




Activation Vienna City Cards

Each Vienna City Card purchase is made in our web shop. Even when you your ticket in our mobile app you are forwarded to this web shop. Please follow these steps to activate your Vienna City Card:

No.	Description	Screenshot
1	<p>Select your Vienna City Card</p> <p>Select your preferred Vienna City Card option and click "Buy Now".</p> <p>Web shop: www.viennacitycard.at</p>	 <p>Choose card type: VIENNA CITY CARD Transfer + Tour</p> <p>Number cards: 1</p> <p>Includes following additional products: 24h Hop-On Hop-Off Big Bus, Airport Transfer</p> <p>Public transport ticket validity period: 24h</p> <p>Discount codes can be redeemed in the purchasing process. 54,00 EUR instead of 60,00 EUR</p> <p>BUY NOW</p>
2	<p>Payment / redeem discount code</p> <p>If you have a special discount code you can redeem it in the next step.</p> <p>Please fill out all invoice details and pay your order via bank transfer / VISA / MasterCard.</p>	

3	<p>Receive order confirmation / invoice</p> <p>After a successful payment you will receive an invoice and an order confirmation via e-mail.</p> <p>Details in the order confirmation:</p> <ul style="list-style-type: none"> - Order-number - Date until the order can be activated - Link to activate your order 	
4	<p>Activate your order!</p> <p>Click on the activation link in your order e-mail. This will lead you to the web shop to activate your Vienna City Cards.</p> <ul style="list-style-type: none"> - Each order can be activated within 6 months. - It is only possible to activate your card 2 month in advance. - You cannot use your cards without activation. 	
4.1.	<p>Choose your delivery option</p> <p>Pick one of the following delivery options:</p> <ul style="list-style-type: none"> - Print at Home - Mobile App - Voucher <p>Depending on your delivery option your ticket will be sent to you via e-mail. If you choose mobile app delivery you will be able to display the order in the app.</p>	<div style="text-align: center;"> <p>Activate your Vienna City Card(s)</p> <p>Your Vienna City Card(s) can be activated eight weeks before your arrival.</p> <p>General information (valid for all cards)</p> <p>How do you want to receive your Vienna City Card?</p> <p> <input type="radio"/> Print at Home <input checked="" type="radio"/> Mobile App <input type="radio"/> Voucher </p> <p>E-mail address</p> </div>



4.2. Choose your travel period

You benefit from all Vienna City Card discounts for 7 days starting with your „start of your stay“.

If you have purchased Add-Ons such as airport TRANSFER or Hop-On Hop-Off Big Bus TOUR they are also redeemable within the 7 days starting of your stay.

Please chose the validity of your ticket for public transportation (Wiener Linien) for 24/48/72 hours. The ticket is automatically validated beginning with the exact date and time stamp you have chosen.

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

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

23.08.2019

25.08.2019

11:00

4.3. Personalise your Vienna City Card

Last step to activate your card is to personalise it with first name, last name and date of birth.

Note that you must carry a photo ID with you to expel yourself in case of ticket controls.

You can even e-mail the personalised Vienna City Card to your travel partner.

Karte #1

VIENNA CITY CARD
Transfer + Tour **24**

Travel ticket valid from:
25.08.2019 11:00

Travel ticket valid to:
26.08.2019 10:59

✓ + 24h Hop-On Hop-Off Big Bus
✓ + Flughafen Transfer

Discounts/add-ons valid from: 23.08.2019
Valid to: 29.08.2019

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

First name

Last name

Day ↓ Month ↓ Year ↓

Send the Vienna City Card directly to your fellow travelers.

Recipients e-mail address



5 Display in the App

If you chose the delivery option: Mobile App, there will be an activation link at the end of the activation process with which you can display the order in your app.

Each mobile Vienna City Card has a card-number. You receive this card-number in the activation email. If you enter this card-number in your app you can at any time transfer the displayed ticket to other devices.

If you've added more than one ticket to your phone, you'll need to remove the tickets before you can add them to another device. To do this, mark an active ticket in your app and choose "Remove Card" at the top of the screen. Then each ticket can be transferred to another device of your choice.

Activation Vienna City Card App-Order



Info ViennaCityCard

Freitag, 23. August 2019 um 10:53

[Details anzeigen](#)

Dear Mr. / Ms. [REDACTED],

your Vienna City Card order is successfully activated.

As of now the following products are available:

VIENNA CITY CARD Transfer + Tour ([REDACTED]) card number: 9598-4188-1628-1

Via click on the [activation link](#) your order can be displayed in the app.

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

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

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You find information to your Vienna visit under www.wien.info and www.facebook.com/WienTourismus.

Participate in our survey www.survey.wien.info/vienna-city-card