawal deadline it is sufficient for you to send your declaration of the exercise of the right of withdrawal before the withdrawal period expires.

**Effects of withdrawal**

In the event than you withdraw from the present Contract, we shall reimburse all payments we received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and no later than 14 days from the date on which we received your declaration of withdrawal from the present Contract. We shall use the same means of payment for reimbursement as you used for the initial transaction, unless you expressly agreed otherwise; in any event, you will incur no fees as a result of such reimbursement.

In the case that you demanded commencement of services during the withdrawal period you shall pay us a reasonable amount that shall be the equivalent of the portion of services already performed by the date on which you inform us of your withdrawal from the present Contract in proportion to the total scope of services provided for in the Contract.

8.2. Withdrawal form

You can find the Model withdrawal form [here](#).

**9. Privacy Policy**
All data that is transmitted by the customer are handled by LEGOLAND subject to the applicable privacy policy.

10. Data handling on this website

https://www.legoland.de/en/Book/Online-Ticketshop collects and saves automatically Log files informations on your server that are transmitted to us via your browser. These are:

- Browsertype/ -version
- used operating system
- Referrer URL (that site that was visited before)
- Hostname of the PC (IP Address)
- Time of server request.

To avoid misuse, the IP Address and time are saved within the ordering process. All other page visits on https://www.legoland.de/en/Book/Online-Ticketshop can not be assigned to certain persons and are deleted after a statistical analysis. A consolidation of these data sources is not anticipated.

11. Use of Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies”, which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

12. Others

12.1 If single articles are or should become invalid, the validity of other articles is not affected.

12.2 The laws of Germany shall apply.

12.3 If the customer is merchant, body corporate organised under public law, or special fund under public law, so is exclusive jurisdiction and place of fulfilment for all claims that result directly or indirectly out of the contractual relationship Günzburg.

July 2010

Park and business rules and regulations
LEGOLAND Deutschland Freizeitpark GmbH

Welcome to the LEGOLAND Deutschland Resort!

You have hours packed with adventure, fun and action ahead of you. The entire team of LEGOLAND Deutschland Freizeitpark GmbH (‘LEGOLAND’) wishes you lots of fun and joy during your stay.

However, we need to draw your attention to some regulations and concrete rules of behaviour that apply on the entire premises of LEGOLAND.

Please be considerate and cautious in whatever you do. This means first and foremost assuming responsibility for yourself and others and observing the rules of politeness.

Safety comes first for LEGOLAND. By conforming to the rules below you support our endeavours in this regard.

1. Contract conclusion

Any and all business transacted between visitors of LEGOLAND in Günzburg (‘visitors’) and LEGOLAND Deutschland Freizeitpark GmbH (‘LEGOLAND’) shall be governed exclusively by the park and business rules and regulations set out below.

Our offers are subject to change without notice and should be interpreted only as invitations to tender. Contracts may be regarded as concluded only after a demand for payment has been made by an authorised LEGOLAND employee. LEGOLAND may withdraw from a contract if the respective price is not paid without delay after a visitor has been requested to do so.

2. Scope

These regulations apply to the entire premises of LEGOLAND, including access roads, parking lots, and the entire LEGOLAND holiday village.

3. Parking

The provisions and signs specified in the German traffic code (StVO) apply to all car parks.

To ensure that traffic disturbances are avoided, please follow the instructions of our employees.

LEGOLAND will cause any irregularly parked vehicles that impede the traffic or block the access of fire or rescue vehicles to be towed at the expense and risk of the visitor.

Parking fees are charged for the parking lot provided. The conclusion of a guarding contract is not implied. When leaving your vehicle, see to it that doors and windows are closed and no valuables are left in the car in plain view. Do not leave any animals in your vehicle. Animals brought along by our visitors may be accommodated in boxes in the dog building against a fee.
LEGOLAND will not be liable in the event of parked vehicles being stolen or damaged by third parties. Nor will LEGOLAND be liable for any damage caused by storms, hailstones, explosions, or other extraordinary events.

LEGOLAND will be liable for any damage due to grossly negligent or wilful action on the part of a LEGOLAND employee. Should that happen, you should report the damage to our employees at the guest desk or to our security service immediately after discovery while you are still on your visit, provided you can be reasonably expected to do so.

4. Use of LEGOLAND facilities

Access to the public areas of the LEGOLAND holiday village is free of charge.

You may enter the premises of LEGOLAND Freizeitpark only if you possess a valid ticket. The ticket should be retained throughout your stay and produced on demand. Your ticket expires as you leave the premises of the park. Should you wish to leave the park for a brief period, talk to our ticket inspectors at the gate before you do so.

Having purchased a ticket to the LEGOLAND Freizeitpark, visitors will be entitled to avail themselves of any services offered at the time of their visit, with the exception of any services for which additional charges may be raised as shown by special notices posted on the spot.

Visitors will not be entitled at the time of their visit to have access to any services that have previously been advertised as being available by LEGOLAND in any form whatsoever. Moreover, visitors will be notified by LEGOLAND at the park entrance of any services that will not be available for any prolonged periods of time. In the event of any services being temporarily unavailable, relevant notices will be posted on the spot. Being dependent on visitor demand, the availability of any particular services cannot be guaranteed by LEGOLAND.

Possessing or carrying weapons or dangerous objects (firearms, cut and thrust weapons, brass knuckles, pepper spray, other gas-spraying tins, flammable liquids, etc.) is not permitted on the entire premises of LEGOLAND. The same holds true for bringing in and consuming hard liquor or drugs.

Persons who are under the influence of alcohol or drugs may be refused entrance to the LEGOLAND premises.

Smoking is allowed only in specially designated areas. Elsewhere, smoking is banned in general.

Instructions given by LEGOLAND employees should be followed in your own interest.

Visitors to LEGOLAND must conform to the additional rules and regulations posted at the park entrance as well as at a number of other sites, particularly those where specific services are offered. These rules and regulations include those laid down in the German youth protection act. Visitors contravening these rules and regulations may forfeit their right to remain in the park and be summarily removed from the LEGOLAND premises. At the same time, LEGOLAND may claim compensation for any resultant damage. Visitors who contravene a rule and subsequently resist an order to leave the LEGOLAND premises will be prosecuted under criminal law by LEGOLAND.
5. Use of playgrounds

Visitors may make use of playgrounds, their equipment, and similar features at their own risk.

6. Child supervision

Children below eight years of age will be admitted to LEGOLAND only when accompanied by an adult.

Parents and accompanying adults are hereby advised to exercise their duty of supervision because LEGOLAND is in no position to relieve them of it. In that context, parents or supervising adults will be responsible for any damage caused by children under their supervision.

7. Sale of goods

Unless otherwise agreed, visitors will receive goods of merchantable quality within the usual manufacturing tolerances regarding dimensions, weights, and quality specifications.

Till receipts must be retained and shown on demand from the time of purchase to the departure from the park.

8. Visitors' rights in the event of goods being defective

If a visitor's claim for compensation for defects should be found baseless on investigation, the visitor shall reimburse LEGOLAND for any outlay incurred in the course of said investigation.

Visitors will forfeit any claim to compensation for defective goods if LEGOLAND is not notified of the defect within two months after its detection. At all events, a visitor's claims relating to defective goods will expire by time within two years.

While negotiations are going on between LEGOLAND and the visitor about the justification of the visitor's claims with regard to an alleged defect, the statute of limitations may be temporarily suspended only with regard to the alleged defect. Negotiations leading to a suspension of the statute of limitations begin at that point in time at which a note specifying the alleged defect is received by LEGOLAND. Said period of suspension will terminate at that point in time at which LEGOLAND has repaired the defect or, alternatively, such repair has failed or, alternatively, LEGOLAND is notified by the visitor that negotiations will be broken off. Should none of these contingencies apply, the period of suspension will end three months after the last statement relating to the alleged defect made by one of the parties to the contract has been received by the other party.

Defects will be repaired or faultless goods supplied in lieu without acknowledging any legal obligation and without initiating another limitation period.

9. Saving clause

For any damage caused by slight negligence, LEGOLAND will be liable only if said damage is ascribable to the non-performance of a major contractual obligation or, alternatively, of a
cardinal obligation in a manner which seems likely to endanger the purpose of the contract. In all such cases, the liability of LEGOLAND will be limited to damage that is both typical and foreseeable. LEGOLAND's liability will not exceed 15 times the ticket price.

With the exception of claims based on the product liability act, on defects detected after the receipt of goods or services covered by a quality guarantee, on defects covered up with intent to deceive, or on physical injuries, the above saving clause shall apply to all claims for damages irrespective of their legal basis, including all claims based on unlawful acts.

LEGOLAND will not be liable for objects handed over to our employees in the park or deposited in the grounds.

Specifically, LEGOLAND will not be liable for objects (mobile phones, cameras, jewellery, etc.) damaged, destroyed, or lost while using an attraction. Valuables may be deposited in lockers against a fee.

The above saving clause will also apply to any claims for damages made by a visitor against employees or agents of LEGOLAND.

10. Third parties offering or advertising goods and services

On the entire premises, including the car parks and the LEGOLAND holiday village, advertising and offering services or goods is permitted only with the previous written consent of the LEGOLAND management. The same holds true for holding opinion polls and head counts.

Selling vouchers or ordinary and/or complementary tickets of and for LEGOLAND is not permitted on the entire LEGOLAND premises, access roads included.

Advertising and campaigning for organisations, associations, stakeholder groups, and personal ideas by any means whatsoever is not allowed on the premises of the park as well as within all buildings and rides etc. LEGOLAND reserves the right to expel individual offenders from the park and prosecute them under civil and criminal law for trespassing.

11. Visitor checks

Every visitor wishing to enter the premises of LEGOLAND expressly agrees to voluntarily submit to being checked by LEGOLAND's security service. The security service of LEGOLAND is entitled to examine a visitor – using technical equipment if need be – as to whether he represents a security risk for LEGOLAND and/or for other visitors because he has consumed alcohol and/or drugs or carries on his person drugs, hard liquor, arms, and/or other dangerous objects. In addition, the visitor's clothing and any containers he may be carrying may be searched. Any instructions given by the security service of LEGOLAND shall be followed. The security service of LEGOLAND is also entitled to check visitors on the premises. Furthermore, the security service of LEGOLAND is entitled to refuse access to the premises of LEGOLAND or expel from the premises of LEGOLAND any visitors who represent a security risk within the definition given above. A visitor who refuses to submit to such a check or else obviously wishes to evade such a check may also be refused access to or permission to remain on the premises of LEGOLAND.

12. Domestic authority
LEGOLAND is entitled to expel from the premises any persons found without a valid ticket on the premises of LEGOLAND. The same holds true for visitors who contravene these park and business rules and regulations. Visitors who have been expelled shall have no claim to reimbursement of ticket prices or parking fees paid previously.

13. Miscellaneous

These terms and conditions represent the entire contract regulating all transactions between LEGOLAND and the visitor. No changes to these terms and conditions shall be binding unless made out in writing, including any provision waiving this provision. Failure by LEGOLAND to exercise any of its rights shall not be construed as a general waiver for the future.

In the event of any of the provisions laid down herein becoming or being void or unenforceable, the validity of the remaining conditions shall not be affected thereby.

In the event of LEGOLAND being hindered to a considerable extent in the performance of its obligations by force majeure or other obstacles including war, civil war, terrorist attacks, riots, and lawful strikes or lockouts, LEGOLAND as well as the visitor may terminate any portion of this contract directly affected by these events without any liability towards the other party resulting therefrom.

German law shall exclusively be applicable as well as the last valid German version of these terms and conditions apply in each case.

Have a carefree, nice day and lots of fun at the LEGOLAND Deutschland Resort!

Manuela Stone  
Managing Director

Günzburg, June 12th, 2019

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