

Purchasing and Personalising Your Vienna City Card

Every purchase of a Vienna City Card is carried out in our online shop. Even if you buy in the app, you will be redirected to it. Find here step-by-step instructions on how to purchase and activate/personalise your Vienna City Card.

1) Select Your Vienna City Card Option

Chose the desired product in the online shop and click on "Buy now".

Your choices are:

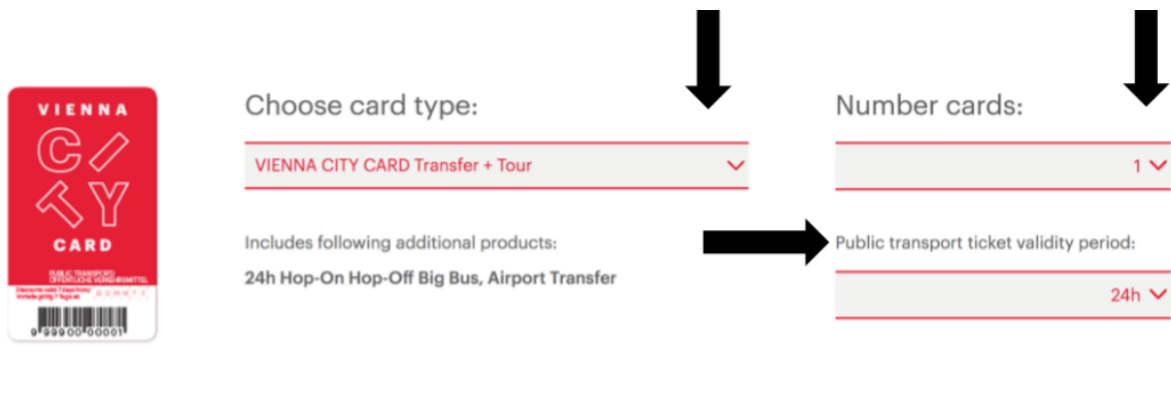
Vienna City Card

Vienna City Card TOUR

Vienna City Card TRANSFER

Vienna City Card TRANSFER + TOUR

Online shop: www.viennacitycard.at



The screenshot shows the online shop interface for the Vienna City Card. On the left is a red Vienna City Card with the 'CITY CARD' logo and a barcode. The main form has three sections: 'Choose card type:' with a dropdown menu showing 'VIENNA CITY CARD Transfer + Tour'; 'Number cards:' with a dropdown menu showing '1'; and 'Public transport ticket validity period:' with a dropdown menu showing '24h'. Below the 'Choose card type:' section, it lists 'Includes following additional products: 24h Hop-On Hop-Off Big Bus, Airport Transfer'. Arrows indicate the flow from the card image to the selection fields and then to the 'BUY NOW' button.

Discount codes can be redeemed in the purchasing process. **54,00 EUR** instead of **60,00 EUR**



Any currently offered online discounts will be deducted automatically.



2) Optional: Do You Have a Discount Code?

If you have a discount code, you can use it in the next step. Only **ONE** discount code can be redeemed. If the online shop offers a discount with minus 10% and you want to use a different discount code, you can remove the unwanted code by using the bucket icon.


The discount is automatically deducted from the total amount after clicking the "Redeem discount code" button.

If you wish to use Vienna City Cards at different dates, you will have to make separate purchases.

Now enter your billing information to proceed with the purchase.

Your order

72 h	Card 1	⊖	Add further Vienna City Card	⊕
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Choose card type:
VIENNA CITY CARD ▼

Price for card 1 29,00 EUR

REDEEM DISCOUNT CODE

Total price 29,00 EUR

Whereto should the order confirmation be sent?

!

nina.wolf@viennacitycard.at	Test Nina	Test Wolf
nina.wolf@viennacitycard.at		

Your invoice address:

Company	Reningasse 4	1010
Test Nina	Austria (Österreich) ▼	Vienna
Test Wolf		

☒ I have read and accept the [General Terms & Conditions](#) and the [privacy policy](#). I have been advised of my cancellation rights.

! Important: After purchase, your card(s) must be activated, either immediately or up to a maximum of 8 weeks in advance. Please use the activation link provided in the purchase confirmation email.



Please ensure that you enter your email address correctly, otherwise we cannot send your purchase and activation documents!

3) Payment

Please select the means of payment following options (credit cards: VISA and MasterCard):



Select your means of payment:



Credit Card



Online Bank Transfer:
(Sofort.)



PayPal

4) Receipt of Order Confirmation and Invoice

After successful payment, you will receive an order confirmation and an invoice by email.

The confirmation will include the following:

- Confirmation number (twelve digits xxxx-xxxx-xxxx)
- Indication of the date until your order can be activated
- Link to activate your order
- Useful information how to make the most of your City Card
- Contact details to get in touch with the Vienna City Card Team

Dear Mr. / Ms. [REDACTED],

we are delighted that you have decided to buy the Vienna City Card – that extra for your visit to Vienna.

Your order number is: [REDACTED]

Use the following link to activate your order as app-ticket, print at home-ticket or voucher:

[Now activate](#)

You can activate your order till the **02.03.2022**.

You can find all of the benefits in our online [bonus booklet](#) or on our [app](#) ivie.

We are at your disposal for further information. You can contact us under info@viennacitycard.at

You find product details in our webshop www.viennacitycard.at/view/benefit or www.viennacitycard.at/view/FAQs

Kind regards,

Your Vienna City Card Team

You will receive an order confirmation on your screen and can activate/personalise your Vienna City Card immediately or later.

Thank you for your order!

Your order number is

[REDACTED]

on the name

Test Nina Test Wolf

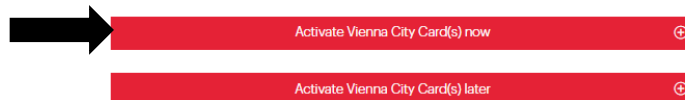
The order confirmation with all relevant information will be sent to the following e-mail address:

nina.wolf@viennacitycard.at

You now have time until

02.01.2021

to activate your Vienna City Card(s).



5) Activate Your Order Immediately or Later

Click on the activation link in your order confirmation email to return to the online shop where you can activate your Vienna City Cards

- Each order can be activated within 6 months
- You can activate your order a maximum of 2 months / 8 weeks in advance.
- **You cannot use your Vienna City Cards without activation.**

6) Selection of the ticket type:

Now you can decide whether you want to use a **print at home** or a mobile **app ticket**. A **voucher** is also available. A voucher must be redeemed at a Tourist-Info office in Vienna or at the airport. You will receive a physical Vienna City Card (including the add-ons you have booked).

Activate your Vienna City Card(s)

Your Vienna City Card(s) can be activated eight weeks before your arrival.

General information (valid for all cards)

How do you want to receive your Vienna City Card?

☒ **Print at Home** ☐ **App ivie - Vienna Guide**

nina.wolf@viennacitycard.at

OR

How do you want to receive your Vienna City Card?

☐ **Print at Home** ☒ **App ivie - Vienna Guide**

nina.wolf@viennacitycard.at

When would you like to use your Vienna City Card?

Your discounts and benefits as well as the airport transfer and the hop-on hop-off tour are valid for 7 days.

Start of your stay:

The discounts, optional Airport Transfer and the optional 24 Hop-On Hop-Off Tour can be redeemed within a period of 7 days starting from 00:00 on the following date.

 27.07.2020

☒ Would you like to choose this date for the start of your stay? It is **not possible to change** the date later or to cancel the ticket!



I wish to use my public transport travel ticket (24, 48 or 72 hours) in Vienna from (date):

29.07.2020
09:30

☒ Would you like to select this date and time for the start of your Wiener Linien ticket? It is **not possible to change** the date or time later or to cancel the ticket!

Enter a date „Start of your stay” and a period of 7 days will start from the selected date:



Start of your stay:
The discounts, optional Airport Transfer and the optional 24 Hop-On Hop-Off Tour can be redeemed within a period of 7 days starting from 00:00 on the following date.


 27.07.2020 

☒ Would you like to choose this date for the start of your stay? It is **not possible to change** the date later or to cancel the ticket!

To use the ticket for Wiener Linien, public transportation, please enter **date** and **exact time**. Your ticket will be valid from that given date and time for the duration selected (24/48/72 hours) and doesn't need to be validated.

I wish to use my public transport travel ticket (24, 48 or 72 hours) in Vienna from (date):

 29.07.2020 

09:30 

☒ Would you like to select this date and time for the start of your Wiener Linien ticket? It is **not possible to change** the date or time later or to cancel the ticket!

Now you can personalise your digital ticket.

Always carry a photo ID (passport, diving licence) with you to prove your identity.

- ! Please check your details, times, and dates on the following screen.
- Please ensure to enter the correct dates and times – once activated **it is not possible to change** or cancel the booking.

Personalise each card

Ticket only valid with photo ID, as your Vienna City Card is personalised.

Karte #1

VIENNA CITY CARD
Transfer except CAT +
Tour

72

Travel ticket valid from:
29.07.2020 9:30

Travel ticket valid to:
01.08.2020 9:29

✓ + 24h Hop-On Hop-Off
✓ + Airport Transfer

Discounts/add-ons valid from: 27.07.2020
Valid to: 02.08.2020

Personal data:(first name, last name,
date of birth):

Test Nina

Test Wolf

10 ▼

August ▼

1987 ▼

☐ Send the Vienna City Card directly
to your fellow travelers.

Recipient

Validity of your travel ticket

Your booked add-ons

Period to use benefits and add-ons

Enter your first and
family name
and your date of birth

Then click "Activate now irrevocable".

Activate now irrevocable



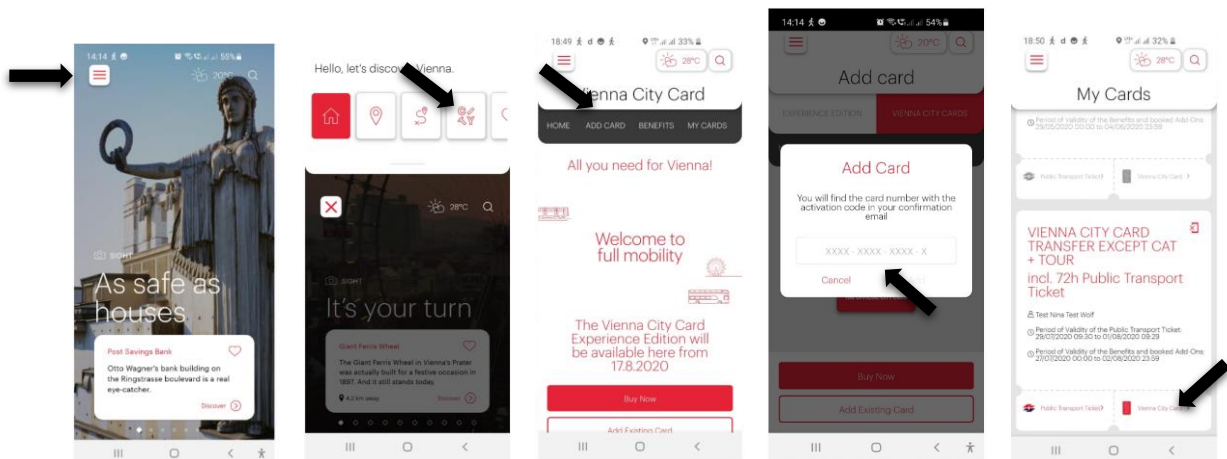
6.1. Mobile App Ticket

If you have decided on an app ticket, you will receive an email with your card number. This is your 12-digit-confirmation number with an additional digit at the end.

When activating one card, -1 is added to the end of the order number, when activating two cards, -2, etc.

Please download your **ivie – Your Personal Vienna Guide** to hold the Vienna City Card on your smartphone.

After that you can add your mobile app ticket. It is possible to add one ticket, but also several tickets to *one phone*. To do this, please enter the respective card numbers one after-the-other:



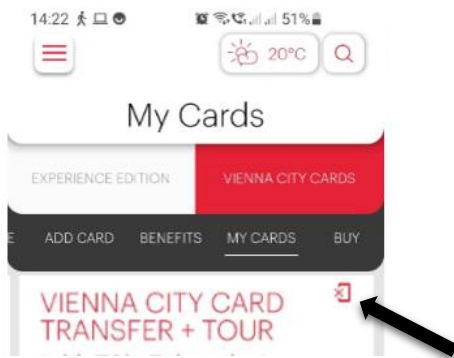
You can now open your ticket for Wiener Linien and your discount card using these two buttons:



Wiener Linien travel card



Discounts and add-ons



If you want to remove an app ticket from your device, open the ticket on your smartphone. Click on the icon in the upper right corner. The ticket will be removed, and you can immediately add it on another phone. It is possible to save and use multiple tickets on one device.

6.2. Print at Home Ticket

If you have decided on a print at home ticket, you will receive an email with your ticket as a PDF file. You can also download this ticket on your screen immediately after activation. Please print your Vienna City Card (Wiener Linien ticket and discount card on A4 paper) and always carry this with you as well as a photo ID – passport or drivers licence.

The print at home ticket **CANNOT** be added to and displayed on your mobile phone.



7) Redeeming Your Code

To redeem your digital 8-digit code e. g. 5XRQYY2Q, please visit www.viennacitycard.at and or click “[Redeem coupon](#)” or at the very top of the webshop.

This brings you to a field where you can enter your given code. After entering the 8-digit code (no space allowed), click „REDEEM NOW”.

Redeem your coupon here


5XRQYY2Q

REDEEM NOW

Your Vienna City Card will show on your screen. If you wish to add Transfer or Tour, you can do so in one of our [Tourist Infos](#) during your stay.

Your order

Vienna City Card TRANSFER and TOUR are expected to resume their services from July. Products will be again bookable and usable from then on.

72 h	Card 1	⊖	Add further Vienna City Card ⊕
	<p>Choose card type:</p> <div style="border: 1px solid #e91e63; padding: 5px; margin-bottom: 5px;"> VIENNA CITY CARD Transfer except CAT + Tour ✓ </div> <p>Includes following additional products</p> <p>24h Hop-On Hop-Off, Airport Transfer</p>		
	<p>Price for card 1 72,00 EUR</p>		
	<p>5XRQYY2Q 100 % -72,00 EUR </p> <p>Total Discount -72,00 EUR</p>		
	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Enter optional discount code</div> <div style="background-color: #e91e63; color: white; padding: 5px; text-align: center; margin-bottom: 5px;">REDEEM DISCOUNT CODE</div>		
	<p>Total price 0,00 EUR</p>		

Please enter your details, agree to our terms and privacy policy, then click "BUY NOW":
(Ensure to enter your e-mail address correctly otherwise we cannot send your confirmation and activation documents.) There won't be a payment process as you have already paid for your city card.

Wheretoto should the order confirmation be sent?

nina.wolf@viennacitycard.at	Test Nina	Test Wolf
nina.wolf@viennacitycard.at		

Your invoice address:

Company	Renngasse 4	1010
Test Nina	Austria (Österreich)	Vienna
Test Wolf		

☒ I have read and accept the [General Terms & Conditions](#) and the [privacy policy](#). I have been advised of my cancellation rights.

! Important: After purchase, your card(s) must be activated, either immediately or up to a maximum of 8 weeks in advance. Please use the activation link provided in the purchase confirmation email.

BUY NOW



Your order confirmation pops up on your screen:

Thank you for your order!

Your order number is

6343-5792-8626

on the name

Test Nina Test Wolf

The order confirmation with all relevant information will be sent to the following e-mail address:

nina.wolf@viennacitycard.at

You now have time until

02.01.2021

to activate your Vienna City Card(s).

Activate Vienna City Card(s) now

Activate Vienna City Card(s) later



Now you can activate your Vienna City Card as app ticket or print at home.
As to do that please follow the steps at the beginning of this document.

Vienna City Card [Brochure](#)

Vienna City Card [Discount Partners](#)

Detailed information about all partners can be found in the app
“[ivie – Your Personal Vienna Guide](#)”.

