



GENERAL TERMS AND CONDITIONS OF SALE for Bulk Purchasers and Groups – Familypark

1. SCOPE OF APPLICATION

1.1. These General Terms and Conditions of Sale for Bulk Purchasers and Groups, together with the General Terms and Conditions (“GTC”), apply to contracts entered into by Familypark GmbH, hereinafter referred to as “Familypark”, with bulk purchasers and to contracts concerning group bookings. To the extent that these General Terms and Conditions of Sale for Bulk Purchasers and Groups do not contain any special provisions, supplements and/or amendments to the GTC, the GTC of Familypark shall apply to such contracts. The General Terms and Conditions of Sale for Bulk Purchasers and Groups, the GTC, and the Park Rules, which form an integral part of the GTC, are available on Familypark’s website for business customers (b2b.familypark.at; hereinafter referred to as the “Website”).

1.2. The tickets purchased entitle the holder to use all attractions and rides, excluding coin-operated machines and special offers, provided that the required personal conditions for such use are met. Reference is made to the exclusion criteria set out in the Park Rules, such as height, age and pregnancy.

2. CONCLUSION OF CONTRACTS

Familypark’s offers are non-binding and subject to change. The contract is concluded once the customer’s booking or reservation has been confirmed by Familypark in writing or by email.

3. PRICES

3.1. All our prices include all taxes but exclude shipping costs and have been calculated on the basis of the tax rates applicable at the time these Terms and Conditions of Sale were prepared.

3.2. Familypark reserves the right to amend its prices at any time. Familypark also reserves the right to amend the prices of tickets that have already been sold, but only where there is objective justification, in particular in the event of a change in VAT rates or other applicable tax rates due to changes in legislation.

3.3. The applicable rates are subject to our General Terms and Conditions and are available upon request. Shipping costs are also available upon request.

4. TICKET SALES TO BULK PURCHASERS (Undated Ticket Sales)

4.1. For the purposes of these General Terms and Conditions of Sale, bulk purchasers are defined as persons who order at least 20 tickets in a single order.

4.2. The minimum order quantity is 20 tickets per order. The tickets are valid for one person on one day of their choice during the season for which they were ordered, in accordance with the park opening hours as displayed. The advance-sale prices apply to adults and children aged 3 and over.

4.3. The tickets are intended exclusively for distribution or sale to employees and/or customers/overnight guests of the purchasing bulk purchaser. Commercial distribution of tickets to other groups of purchasers is not permitted.

4.4. Ticket sales to bulk purchasers are made exclusively against invoice and payment in advance. Tickets may be issued against cash payment if the gross invoice amount does not exceed EUR 5,000. In this case, tickets may be purchased exclusively at the Info Point during park opening hours. In such cases, a company invoice stating the name and address of the customer cannot be issued. Instead, a cash receipt will be printed via the regular POS cash registers. Subsequently, only an additional payment confirmation made out to the company may be issued.

4.5. Follow-up orders by bulk purchasers are permitted only if there are no outstanding invoices owed by the bulk purchaser to Familypark.

4.6. Refunds

A refund for unused tickets is excluded. Bulk purchasers have the option of having the value of unsold tickets deducted from new orders for the following season. In order to exercise this right, unsold tickets must be returned no later than 28 February immediately following the end of the season, for example, for the 2026 season by no later than 28 February 2027, to: Familypark GmbH, Sales Department, Märchenparkweg 1, 7062 St. Margarethen.

In addition, the following information must be provided in writing: invoice number, name of the person placing the order, address, bank name, IBAN and BIC. After this deadline, an exchange is no longer possible.

A pure ticket exchange without a new order is only possible from a minimum invoice amount of EUR 15 gross. Example: 8 tickets for the 2025 season are exchanged for 8 tickets for the 2026 season — the surcharge for 8 tickets amounts to EUR 16.

5. TICKET SALES FOR AND TO GROUPS

(Dated Ticket Sales)

5.1. Mixed Groups

In order to benefit from the group rate, the group must consist of at least 20 paying persons visiting the park on the same day. Group discounts may be granted exclusively upon prior written registration, which must be submitted no later than 3 working days before the visit.

If there are fewer than 20 paying persons in the group on the day of the visit, the agreed group offer shall nevertheless remain valid provided that an additional payment is made to cover 20 persons.

5.2. School and Kindergarten Groups

In order to benefit from the group rate, the group must consist of at least 10 paying children visiting the park on the same day. Group discounts may be granted exclusively upon prior written registration, which must be submitted no later than 5 working days before the visit.

If fewer than 10 children are present on the day of the visit, the agreed group offer shall nevertheless remain valid provided that an additional payment is made to cover 10 children. These group offers are valid only for

excursions by school classes and kindergartens from Monday to Friday that have been organised by the school management or teaching staff as part of school instruction.

5.3. Notes

It is recommended that reservations be made as early as possible in order to ensure availability on the desired date.

Registrations are processed during office hours: Monday to Thursday from 8:00 a.m. to 4:30 p.m. and Friday from 8:00 a.m. to 4:00 p.m. Outside the season, our office hours are Monday to Thursday from 8:00 a.m. to 4:00 p.m. and Friday from 8:00 a.m. to 12:00 noon.

5.4. Food

Menu orders, and in particular the exact number of menus or meals and the requested time for table reservations, must be communicated to Familypark in writing via the online form, see Website, no later than 5 working days before the visit.

Table reservations may only be made for groups for which lunch menus have been booked. There is no guarantee that a table reservation can be made in a specific restaurant. Restaurants are assigned subject to availability.

The composition of the menus may be subject to change at short notice. A list of all allergens is available upon request.

5.5. Payment for Group Bookings

5.5.1. Mixed Groups

As a general rule, payment for group bookings is made at the park ticket offices, including tickets and children's menus.

Upon request, it is possible to pay in advance and to receive the tickets by post or to have them deposited for collection on the day of the visit. The request for advance payment must be selected at the time of registration and is only possible for bookings made at least 10 working days before arrival. Familypark reserves the right to charge the purchaser for shipping costs.

5.5.2. School Groups

Payment for school groups is made at the park ticket offices. Please note that only one invoice can be issued per group booking. If several invoices are required, for example per class, several separate registrations are required. Subsequent splitting of the invoice at the park ticket offices is not possible.

Once payment has been made at the park ticket offices, the subsequent issue of a separate outgoing invoice made out to the purchaser is no longer possible. Only a payment confirmation in addition to the cash register receipt may be requested by email.

5.6. Complete Cancellation of a Booking

Cancellations of group bookings must be made in writing no later than 9:00 a.m. on the day of the visit. In the event of complete cancellation by the customer, Familypark is entitled to charge processing fees of EUR 40. If the booking has already been paid for, the processing fees will be deducted directly from the amount to be refunded.

Early closure of the park, for whatever reason, shall not entitle the customer to either a partial or full refund of the price paid. If Familypark is closed for the entire day due to weather conditions, complete cancellation is possible. In this case, no processing fee will be charged.

Booking with Menu

Partial or complete cancellation of the menu order free of charge is possible up to 2 working days before the day of the visit. Thereafter, Familypark shall be entitled to charge for the meals as booked. The time of the table reservation should be observed as punctually as possible. A reservation cannot be guaranteed for longer than 20 minutes after the confirmed time.

5.7. Failure to Appear on the Day of the Visit

If the group fails to make use of a confirmed booking without written cancellation, 50% of the order value for tickets will be charged without exception. Ordered menus will be charged in full.

5.8. Full-Day Closure Due to Weather Conditions

If Familypark is closed for the entire day due to weather conditions, complete cancellation is possible at any time, and any price already paid will be refunded in full. No processing fee will be charged.

5.9. Refunds

5.9.1. General

When payment is made at the ticket offices, both the number of tickets and the invoice must be checked immediately. Later complaints after leaving the ticket office area are not possible.

5.9.2. Group Bookings Paid in Advance (Mixed Groups)

Unused admission tickets may be returned to the park's Info Point on the day of the visit no later than park closing time, see opening hours. Refunds will be made exclusively by bank transfer. If the group was smaller than the required minimum size on the day of the visit, see 5.1. Mixed Groups: 20 persons, there shall only be an entitlement to a refund of the amount exceeding the minimum group size.

Tickets that are not returned no later than 5 working days after the day of the visit cannot be refunded.

Version as of 25 June 2026

Only the German version of these General Terms and Conditions of Sale for Bulk Purchasers and Groups – Familypark is legally binding. Any translations provided by Familypark are non-binding.