

FAQ

How do I register online for FerienCard offers?

1. What do I need to register for the “FerienCard” offers?

A valid FerienCard ID is required to register. There is a code on the back. This must be stated when registering. The FerienCard costs 11 euros (free upon presentation of the HannoverAktivPass). The cards can be purchased at FerienCard sales points throughout the city (see list of “FerienCard Verkaufsstellen”). Each child needs their own ID.

2. Where can I find the Holiday Card offers?

All offers can be found at die-ferien-card-hannover.de under the “Zu den Veranstaltungen” button. The children's offers and the family offers are listed separately.

3. Can I filter for specific offers?

Yes. The “Veranstaltungsfiler” is located at the top of the offer list. It can be filtered by individual words, a specific age and gender.

Under “mehr Filter anzeigen”:

- already full offers can be hidden.
- Search for a specific period of time

Under “Kategorien”:

- Offers in individual districts can be filtered
 - Offer content such as “1 Sport”, (sportive offers) “1 Kreatives” (creative offers) or “1 Offenes Angebot” (offers without registration) can be filtered.
- Under “1 Ferien-Freizeit” you can find offers that last several days (with and without overnight stay). The category “1 Und ACTION!” filters offers that are available at the FerienCard cinema premiere on August 3rd. participate.

4. How does the wish list phase work? (Wunschlistenphase)

The wish list phase runs from May 13th to June 2nd. This means that a maximum of 8 desired offers for children and 3 desired offers for families can be selected. All desired registrations will be collected and on June 11th participants will receive feedback by email about which offers they can take

part in. **Important: It doesn't matter who registers first.** A fair electronic distribution process decides who gets which offer.

5. How does the instant booking phase work? (Direktbuchungsphase)

From June 13th, all free places can still be booked directly. After booking the place is secure.

6. What data do I have to provide to register for offers?

After selecting the desired offers, relevant data of the child, such as name or year of birth, and data of the legal guardian must be provided, such as the address or email address.

7. What is an event pass? (Veranstaltungspass)

After booking the offers, an automatic confirmation email will be sent with a link to the event pass. All registrations per person are listed on the pass. Offers can be canceled or paid for.

8. How do I pay for my registered FerienCard offers?

A participation fee is charged for individual offers. **NEW:** This is usually paid online via the event pass, unless expressly stated otherwise in the promotion description. After feedback from the "Wunschlistenphase" (wish list phase), participants have **7 days** to pay for the campaign. During the "Direktbuchungsphase" (instant booking phase), participants have **24 hours** to pay. If payment is not made on time, the registration will be automatically canceled.

Payment is made via the third-party provider "PM Payment". PayPal, credit card and GiroPay are possible payment methods. You will find the link to the event pass in the confirmation email after booking.

9. What happens if I don't have an online payment option?

In this case, contact the FerienCard office directly on **0511 168 49052** or at feriencard@hannover-stadt.de. We will find a solution! You pay cash on site at

the FerienCard office at Joachimstraße 8, 30159 Hanover. Please discuss the payment date with us in advance.

10. How can I cancel offers?

Offers can be canceled at any time via the event pass. However, if an offer has already been paid for, the participation fees will not be refunded. Exceptions are cases of illness with a written medical certificate. In this case, the FerienCard office must be contacted. Refunds will be made using the same payment method selected by the participant when making the payment.

11. Will I get my money back if an offer is canceled?

Offers can be canceled due to too few participants, illness of the lecturers or difficult weather conditions. All participants will be informed by email or telephone. In these cases, participation fees for the campaign will be fully refunded, but the purchase price for the Holiday Card will not be refunded.

12. When do I move up from the waiting list?

If participants cancel their offers, a child/family will be moved up from the waiting list. Waiting list places are marked orange. Newcomers will receive an automated email and have 24 hours to pay participation fees via the event pass.

13. How does external registration/payment work?

External registrations mean that offers are not registered via the online portal, but directly with the organizers. These offers are marked in the portal with the following symbol: 

For external registrations, the contact details of the organizers are provided. Anyone interested can register there. Payment is made on site.

An external payment is marked with the following symbol: 

If only this symbol appears, you will register via the portal but pay on site to the organizer.

14. How do I register for family offers?

In addition to the offers for children and young people, you can also find family offers on die-ferien-card-hannover.de. These are registered separately under “Promotions for families/summer holidays”. Each participating family member must be identified when registering. A valid Holiday Card is required per family.

15. Can I register siblings or friends together?

Yes. In the “Wunschlistenphase” (wish list phase). After selecting the offer, a “group password” can be specified for each action. This means that several children enter the same password when registering. Pay attention to upper and lower case letters. If both parties provide the word, the system will automatically connect them. This means: Either all children in the group get the place or no one gets it.

16. Are there discounts?

Yes. If a child has a valid “HannoverAktivPass”, they will receive the FerienCard free of charge at the sales points.

There are also discounts on many participation fees. This can be seen under the payment category “Rabatt mit HannoverAktivPass”. When the category is selected, the valid HannoverAktivPass number must be provided. The discount will then apply.

The Holiday Card offers start on June 24th. We wish you lots of fun and sunny, colorful holidays!