

**Subject:** Your EVENTIM order: ROCKHARZ 2022 - Tagesticket ohne Camping - order number 2029590812

**From:** EVENTIM Customer Service <bestellstatus@eventim.de>

**Date:** 21/05/2022, 02:41

**To:** paskameno@gmail.com



## Order confirmation

THANK YOU FOR YOUR ORDER.

Hi ARSI LUMME,  
thanks for ordering your tickets on 21.05.2022 with EVENTIM. We received your order 2029590812.

This email is your booking confirmation and does not grant admittance to the event. Please note that this is an automatically generated email. Requests sent to this address cannot be processed.

### YOUR ORDER

Order number:

**2029590812**

Order date:

**21.05.2022**

Order total:

**€ 164.90**

[Download invoice as PDF](#)

Invoice address:

**Mr ARSI LUMME**

**VILJATIE 7 B 30**

**00700 HELSINKI**

**Finland**

Delivery address:

**Ms AINO LUMME**

**VELLAMONTIE 21 AS 19**

**04230 KERAVALA**

**Finland**

Delivery:

**Express Benelux and Scandinavia**

Delivery will be effected no later than within 3 to 4 business days (Monday to Saturday, excluding public holidays) after conclusion of the contract or by advance payment after the customer's bank account has been charged with the full payment amount.

Payment:

**Credit Card**

### ORDER DETAILS

#### **ROCKHARZ 2022 - Tagesticket ohne Camping**

Date: Fri., 08.07.2022, 11:20 AM

Venue: Flugplatz Ballenstedt / Harz, Asmusstedt, 06493 Ballenstedt, Germany

Promoter: VERUGA GmbH, Bahnhofstr. 26, 37520 Osterode am Harz, Germany

1-Day-Ticket Friday, Full Price Ticket

2 × € 74.50

€ 149.00

Entrance Tagesticket, Block Freitag

Entrance Tagesticket, Block Freitag

**Subtotal****€ 149.00**

## TOTAL

Delivery costs

€ 15.90

**Total incl. VAT****€ 164.90**

## ADD TO CALENDAR

**ROCKHARZ 2022 - Tagesticket ohne Camping** Flugplatz Ballenstedt / Harz, Fri., 08.07.2022, 11:20 AM

Google Calendar



Outlook



Outlook.com



Apple Calendar

## RECOMMENDATIONS



Powerwolf -  
Wolfsnächte 2022  
[Info & Tickets](#)



Nightwish - World Tour  
2022  
[Info & Tickets](#)



Heaven Shall Burn &  
Trivium - ...  
[Info & Tickets](#)



Manowar - Crushing  
The Enemies...  
[Info & Tickets](#)

## HINTS

**Regarding your event please note:**

Visitors to the event are advised to inform themselves at short notice about the currently applicable laws, regulations and official orders for the staging of events, as well as possible cancellations or postponements, in particular via publications of the organizer, the event location or the responsible government agencies.

**Any questions about your order?**

When logged in, you can check the status of your order at any time.

It's also worth taking a look at our [Help Center](#) to find the answer to your question. If you still need assistance, please drop our customer service team a message.

**Make sure you don't miss any future highlights!**

Register now for our weekly [Newsletter](#).

### **EVENTIM.App**

Download the EVENTIM.App for free – available on iPhone or Android – and stay up to date with the latest events!

Find out more about our app [here](#).

Enjoy the show! Your EVENTIM team

## PRICE COMPONENTS AND METHODS OF PAYMENT

1. Ticket prices can exceed prices printed on the tickets. Depending on the event and the ordering method, payments may be made by credit card (Visa, American Express or Mastercard/Eurocard), giropay, Sofortüberweisung, paydirekt and/or by SEPA Core Direct Debit and/or by payment in advance (by bank giro transfer), or on invoice, or in instalments. VAT is included in the price. The total price for the order, including all fees, is due for payment immediately the contract is concluded if the method of payment is by credit card, giropay, Sofortüberweisung, paydirekt or SEPA Core Direct Debit. If payment is made in advance (by bank giro transfer), the total amount must be transferred in full , by the stated date, to the bank account specified by CTS EVENTIM AG & Co. KGaA. In the case of purchase on invoice, the invoice amount must be paid to Klarna Bank AB by the date specified on the invoice (14 days after invoice date). Purchase on invoice is not available as a payment method for all kinds of tickets and is also subject to a positive creditworthiness check by Klarna Bank. If the customer is allowed to purchase certain products on invoice, following a creditworthiness check, payment shall be processed in cooperation with Klarna Bank AB, to whom CTS EVENTIM AG & Co. KGaA assigns its claim to payment. In such a case, the customer can only discharge the debt by rendering payment to Klarna Bank AB. "Purchase on invoice" as a method of payment is also governed by the [General Terms of Business](#) of Klarna Bank AB (publ).
2. When orders are placed online, service and shipping costs are charged – these can vary, depending on the event. These fees are displayed in the shopping cart when placing your order; no other, undisplayed costs are incurred. If you opt for Gift wrapping and/or Ticket insurance, these will be charged additionally to the costs displayed.

## LEGAL INFORMATION

### **Right to cancel, example cancellation form**

Consumers do not have a general right to cancel, and any right of consumers to cancel may lapse prematurely in the case of the following contracts:

1. Contracts for the provision of accommodation other than for residential purposes, the transport of goods, car rental services, catering, or services relating to leisure activities, where the contract provides for a specific date or period (Section 312g (2) Sentence 1 No. 9 BGB [German Civil Code]). That means that there is no right to cancel in cases where CTS EVENTIM AG & Co. KGaA offers services in the field of leisure activities, in particular admission

tickets for events. Any order for tickets is therefore binding on the consumer once the order has been confirmed by CTS EVENTIM AG & Co. KGaA in accordance with Section II. 1 above, which means that the consumer has an obligation to accept and pay for the tickets ordered.

2. Contracts to supply audio or video recordings or computer software in a sealed package, if the seal is removed after delivery (Section 312g (2) Sentence 1 No. 6 BGB).

The following principles also apply to contracts concluded with consumers:

## Information on cancellation rights

### Right to cancel

You have the right to cancel this contract within fourteen days, without giving any reason. The 14-day cancellation period begins on the day on which the goods are received by you, or by a third party named by you, other than the carrier.

In order to exercise your right to cancel, you must notify us,

CTS EVENTIM AG & Co. KGaA, Customer Service, Contrescarpe 75A, D-28195 Bremen, +49 (0) 1806 533 933 (0,20 €/call incl. VAT), Fax: +49 (0) 421 36 66 777, E-Mail: [info@eventim.de](mailto:info@eventim.de),

of your decision to cancel the contract by sending us a clear written statement to that effect (e.g. in a postal letter, telefax message or eMail). You may use the specimen cancellation form attached hereto, but are under no obligation to do so.

To keep within the cancellation period, it is sufficient if you send your notification of exercising your right to cancel before the cancellation period ends.

### Consequences of cancellation

If you cancel this contract, we have to immediately refund to you any payments we have received from you, including delivery charges (except for the additional costs resulting from your choosing a different form of delivery than the standard, most favourable form offered by us), by no later than fourteen days after the day on which we receive notification of your cancelling this contract. To make the refund, we use the same means of payment as you used for the original transaction, unless explicitly agreed otherwise with you; you will not be charged anything for the refund. We may refuse to pay the refund until the goods have been returned to us or until you have provided proof that you sent the goods back, whichever is the earlier.

You must return or hand over the goods to us without delay, in any case no later than fourteen days after the day on which you notified us of your cancelling the contract. The latter deadline has been met if you dispatch the goods before the 14-day period has expired. The direct costs for returning the goods must be borne by you. You do not have to pay for any loss in the value of the goods unless such loss in value is due to your handling the goods in a manner other than is necessary to inspect the condition, properties and functioning of the goods.

### Example cancellation form

If you wish to cancel the contract, please fill out this form and return it to us.

- To CTS EVENTIM AG & Co. KGaA, Customer Service, Contrescarpe 75A, D-28195 Bremen:
- I/We (\*) hereby cancel the contract that I/We (\*) entered into to purchase the

following goods (\*)/the following service (\*)

- Ordered on (\*)/received on (\*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (only if notification is on paper)
- Date

(\*) Please delete as applicable.

You can download the [example cancellation form](#) as pdf file.

**\*\*End of information on the right to cancel and specimen cancellation form**

**\*\***

The following shall apply in the event of cancellation by the customer:

CTS EVENTIM AG & Co. KGaA may refuse to pay the refund until the goods have been returned to CTS EVENTIM AG & Co. KGaA or until the customer has furnished proof that the goods have been sent back, whichever is the earlier date.

The customer must return or hand over the goods to CTS EVENTIM AG & Co. KGaA without delay, in any case no later than fourteen days after the day on which the customer notified CTS EVENTIM AG & Co. KGaA of his or her cancelling the contract. The latter deadline has been met if the customer dispatches the goods before the 14-day period has expired. The customer shall bear the direct costs for returning the goods. The customer must pay for any loss in the value of the goods if such loss in value is due to the goods being handled in a manner other than is necessary to inspect the condition, properties and functioning of the goods.

#### **Liability limitations, exclusion of withdrawal in the case of particular breaches of duty**

1. CTS EVENTIM AG & Co. KGaA is unrestrictedly liable in all cases in accordance with the Product Liability Act for damages caused intentionally or through gross negligence, in the case of malicious concealment of defects, and for damages resulting from injury to life or health and physical injury. Liability for damages from breach of warranty is unlimited.
2. In the case of a breach of significant contractual obligations (so-called cardinal obligations) that are only based on simple negligence, CTS EVENTIM AG & Co. KGaA shall be liable limited to compensation for foreseeable losses typical for this type of contract.
3. Apart from the cases stated in paragraphs 1 and 2, CTS EVENTIM AG & Co. KGaA shall not be liable for losses caused by simple negligence.
4. The customer's right to free him/herself from the contract due to a breach of obligation for which the promoter or CTS EVENTIM AG & Co. KGaA is not responsible and in which the goods are not at fault is ruled out.
5. If the liability of CTS EVENTIM AG & Co. KGaA is ruled out or limited under the paragraphs above, this also applies to the liability of their agents and assistants.

**CTS EVENTIM AG & Co. KGaA**

Head Office: Contrescarpe 75 A, 28195 Bremen

**Represented by its personally liable partner**

EVENTIM Management AG

Registered Seat: Munich   Munich District Court, HRB 212700 VAT-ID No.: DE 181155470	Registered Seat: Hamburg   Hamburg District Court, HRB 129556 Represented by the Management Board: Klaus- Peter Schulenberg (CEO) Andreas Grandinger, Alexander Ruoff Chairman of the Supervisory Board: Dr. Bernd Kundrun
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