

Information provided in accordance with the E-Commerce Act Postbus



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Information provided in accordance with the E-Commerce Act

Information on the conclusion of a contract in accordance with § 9 of the E-Commerce Act ECG (Federal Law Gazette I No. 152/2001 as amended)

Valid from 15 December 2024

Dear Customers,

thank you for using our website tickets.postbus.at to book your tickets. You will find information in accordance with § 9 of the E-Commerce Act (ECG) in the following versions:

When we refer to "Postbus" on our website, we are always referring to Österreichische Postbus Aktiengesellschaft, company number 195030i, with its registered office at Am Hauptbahnhof 2, 1100 Vienna.

The purchase process will be completed **in German** and your ticket will be issued in German, unless otherwise specified for individual offers. Furthermore, we would like to point out that the basic products are available not only in German but also in English and Italian. The German version is deemed legally binding.

A red **error message** will appear if any of the information entered is incorrect. The field containing the error is underlined in red. We kindly ask that you correct the incorrect entry before completing the purchase process.

Booking a ticket

On the home page we show you an overview of the available offers. Once you have chosen one, we will show you

- according to the connection you requested (specifying **the origin** and **destination**)
- on the date and at the time you specified
- with the passengers you have specified (by default **1 adult**, with the option to change this to the desired number, as well as the option to add the desired discount for each passenger)

the most suitable connections at the best price (**from price**).

Choose the connection that best suits your travel plans.

Once you have selected the connection that suits you, you will receive a specific offer. If you wish, you can also book a return journey under the “Extras” menu item.

Once you have selected the offer you require, please enter your name and, for children and senior citizens, their age on the day of travel. Your selected item has now been added to your **shopping basket**. You can now decide whether you want to complete the purchase or buy additional tickets.

Once you have done this, please provide us with your e-mail address so that we can send you a confirmation of your booking.

Please also select your preferred payment method and tick the box to confirm that you accept the fare rules and terms and conditions. After that, you can complete the purchase by clicking on **“Pay now”**. You will then be redirected to our payment provider’s website to complete the payment process.

Your contract with us will then be in effect and your order will be on file. You can find the current version of the contract (as well as archived versions that were in effect at the time you signed the contract) by following this link: <https://www.postbus.at/rechtliches/agb>

Once you have completed your purchase, we will show you a summary of your booking (you can view the offer details here). At this point, we will also send you a booking confirmation to the e-mail address you have provided.

You can now decide whether you would like to receive your ticket immediately as a PDF ticket (printable on A4 paper) or at a later date. Once you have received your PDF ticket, you will not be able to cancel it, even if you were able to do so originally. We therefore recommend that you wait until just before you need to travel to collect your ticket.

You will see a summary of the details of your successful booking on the home page of the website. Once you have made a specific booking, select the “Get Ticket” button under “My Tickets” on the home page to access your booking confirmation. Under **Offer and price details** you will find price and cancellation information for each individual ticket you have purchased for this trip.

If you have chosen to collect your ticket directly during the booking process, you will find a “Download PDF Ticket” button on the home page of your booking. Selecting this button will take you directly to your ticket. Here, too, under **Offer and price details** you will find price and cancellation information for each individual ticket you have purchased for this trip.

Miscellaneous

You can find our terms and conditions in the “Legal” section in the footer of our website.

Prices are generally quoted in euros and include VAT.

Further information on the topic of “**Buying tickets on the web and in the app**” is available from the ÖBB customer service at 05-1717. The ÖBB customer service is available from 6:00 a.m. to 9:00 p.m. and provides information on train and bus services throughout Austria at local rates, without the need for an area code.