

General terms and conditions

Tickets can be purchased at the Tourism Office Kaltern.

The total amount must be paid within 14 days whether in cash, right at the Tourism Office, or, by bank transfer. Otherwise the reservation will be cancelled. In case of international transfers, the corresponding charges have to be heard by the client.

Bank details

Beneficiary: Kaltern Event Gen. - Seespiele
Bank: Raiffeisenkasse Überetsch - Kaltern
IBAN: IT 43 T 08255 58250 000302015013
BIC: RZSBIT21248

Please note that after the payment has been successfully settled, the tickets cannot be changed or returned anymore. Minors have to be accompanied by at least 1 adult.

For the admission to the 2021 Lake Festival, in addition to a valid ticket, it is also required to be vaccinated, recovered or tested.

The concerts will be held exclusively by allocation of fixed and pre-reserved seats. The information given during ticket reservation, of belonging to the same household, is made under its own responsibility.

Collection of the tickets

Tickets can be picked up starting from the 5th of July 2021, during office hours, right at the Tourism Office in Kaltern and up to noon on the concert day.

Office hours:

Monday – Friday, 8.00 am - 6.00 pm
Saturday 9.00 am 5.00 pm
Sunday 09.00 am – noon

Tickets that have been paid, but not picked up until noon on the day of the event, will be deposited at the evening box office.

Box office opening hours:

July 20th 2021 – MATHEA: from 7 pm
July 27th 2021 – Alice Merton: from 7 pm
August 3rd 2021 – OPUS: from 7 pm

Tickets can be collected at the Tourism Office in Kaltern or at the evening box office. The purchaser therefore needs to show the booking confirmation and, if given, also the payment confirmation. Short-term booked tickets, for which the payment has not been received yet, must be picked up at the evening box office at least 60 minutes before the beginning of the performance. If not, the reservation will be automatically cancelled.

Event cancellation

The event will take place with all weather conditions. The management reserves the right to postpone the beginning of the performance, suspend the event or rather eliminate the pause. In case of bad weather we do recommend to wear warm and rain-proof clothes. Umbrellas are not allowed, as they restrict visibility and may endanger visitors. In case of rain, the organization will provide free rain capes (while stocks last).

The cancellation of the event can basically take place only before the beginning of the event and be announced exclusively by the management of Kaltern Event.

If an event needs to be cancelled due to weather implied dangers (heavy rain, thunderstorms or hail) for visitors, artists as well as the technical team, tickets will be automatically rebooked for the next concert of the Lake stage performances in the same year. However, if it was the last performance, which has been cancelled, the tickets can be returned at the Tourism Office of Kaltern within three days. Indeed, within this return period, the paid amount will be refunded. Please note that only the ticket price will be refunded. Any occurring bank charges, referable to the bank transfer, will not be refunded. Reimburse requests which will be presented after the above-mentioned deadline, will not be accepted.

If an event will be cancelled after the beginning of the performance, it will be considered as executed and gives no longer the right to reimbursement.