

General Terms and Conditions of Business (AGB)

This English version of the General Terms and Conditions of Business (GTC) is a courtesy translation and for information only. Only the original German version of the Allgemeinen Geschäftsbedingungen (AGB) is legally binding. In the event of any inconsistency or discrepancy, the German version shall prevail.

1. General

1.1 CAMERATA BERN operates the "CAMERATA BERN Ticket Shop", hereinafter referred to as the "Shop," on its own responsibility. It uses the ticketing module of the 442Hz.com online system.

1.2 With the purchase of a product in the shop, the buyer, hereinafter referred to as the "Customer", accepts these General Terms and Conditions, hereinafter referred to as "GTC".

2. Contracting parties

2.1 The purchase of products in the shop creates a purchase contract between the customer and CAMERATA BERN.

3. Contract terms and withdrawal from the contract

3.1 By confirming the purchase in the shop, the customer is obliged to pay, even if the payment method selected by the client (credit card) should fail. CAMERATA BERN is entitled to demand payment of the outstanding amount or, if necessary, to cancel the order if the customer fails to pay the outstanding amount despite repeated requests for payment.

3.2 Concert tickets, subscriptions and memberships are non-refundable. CDs and merchandising articles can be exchanged or refunded provided they are still in their original packaging.

4. Gift certificates and vouchers

4.1 Gift certificates are valid for an unlimited period of time.

4.2 Concert vouchers, which members or subscribers receive in connection with the purchase of a membership or subscription are only valid for the time period marked on the voucher (usually for the season of the purchased product's validity).

5. Payment deadline

5.1 Upon receipt of the order confirmation, the customer is generally obliged to pay immediately for the product purchased.

6. Shipping method

6.1 By choosing the shipping method, the customer accepts any additional shipping costs. CAMERATA BERN clearly indicates these costs in the shop's order overview before the customer confirms the purchase.

6.2 CAMERATA BERN shall dispatch the products as quickly as possible after receipt of payment, via the shipping method selected by the customer in the shop.

7. Complaints

7.1 If the customer does not receive the purchased product via the selected shipping method, this must be reported to CAMERATA BERN immediately.

7.2 Incorrect or faulty deliveries will be immediately replaced by CAMERATA BERN or taken back and refunded.

8. Cancellation of a concert by CAMERATA BERN and further liability

8.1 If an event is canceled by CAMERATA BERN, the customer will be refunded the full amount.

8.2 CAMERATA BERN accepts no further liability for damages of any kind incurred by the customer as a result.

9. Data Protection

9.1 The data protection guidelines of CAMERATA BERN apply.

9.2 The data collected through the purchase of a product in the store can only be viewed by CAMERATA BERN and may be used by CAMERATA BERN to maintain the future customer relationship.

10. Place of jurisdiction

10.1 Swiss law shall apply. The place of jurisdiction is Bern.

GTCs Online Shop CAMERATA BERN, as of April 2022