

Accessibility statement for services

As part of our accessibility statement, we would like to provide you with an overview of the status of compliance of the service(s) described below with the accessibility requirements under statutory provisions (in particular the Accessibility Enhancement Act (BFSG)).

Information about the service provider

TicketPAY Europe GmbH (hereinafter referred to as „TicketPAY“)
Herbert-Rust-Weg 27
59071 Hamm
North Rhine-Westphalia
Germany

General description of the service

Online sale of admission tickets, vouchers, and merchandise items for events via individual ticket shops on the websites operated by TicketPAY.

Explanations on the provision of the service

Through our platform, you can purchase tickets, vouchers, and, if applicable, merchandise items for events online. Sales are processed through individual ticket shops, which we provide on behalf of the respective event organizers. In general, the use of the platform does not require registration. You select your tickets, enter your data, pay using the available payment methods, and receive your tickets either digitally or by mail. In some cases, you may also sign up for newsletters, redeem discount codes, or use vouchers, provided the organizer has enabled these features.

Compliance status

The technical platform operated by TicketPAY fulfills the requirements for accessible design as set out in the Accessibility Strengthening Act (BFSG) in conjunction with European standard EN 301 549.

The actual accessibility of individual ticket shops, the MyTicket Portal, and all related functions depends on whether they have been commissioned and activated by the respective organizer. In such cases, digital accessibility is generally active for all users in these areas.

Accessible alternatives

If the organizer has not activated the accessible version of their ticket shop, or if the ticket shop is not fully accessible in individual cases, affected users can contact our customer support for information and assistance. You will find the contact details under “ Feedback options and contact details.”

Non-accessible parts of the service - Implementation deadlines

The ticket shops, the MyTicket Portal, and all downstream functions are not accessible if the respective organizer has not commissioned and activated the accessible version. Content and functions individually created or integrated by organizers (e.g., event descriptions, images, or PDFs) may also not be accessible unless specified or enabled by the organizer.

Preparation of the accessibility statement

Date of preparation and last review of the above services with regard to the accessibility requirements of the accessibility statement: June 26, 2025

Assessment of accessibility

The assessment of accessibility is based on our own evaluation.

Feedback options and contact details

Link to the website: <https://www.ticketpay.de/en/contact>