

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 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

Choose the desired product and click „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

All You Need For Vienna!



Chose Card Type:

You can personalise and use your card immediately or up to 6 months after purchase.

Number of Cards:

All cards must be personalised for **one** date.

i One child under the age of 15 travels free with each Vienna City Card holder.

The Vienna City Card is available as **app-** or **print at home-**ticket.

Public Transport Ticket Validity Period::

☐ 24h ☐ 48h ☒ 72h

Discount codes can be redeemed at checkout. **29,00 EUR**



BUY NOW

OPTIONAL: 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.

You can decide whether you want to personalise and use your Vienna City Card immediately or later (checkbox).

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**.

 <p>72 h Card 1 ⊖</p> <p>Choose card type:</p> <p>VIENNA CITY CARD TOUR ⌵</p> <p>Includes following additional products</p> <p>24h Hop-On Hop-Off</p>	 <p>72 h Card 2 ⊖</p> <p>Choose card type:</p> <p>VIENNA CITY CARD TOUR ⌵</p> <p>Includes following additional products</p> <p>24h Hop-On Hop-Off</p>
<p>Personalise (each of your) card(s): ⌵</p> <p>Price for card 1 56,00 EUR</p>	<p>Personalise (each of your) card(s): ⌵</p> <p>Price for card 2 56,00 EUR</p>
<p>Add further Vienna City Card ⊕</p>	

Optional:



DISCOUNT CODE

REDEEM DISCOUNT CODE

Total price **112,00 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?

First name*

Franz

Last name*

Wiener

E-mail*

info@viennacitycard.at

Confirm your e-mail address*

info@viennacitycard.at

Country*

Austria (Österreich)

Province*

Salzburg

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

KLARNA bank transfer / VISA / MasterCard or PayPal

4) Order Confirmation / Invoice

After successful payment you will be re-directed back to the online shop where you will see all details of your order.

Thank you for your order!

Your order number is	4291-5689-9051
E-Mail-Adresse	info@viennacitycard.at
Personalise until	12.03.2023

ACTIVATE VIENNA CITY CARD(S) NOW

ACTIVATE VIENNA CITY CARD(S) LATER

In the order confirmation that you will receive by e-mail you will find the following details:

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

Dear Franz Wiener,

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

→ Your order number is: **4841-0451-4643**

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 **12.03.2023**.

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

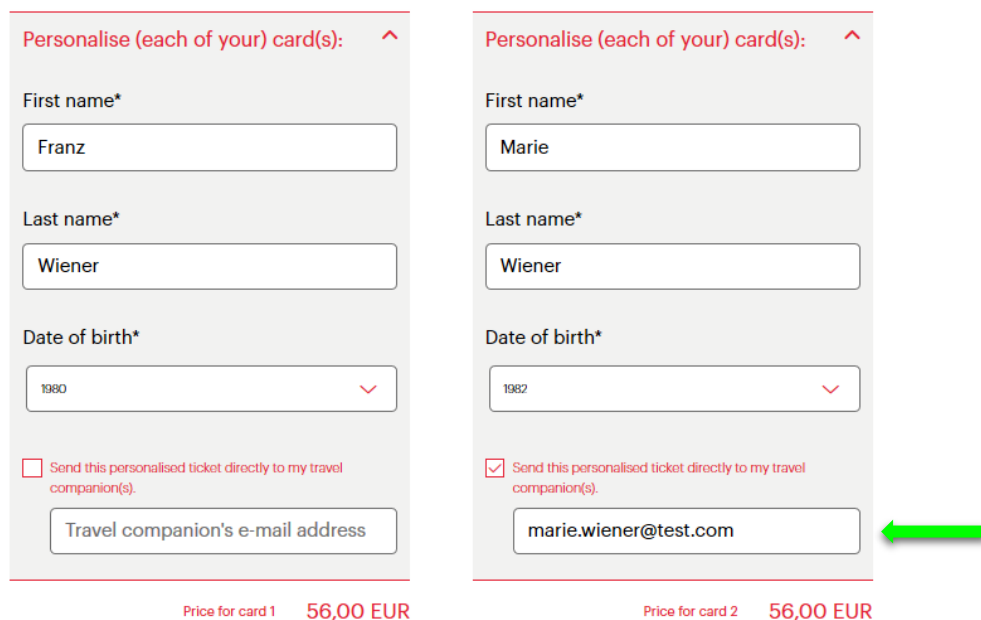
5) Personalise your order:

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.**

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

Your personalised ticket will be e-mailed to you. If you have personalised a ticket for a fellow traveller, you can send this ticket directly to a desired e-mail-address.



Personalise (each of your) card(s): ^

First name*

Franz

Last name*

Wiener

Date of birth*

1980

☐ Send this personalised ticket directly to my travel companion(s).

Travel companion's e-mail address

Price for card 1 56,00 EUR

Personalise (each of your) card(s): ^

First name*

Marie

Last name*

Wiener

Date of birth*

1982

☒ Send this personalised ticket directly to my travel companion(s).

marie.wiener@test.com

Price for card 2 56,00 EUR

6) Choose your ticket type:

You can decide if you want to use an **app-ticket** or a **print at 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 want to use some discounts before the public transport, chose 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:

20.09.2022

Time:

12:45

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):

18.09.2022

☒ 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!

Activate now irrevocable

You have now a personalised and active Vienna City Card:

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

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

Transfer to the Vienna City Card App ivie - Vienna Guide is only possible on the mobile device. Open ivie and select "Add". Enter the activation number in order to add your activated Vienna City Card(s).

Franz Wiener | 4841-0451-4643-1 | [Transfer ticket to App ivie - Vienna Guide](#)

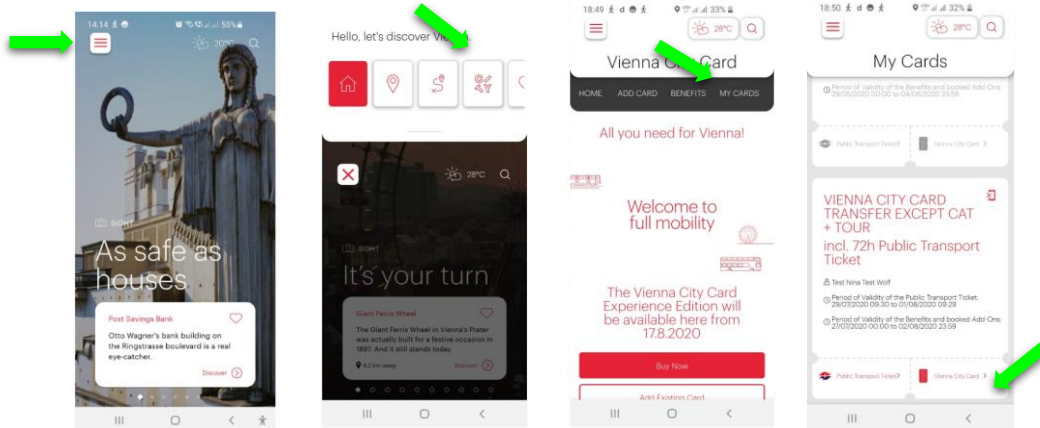
Wishing you a wonderful time in Vienna!

Please install the ivie on your smartphone. You can now click on the link to transfer the ticket to your phone.

6.1. Mobiles App Ticket



To find your app ticket in the ivie, 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:



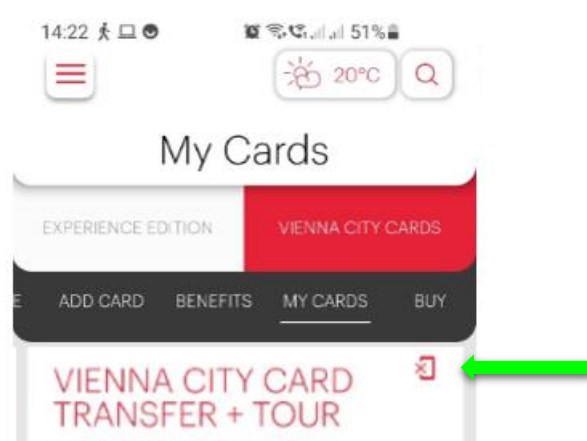
Wiener Linien ticket



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.



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 or download it 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 smartphone.

