

PURCHASE OF VOUCHERS

The ticketing fee is 10% of the total voucher value. Exception: Palast Package, Bistrot Package, Tiger Hotel Package & Gourmet Package vouchers. For the latter a ticketing fee of € 10.00 per voucher is levied.

Standard vouchers may be redeemed on any weekday (not including Mondays and Tuesdays) according to availability.

Depending on the value of the voucher, a surcharge may be levied for performances on Fridays and Saturdays, as well as on all days in November and December.

The redemption of vouchers requires advance reservation.

If you order vouchers by telephone it is only possible to pay by credit card or bank transfer.

A current fee of € 3.50 is charged for dispatch by insured mail (this fee is not incurred for online purchases – print at home).

Vouchers and tickets may not be exchanged for cash.

REDEMPTION OF VOUCHERS

The redemption of vouchers requires advance reservation. Please call +49 (0)69 - 92 00 22 0 to reserve your preferred date, giving your voucher number as you make the reservation.

You will then be issued with a reservation number.

To confirm the reservation of seats in the Variété or a menu in one of our eateries, we require that the original vouchers are submitted to the Tigerpalast within 8 days of making the phone reservation. Theatre ticket vouchers may be exchanged for entrance tickets at our ticket office, or send your vouchers by recorded delivery to the Tigerpalast (please remember to include your name, address, telephone number, reservation number and day of performance booked). On the day of the performance the tickets will be filed under guest surnames for collection from the box office.