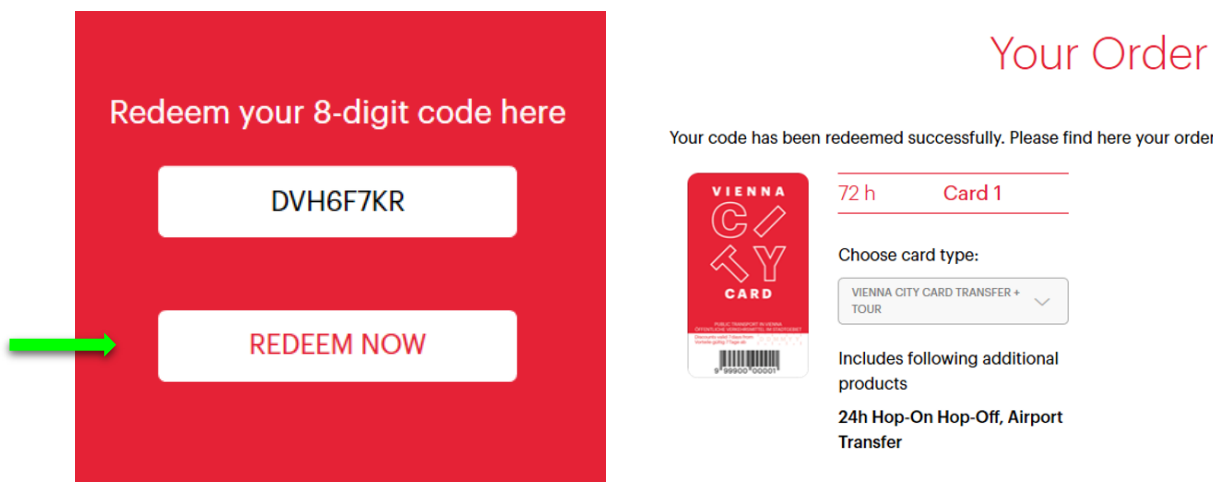


Redeeming Your Vienna City Card Code

1) Code redemption:

To redeem your 8-digit code e. g. DVH6F7KR, please visit www.viennacitycard.at and/or click "[Redeem code](#)" at the very top in the online shop.

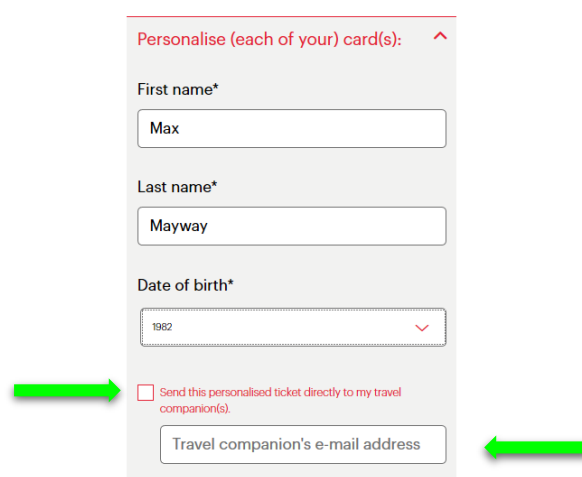
This brings you to a field where you can enter your given code. After entering the 8-digit code (no space allowed), click „REDEEM NOW“.



The image shows a red background with the text "Redeem your 8-digit code here". Below this, there is a white input field containing the code "DVH6F7KR". Below the input field is a white button with the text "REDEEM NOW". A green arrow points to the "REDEEM NOW" button. To the right, the text "Your Order" is displayed in red. Below it, the text "Your code has been redeemed successfully. Please find here your order:" is shown. To the left of the order details is a small image of a Vienna City Card. To the right, the order details are listed: "72 h Card 1", "Choose card type:", "VIENNA CITY CARD TRANSFER + TOUR", and "Includes following additional products: 24h Hop-On Hop-Off, Airport Transfer".

You can personalise your order 8 weeks before your arrival date.

You cannot use your Vienna City Card(s) without personalisation.



The image shows a form titled "Personalise (each of your) card(s):" with a red arrow pointing up. The form contains the following fields: "First name*" with the value "Max", "Last name*" with the value "Mayway", and "Date of birth*" with the value "1982". Below these fields is a checkbox labeled "Send this personalised ticket directly to my travel companion(s)." with a green arrow pointing to it. Below the checkbox is a text input field for "Travel companion's e-mail address" with a green arrow pointing to it.

If you have personalised a ticket for a fellow traveller, tick the box and you can send this ticket directly to a desired e-mail-address.

2) Personalise your Vienna City Card

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

Enter the e-mail address where your personalised ticket should be sent to.

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 want to use some discounts before the public transport, choose an earlier date for the discounts. Airport transfer and hop-on hop-off tour can also be used earlier. (E. g. arrival 30th August, take the City Airport Train to Vienna and use the public transport from 31st August.)

- ! 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 at Home-Ticket

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

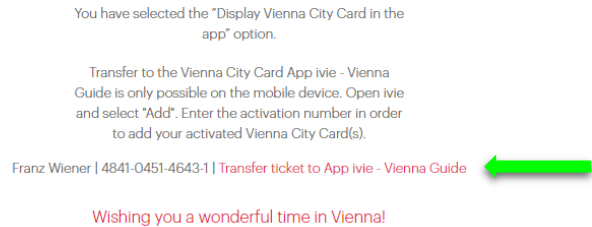
Confirm that you chose the above date and time for the start of your Wiener Linien/public transportation ticket.

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 active Vienna City Card:

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

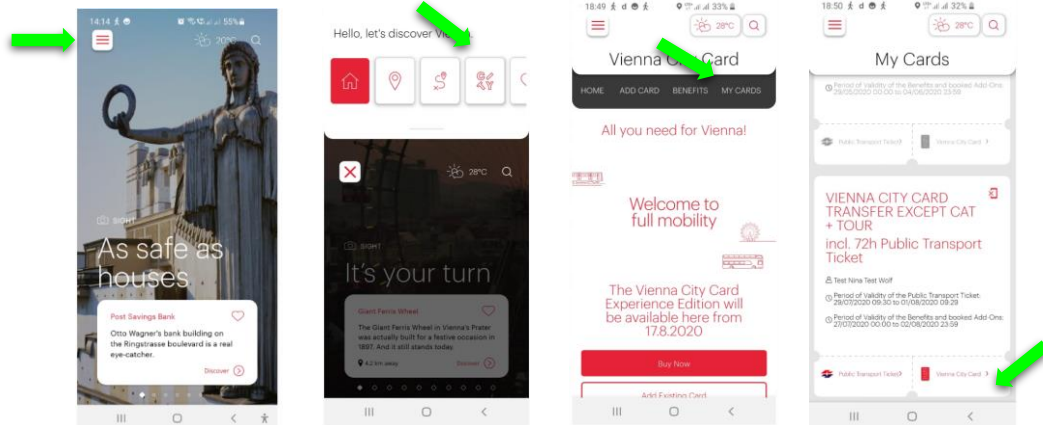


Please install the ivie-app on your smartphone. You can now click on the link to transfer the ticket to your phone. The app will open, select "Add Existing Card", you can see your card number, click "Add" and you can use your Vienna City Card.



3) Mobiles 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:



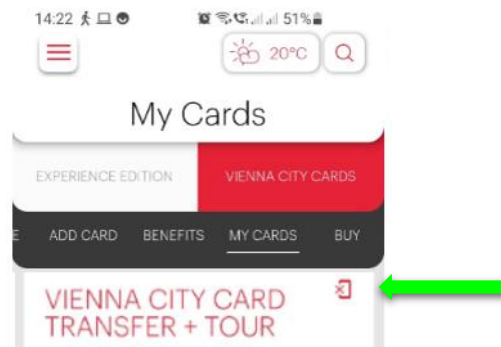


Wiener Linien ticket



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.



4) Print at Home-Ticket

If you have decided on a print at home-ticket, you will receive an e-mail with your ticket as a PDF file or download it immediately after personalisation. 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 smartphone.

