

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 for events via individual ticket shops on the TicketPAY websites.

Explanations on the provision of the service

You can use our platform to purchase tickets, vouchers, and, where applicable, merchandise for events online. Sales are handled by individual ticket shops that we provide on behalf of the respective event organizers. Use is generally possible without registration. You select your tickets, enter your details, pay using the payment methods offered, and receive your tickets in digital or postal form. In some cases, you can also sign up for newsletters, redeem discount codes, or use vouchers, if provided by the organizer.

Compliance status

The TicketPAY technical platform meets the requirements for barrier-free design in accordance with the German Accessibility Enhancement Act (BFSG) in conjunction with European standard EN 301 549.

However, the actual accessibility of individual ticket shops depends on whether it has been commissioned and activated by the respective event organizer.

If an event organizer has activated the accessible version of the ticket shop, its use is compatible with the legal requirements for digital accessibility. In ticket shops where no accessible version has been activated, functional restrictions may occur.

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 certain cases, affected users can contact our customer support for information and assistance. You can find the URL under the section “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 unless the respective event organizer has requested and activated the accessible version. Content and functions that are individually designed or integrated by event organizers (e.g., event descriptions, own images, or PDFs) may also not be accessible unless the event organizer specifies or allows this.

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 23, 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>