BAYERISCHE STAATSGEMÄLDESAMMLUNGEN

Instructions on the consumer's right of revocation for distance selling contracts with the Bayerische Staatsgemäldesammlungen (BStGS)

Please note: The right of cancellation only applies to vouchers and annual passes.

You have the right to cancel this contract within fourteen days without giving any reason.

The cancellation period is fourteen days from the day the contract is concluded.

To make use of your right of revocation, you must inform us (Bayerische Staatsgemäldesammlungen, Richard-Wagner-Str. 1, 80333 Munich, ticketing@pinakothek.de] of your decision to revoke this contract by means of a clear declaration (e.g. a letter sent by post or an e-mail). To do this, you can use the enclosed sample revocation form, but this is not mandatory. Your cancellation should be sent to:

- By post: Bayerische Staatsgemäldesammlungen, Richard-Wagner-Str. 1, 80333 Munich
- By e-mail: ticketing@pinakothek.de

You can also exercise your right of revocation online at (pinakothek.shop/#/cancel-order) If you use this online function, we will immediately send you, on a durable medium (e.g. by email), a confirmation of receipt containing details of the content of the notice of revocation, as well as the date and time of its receipt.

To ensure compliance with the cancellation period, it is sufficient for you to send your notification of exercising your right of revocation before the cancellation period expires.

Consequences of revocation

If you revoke this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without delay and in any event no later than 14 days from the day on which we receive your decision to revoke this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees for this repayment.

Received vouchers and annual passes are not to be returned, they will be invalidated.

- End of the Instructions on the consumer's right of revocation –

Exclusion of the right of cancellation

Pursuant to § 312g Par. 2 No. 9 BGB, there is no right of cancellation for contracts for services in connection with leisure activities if the contract provides for a specific date or period for the provision of the service. We would therefore like to point out that there is no right of revocation for the purchase of admission tickets for museums and exhibitions, tickets for participation in public guided tours and other public mediation offers, for the binding order of group tours.