



General Terms and Conditions of Use for the Purchase and Use of Tickets and Voucher Codes for SPIEL Essen

Contract

With the purchase of admission tickets (eTickets) as well as the use of voucher codes for the purchase of admission tickets (eTickets), a contract is concluded between Spielwarenmesse eG and the customer. Access data may be issued in the online ticket store. The customer is responsible for ensuring that no unauthorized third parties obtain knowledge of his access data. The customer shall be liable for any misuse by third parties occurring in this context, unless the customer is not responsible for the misuse. In the case of an online order for admission tickets (eTickets), the customer submits a binding offer to conclude a contract with Spielwarenmesse eG. If Spielwarenmesse eG confirms receipt of the contract offer to the customer online in an intermediate step, this does not yet constitute acceptance of the offer, but is subject to the availability of the ordered admission tickets (eTickets) and the consideration of special circumstances (e.g. security aspects). Only when the admission tickets (eTickets) are dispatched or sent electronically is the contract between Spielwarenmesse eG and the customer concluded on the basis of these general terms and conditions of use.

Authorization

SPIEL Essen is a visitor fair. The visit is possible for everyone interested. Children and young people under the age of 16 are admitted to the fair, provided they are accompanied by an adult.

Admission tickets (eTickets)

Only electronic admission tickets (eTickets) are available for purchase. Paper tickets are not available. There will be a box office on site at the entrances to the exhibition grounds in the East, South and West Entrance area. The online ticket store will continue to be available for use online before and during the trade fair.

Validity

The admission ticket (eTicket) is only valid on the listed event days and allows the visit of SPIEL Essen. A transfer to third parties is not permitted. The voucher code is only valid for the event SPIEL Essen 2025 and is not transferable to subsequent years. The voucher code is to be used exclusively for own use. A publication to the outside is not permitted. In the event of misuse of the voucher code, Spielwarenmesse eG or the organizer of SPIEL Essen - Merz Verlag GmbH & Co. KG - reserve the right to ensure the functionality of the online ticket store by means of suitable technical measures.

Admission regulation

Admission to the event will only be granted to persons who meet the current requirements of the organizer's hygiene concept. Their regulations must be observed. Non-compliance entitles the organizer to refuse admission to the customer or to prohibit him from further visits to SPIEL Essen. The organizer reserves the right to make changes to the hygiene concept.

Before your visit to the trade fair, please inform yourself about the current access regulations at the time of SPIEL Essen in October 2025. We will map the respective applicable regulations on our website and ask you to check them regularly. You are also welcome to subscribe to our visitor newsletter at www.spiel-essen.de. Here we will inform you about the current hygiene regulations of SPIEL Essen.

Payment

The admission ticket (eTicket) can be paid with the following means of payment:

- Credit card (Mastercard, Visa Card and American Express)
- PayPal
- Apple Pay

Receipt

When you purchase a ticket, you will automatically receive an electronic invoice by e-mail.

Exchange / Return

An exchange or return of tickets is excluded.

Loss

In the event of loss of admission tickets or voucher codes by the customer, no compensation can be provided.

Compensation and retention of title

Compensation for damages for a service rendered by the advance sale, regardless of the legal grounds, shall be limited, as far as possible, to intentional or grossly negligent conduct on the part of employees and legal representatives. The admission tickets remain the property of Spielwarenmesse eG until full payment has been made.

Privacy policy

Our privacy policy applies, which you can read at www.spiel-essen.de/en/privacy.

Sound, film and/or photo recordings

By creating or purchasing your admission ticket for SPIEL Essen, you agree to the production of sound, film and/or photo recordings and the use of the recorded material, insofar as you are depicted, in this sense spatially, temporally and locally unlimited in all media of Merz Verlag GmbH & Co. KG. This also refers to the use of quotations in printed and/or digital media, also in adapted form. At datenschutz@spiel-essen.de, you can object to publication at any time, and the recordings will then be deleted directly, if technically possible.

Organizer / Contact

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