



Purchasing and Personalising Vienna City Cards

Each 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 the shop. Find here step-by-step instructions on how to purchase and activate/personalise your Vienna City Card:

1) Select Your Vienna City Card Option

Choose the desired duration for public transportation, number of cards and optional Add-Ons:

Your choices are:

Vienna City Card

Airport Transfer

Hop-On Hop-Off

Online shop: www.viennacitycard.at

All You Need For Vienna!

In this online shop the Vienna City Card is available as **app- oder print@home-ticket**:

VIENNA CITY CARD

PUBLIC TRANSPORT IN VIENNA
ÖFFENTLICHE VERKEHRSMITTEL IM STADTGEBIET

Discounts valid 7 days from
Vorteile gültig 7 Tage ab

9 99900 00001

Public transport ticket validity period:
 24h 48h 72h
Price 29,00 EUR

Number of Cards:
All cards must be personalised for one date.
2
One child under the age of 15 travels free.

Choose an optional Add-On:
 Hop-On Hop-Off - 29,00 EUR
 Airport Transfer - 22,00 EUR

Discount codes can be redeemed at checkout. 160,00 EUR

BUY NOW

2) Your Order and Redeeming an Optional Discount Code

If you have a discount code, you can enter it in the next step. Only **one** discount code can be redeemed at a time. The discount will be deducted automatically from the total amount after clicking the "Redeem discount code" button.


If you want to use Vienna City Cards for different dates, you must purchase them in separate buying processes.

You can decide whether you want to personalise now or later by ticking the checkbox. Check your order and then click "Buy now".

Your order




I would like to decide **later** on which day and at what time my Vienna City Card(s) should be valid. I can set this up to **6 weeks after payment** and up to **5 minutes before the desired period of use**.



72 h Card 1 ⊖

Price 29,00 EUR



72 h Card 2 ⊖

Price 29,00 EUR

Choose card type:

Hop-On Hop-Off - 29,00 EUR

Airport Transfer - 22,00 EUR

Personalise (each of your) card(s): ⌵

Price for card 1 **80,00 EUR**

Choose card type:

Hop-On Hop-Off - 29,00 EUR

Airport Transfer - 22,00 EUR

Personalise (each of your) card(s): ⌵

Price for card 2 **80,00 EUR**

Add further Vienna City Card ⊕

Optional:

DISCOUNT CODE

REDEEM DISCOUNT CODE

Total price **160,00 EUR**

BUY NOW



Enter your details to receive your order confirmation; company details are optional. The buyer does not have to be the user of the city card. E. g. you can buy a Vienna City Card and personalise it for someone else.

Order confirmation

Where should the order confirmation be sent to?

FIRST NAME*

John

LAST NAME*

Doe

E-MAIL*

info@viennacitycard.at

CONFIRM YOUR E-MAIL-ADDRESS*

info@viennacitycard.at

COUNTRY*

United Kingdom (United Kingdom)

Invoice address (optional):

COMPANY

COMPANY

STREET, HOUSE NUMBER

STREET, HOUSE NUMBER

ZIP

ZIP

CITY

CITY

I have read and accept the general terms and conditions and the privacy policy. I have been advised of my cancellation rights.

! Important: Your card(s) must be PERSONALISED. You can do this either during the purchasing process or a maximum of eight weeks before your arrival. Use the personalisation link you receive in the purchase confirmation email.

BUY NOW

3) Payment

VISA / MasterCard oder PayPal

After payment you will return automatically to the online shop.



4) Order Confirmation / Invoice

You will see the details of your order.

Thank you for your order!

Your order number is	5266-0154-2844
E-Mail-Adresse	info@viennacitycard.at
Personalise until	02.10.2023

ACTIVATE VIENNA CITY CARD(S) NOW

ACTIVATE VIENNA CITY CARD(S) LATER

The order confirmation that you will receive by e-mail you include the following details:

- Order number (12-digits xxxx-xxxx-xxxx)
- Link to personalise your order
- Date, until your order needs to be personalised
- Contact details Vienna City Card Team
- Useful information about the City Card and Vienna

Von: Vienna City Card <testing@reinisch.tech>
Gesendet: Sonntag, 2. April 2023 19:43
An: Vienna City Card | Info <info@viennacitycard.at>
Betreff: Vienna City Card Order Confirmation

Dear John Doe,

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

Your order number is: **5266-0154-2844**
Use the following link to personalise your order as app-ticket or print at home-ticket:

[Now personalise](#)

Once you have decided on a ticket type, it can **not** be changed.

You can personalise your order until **02.10.2023**.

Details to our discount partners can be found in our app [ivie](#) or [here](#).

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

For further information please visit our [online shop](#) and [FAQs](#).

To explore Vienna already before your trip, visit "[The Official Online Travel Guide of the City of Vienna](#)".

Kind regards,

Your Vienna City Card Team

5) Personalise Your Order:

Click the link in your order confirmation e-mail and you will be directed to the online shop to personalise your Vienna City Card(s).

- Each order must be personalised latest 6 months after purchase.
- You can personalise your order 8 weeks before your arrival date.
- **You cannot use your Vienna City Card(s) without personalisation.**

Personalise your order **during or after** purchasing your city card:

Your personalised ticket will be e-mailed to you.

Personalise and activate your Vienna City Card(s)

Personalisierung (72 Card 1)	Personalisierung (72 Card 2)
FIRST NAME*	FIRST NAME*
<input type="text" value="John"/>	<input type="text" value="Jane"/>
LAST NAME*	LAST NAME*
<input type="text" value="Doe"/>	<input type="text" value="Doe"/>
YEAR OF BIRTH*	YEAR OF BIRTH*
<input type="text" value="1965"/>	<input type="text" value="1968"/>
<input type="checkbox"/> Send this personalised ticket directly to my travel companion(s).	<input type="checkbox"/> Send this personalised ticket directly to my travel companion(s).
<input type="text" value="E-MAIL-ADDRESS TRAVEL COMPANION"/>	<input type="text" value="E-MAIL-ADDRESS TRAVEL COMPANION"/>

6) Choose a Ticket Type

You can decide if you want to use an **app-** or a **print@home-ticket**.

Set date and time when you want to use public transportation. From this point in time, you can also use the (optional) airport transfer and hop-on hop-off tour.

Should you wish to use discounts before the public transport, choose an earlier date for the discounts. Airport transfer and hop-on hop-off can also be used from the earlier date.

(E. g. arrival 25th May, take the City Airport Train to Vienna and use the public transport from 27th May.)

! Please check all dates and times. After personalising irrevocably, changing, or cancelling your city card is **not possible**.

Set date and time to use your Vienna City Card(s):

How would you like to use your Vienna City Card?

App ivie - Vienna Guide print@home-Ticket

It is **not possible** to use a print@home-ticket in the ivie app. It is also **not possible** to use a mobile app-ticket as a print@home-ticket.

From this date and time you want to use your ticket for public transport (24h, 48h or 72h) in Vienna:

Date: Time:

When do you want to use the discounts and advantages of the Vienna City Card?

I would like to use my discounts already before the public transportation - right at the start of my stay. Beginning of my stay (arrival date):

Confirm that you chose the above date and time for the start of your Wiener Linien/public transportation ticket.
It is not possible to change the date or time later, to cancel the ticket or to change a name!

[Personalise now irrevocably](#)



You have now a personalised and activated Vienna City Card:

Your Vienna City Card(s) have been successfully personalised!

You have selected the "Display Vienna City Card in the app" option.

John Doe | 6805-4720-3206-1 | [Transfer ticket to App ivie - Vienna Guide](#)



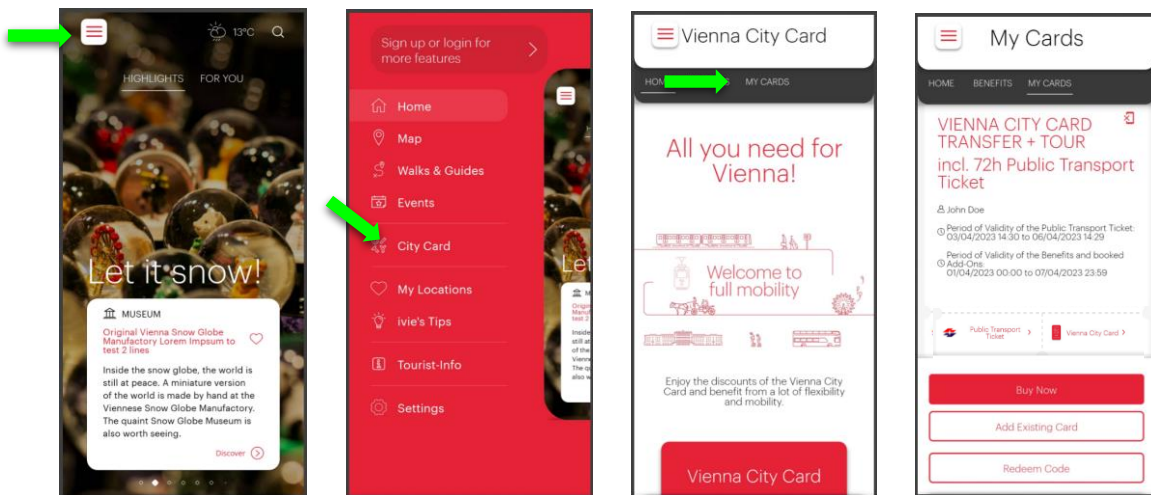
Wishing you a wonderful time in Vienna!

If you have installed the ivie-app on your phone, you can click on the link to transfer the Vienna City Card to your smartphone.

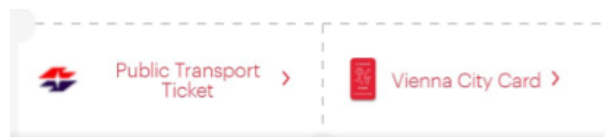


7) App-Ticket

To find your digital ticket in the ivie-app, click on the burger menu, select city card, and my cards.



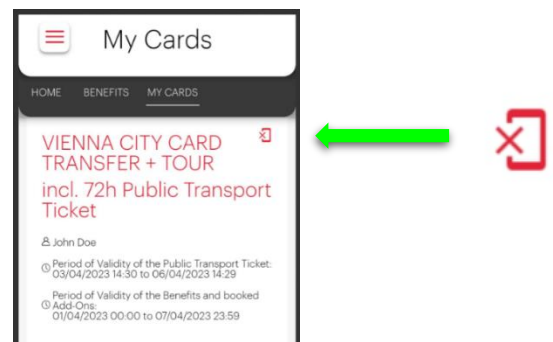
You can open your public transport ticket and your discount card by clicking on these buttons:



Left: Wiener Linien travel ticket
 Right: discounts and Add-Ons

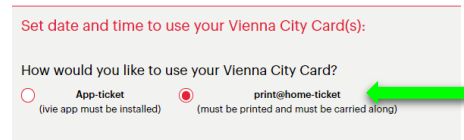


If you want to remove an app-ticket from your device, open the ticket on your smartphone. Click on the icon in the upper right corner. The ticket will be removed, and you can immediately add it onto another phone. It is possible to save and use multiple tickets on one device.



8) print@home-Ticket

If you want to use a print@home-ticket, choose the print@home option in the personalisation process.



After personalising your ticket, you will receive an e-mail with your ticket as a PDF-file. This file is also available for download right after the process on your screen.

Please print your ticket (A4) and always carry the printout with a photo ID (passport or driver's licence) along. In the lower part of the printout you will find current offers or information about our advantage partners.

The print@home-ticket CANNOT be displayed on your mobile phone during a Wiener Linien ticket control. You **must** produce the printout.

Your Vienna City Card(s) have been successfully personalised!

