

GTC

Here you can find our terms and conditions. Please read them carefully before buying an ISIC, ITIC or IYTC.



General terms and conditions for online orders.

These General Terms and Conditions apply to the online purchase of the ISIC (International Student Identity Card), the IYTC (International Youth Travel Card) and the ITIC (International Teacher Identity Card) (referred to as “goods” or “products” hereinafter). The cards can be purchased as a virtual card or a plastic card. The online platform is operated by rds Reisedienst Deutscher Studentenschaften, Grindelallee 41, 20146 Hamburg, Germany (hereinafter referred to as “seller”).

Email: hallo@isic.de

We recommend you read these General Terms and Conditions carefully and thoroughly. All contractual relations between the seller and the customer (hereinafter referred to as “card applicant” or “applicant”) are established in accordance with the laws of the Federal Republic of Germany.

I. Purchase Agreement

The purchase agreement is established through the card application on the website and is finalized through the issue of the requested card(s) (ISIC, IYTC and/or ITIC) after full payment. The applicant will receive a purchase confirmation via e-mail at their specified e-mail address. The applicant accepts the following General Terms and Conditions (“GTC”) as part of the purchase process and upon delivery of the purchase confirmation.

II. Conditions for applying for an ISIC/IYTC/ITIC card



Prerequisites:

The international requirements for applying for an ISIC/IYTC/ITIC card are defined by the ISIC Association. The applicant declares with the card application that they meet the requirements of the requested card. The requirements of the different cards are as follows:

The application of an ISIC card:

These regulations apply to German and foreign applicants, regardless of the place of study in Germany or abroad.



Students currently attending a public or private university with a minimum stay of 12 weeks and Attend a minimum of 15 hours per week.  

Students attending a secondary school (Hauptschule, Realschule, Gymnasium, Gesamtschule from 5th grade, commercial school or vocational school, officially recognized private educational institution) in the current school year.

Persons who are in vocational training/apprenticeship and attend a vocational (technical) school.

Students on leave of absence with a certificate of enrollment.

Students of a preparatory college only with a certificate of enrollment.

Doctoral or PhD students only with a certificate of enrollment.

Trainee teachers (part of a two-phase academic training).

The age limit for ISIC does not exist.

To apply for an IYTC card:

The card can be applied for by anyone who is 30 years old or younger. The card must be issued before the age of 31.

To apply for an ITIC card:

All teaching staff at a recognized educational institute (e.g. elementary school, comprehensive school, high school, technical college, university, vocational school or language school) that is registered and recognized with the relevant authority in the respective country are eligible.

Validity:

All cards are valid for 12 months after being issued. If a card is issued by a third-party provider (e.g. educational institute), it may have a different validity (e.g. academic year).

III. Online order process

Ordering process of ISIC cards:

- The card applicant must indicate the educational institution of which they are currently a full-time student.
- The card applicant must enter their full name, mailing address (if the plastic card option is selected), date of birth and e-mail address.
- The card applicant must upload a scanned proof of identity showing the applicant's age, e.g., a driver's license.
- The card applicant must upload one of the following documents:
A certificate of enrollment/study or school ID valid on the date of application, with current date, confirming status: enrolled student or student in the current school year.
Or a current dated letter on university or school letterhead with an official stamp confirming enrolled student status for the current school year.
Or a training contract/vocational school certificate for the current training year confirming training in

accordance with the Vocational Training Act.

Or certified translations of the above documents.

- The card applicant must upload a digital / scanned profile photo (maximum size 1000 KB).
- For successful completion of the order, the card applicant must agree to the General Terms and Conditions. The seller reserves the right to contact the applicant or the respective educational institution in case of any queries regarding the card application.

Ordering process of IYTC cards:

- The card applicant must enter their full name, mailing address (if the plastic card option is selected), date of birth and e-mail address.
- The card applicant must upload a scanned proof of identity showing the applicant's age, e.g., a driver's license.
- The card applicant must upload a digital / scanned profile photo (maximum size 1000 KB).
- For successful completion of the order, the card applicant must agree to the General Terms and Conditions. The seller reserves the right to contact the applicant or the respective educational institution in case of any queries regarding the card application.

Ordering process of ITIC cards:

- The card applicant must provide the name of the educational institution where the applicant is an adjunct instructor.
- The card applicant must enter their full name, mailing address (if the plastic card option is selected), date of birth and e-mail address.
- The card applicant must upload a scanned proof of identity showing the applicant's age, e.g., a driver's license.
- The card applicant must upload a dated letter from the educational institution (on letterhead) signed and stamped by the principal or principal of the educational institution. This document must confirm the applicant's teaching status at the named institution.
- The card applicant must upload a digital / scanned profile photo (maximum size 1000 KB).
- For successful completion of the order, the card applicant must agree to the General Terms and Conditions. The seller reserves the right to contact the applicant or the respective educational institution in case of any queries regarding the card application.

The card applicant must verify and confirm that the electronic form has been completed correctly. Based on this confirmation, the card applicant will receive an automatically generated e-mail (sent to the contact email address provided by the card applicant) confirming that their order has been completed.

IV Cancellation and rejection of card applications

Completed card applications can be cancelled by the applicant before the card number is sent via e-mail to hallo@isic.de. Cancellation requires the applicant's full name, order number, and date of birth.

Should the applicant fail to complete the sales process and/or pay the full ticket price within 10 days, the application will be considered cancelled.

Refund of the paid amount is possible only before the card is issued. It should be noted that an expense allowance of EUR 8.00 will be charged for each refund. After the card is issued, a refund is no longer possible.

The seller reserves the right to check the applicant's data for correctness to ensure that they are compliant with the respective card's Terms and Conditions. For this purpose, the seller may contact the respective educational institute on a case-by-case basis.

The seller reserves the right to reject the card application in case of any irregularity and/or discrepancy between the card application and the submitted documents, discrepancy regarding the status of the applicant or in case the applicant has submitted misleading, false or otherwise contradictory information. In the event of a refund, a fee of EUR 8.00 will also be charged in this case.

If the applicant is not eligible for the requested card, the full amount will be refunded.

V. Terms of delivery

For plastic card orders:

Each card order is automatically considered a virtual card order. However, the applicant has the option to add a plastic card to their order for an additional fee and incurring postage for shipping. The additional fee and postage will be displayed during the ordering process.

If you have any questions about your plastic card order, please e-mail hallo@isic.de with your order number, full name, and the email address used in your order.

Plastic cards are printed 2x a week and sent via mail according to the order data. The seller is responsible for the goods until they are handed over to the shipping service provider. Plastic card applicants must provide a valid mailing address as part of the card application.

For ordering virtual cards:

Customers will immediately receive a confirmation of an ordered digital ISIC / IYTC / ITIC card via e-mail showing the respective order data. ISIC will typically process and approve the application within 72 hours (during business days) or contact the applicant via e-mail if additional information is required. Once the digital card is issued, the customer will receive another e-mail with the card's serial number. Using this number, the applicant can access the digital card via the ISIC app or the mobile website of the ISIC organization. It is the responsibility of the card applicant to download the app and register or register through the ISIC organization's mobile website, through which they can access their virtual card.

VI. Terms of Payment

The full invoice amount is due before the card is issued.

Payments via PayPal, credit card or debit card may be subject to a fee, the amount of which depends on the respective credit institution. If this is the case, the applicant will be informed of this before payment is made. Payment via Diners Club and American Express are not possible.

The applicant must ensure that the application form has been filled in correctly. In case of errors, the card application must be cancelled and a fee of EUR 8.00 will be charged for any refunds. If it is necessary to apply for a new card, this must be done through the normal application process.

VII Warranty and Liability

The applicant guarantees that all information provided is true and that all application/order documents have been completed truthfully. Furthermore, the applicant confirms that all documents provided are correct and that they will not allow third parties to use the ISIC / IYTC / ITIC issued for them. The seller reserves the right to cancel a user's card if these confirmations are not met or prove to be incorrect. Refunds for cancellations will not be paid to those whose actions constitute fraud (e.g. submitting incorrect information).

The warranty period begins on the day the cardholder receives the product and runs for the duration of the expiration date printed on the card. The seller shall be liable for all product defects/deficiencies of the plastic card that are created immediately after receipt of the card or that occur during the warranty period. Defects caused by improper handling or mechanical damage remain the responsibility of the cardholder. A complaint can only be made in writing by sending an e-mail to the above contact address of the seller.

Warranty claims are usually resolved immediately within 14 calendar days from the date of the claim, unless otherwise agreed by the seller and the cardholder.

An ISIC / IYTC / ITIC card gives the cardholder access to permanent or temporary discounts and/or special offers from various providers. The virtual card or plastic card is valid only for the cardholder and is not transferable. The cardholder gets access to discounts or promotions by verifying themselves with their ISIC serial number or by presenting the virtual card or plastic card at the time of ordering or purchasing the relevant goods or services.

A list of some discounts and special offers are always available here on our website (<https://www.isic.de/en/rabatte/>) (<https://isic.de/de/rabatte/?dmCardType=isic&dmLimit=12&dmSeed=8726&dmDisplay=images>) or in the ISIC app. Our website is regularly updated, but we cannot guarantee that all discounts and promotions displayed on the website are currently valid. It should also be noted that the discounts and promotions can be changed at any time without prior notice from the partners.

We try to ensure that each partner accepts the virtual ISIC / IYTC / ITIC and the plastic card, but this is not guaranteed. If we know that a partner does not accept the virtual card, we will try to indicate this in the ISIC app. There is no guarantee that and when partners will offer any discounts or promotions. Discounts and promotions of a partner may be changed at any time without prior notice.

We are not responsible for the provision of any merchandise, discounts, benefits or other services by any partner.

We are neither a guarantor nor in any way responsible for (i) the provision of goods or services by a partner or other third party; or (ii) for anything arising out of the provision of those goods or services.

To the fullest extent permitted by law, neither seller nor any affiliate, director, employee or agent shall have any liability, contractual or otherwise, for any injury, damage, loss (including consequential loss), delay, additional cost or inconvenience caused directly or indirectly by the negligent or other acts, omissions or failures of any third party over which we have no direct control, force majeure or other events beyond our control or which cannot be prevented by reasonable care on our part. In circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability shall be limited to the remedies required of us by applicable law. This liability clause is governed by applicable law and nothing in these Terms and Conditions is intended to limit your rights under applicable law.

Both the customer and the seller have the right to terminate/cancel the contract if the conclusion of the contract is significantly impeded, endangered or impaired for reasons of force majeure (e.g. war, threat of war, civil unrest, terrorist activities, labor disputes, natural and nuclear disasters, fire or epidemics). If the contract is cancelled/terminated in accordance with this regulation, the seller loses the right to the agreed price. However, the seller is entitled to deduct his proven expenses before refunding the price. We assume no liability or responsibility for bankruptcies or insolvencies of suppliers and the failure to provide services that may follow, to the extent permitted by law but not otherwise permitted.

VIII. Consent to the processing of personal data and sending promotional messages by e-mail:

(<https://isic.de/en/>)

The applicant agrees that their personal data may be processed as part of the application process.

As a matter of principle, we collect and use personal data of our users only to the extent necessary to provide our content and services. The collection and use of personal data of our users is regularly carried out only with the consent of the user. An exception applies in those cases where obtaining prior consent is not possible for factual reasons and the processing of the data is permitted by legal regulations.

You can find more information in our privacy policy.

Privacy policy

You can find our privacy policy here. (</de/hinweise/datenschutzerklaerung/>)

IX. Final Provisions

The purchase contract between the applicant and the seller is concluded based on the order of the card applicant and the purchase confirmation of the seller. The order and confirmation are archived by the seller. The online ordering information and the valid General Terms and Conditions can be provided to the card applicant upon request. Various input steps are required to complete the online order. In the application form, the card applicant has the opportunity to identify and correct any data entry errors before completing the order.

These terms and conditions are valid from May 1, 2020.

Currency

All prices are generally quoted in EURO, unless otherwise stated.

Disclaimer

Use of this website constitutes acceptance of the terms of use set forth herein. All policies contained on this website are subject to change without notice after publication by the seller.

Links to other websites

Some of the links provided to card applicants / cardholders through the seller's website allow card applicants / cardholders to leave the seller's website. It should be noted that the websites available through these links and the material that may be found there are not under the control of the seller. Accordingly, the seller is not responsible for the availability of such external websites or resources and makes no representations or warranties to card applicants / cardholders about such websites or the materials available there. That the seller has made these links available to card applicants / cardholders is not an endorsement or recommendation to card applicants / cardholders by the seller of any of these websites, nor is the seller liable for any content, advertising, products or other materials on or available from such websites or resources. The seller shall not be responsible or liable, directly or indirectly, for any damage or loss caused by or in connection with the use of or reliance on any such content, goods or services available on or through any such website or resource. In addition, the seller is not responsible or liable for any content that card applicants / cardholders provide to the seller. The seller provides these links only as a convenience to the card applicants / cardholders.

Third Party Intellectual Property Policy

Persons who believe that their intellectual property rights have been infringed either on the Internet or through online services provided by the seller may contact the seller directly and request removal or disabling of access to the infringing material. The seller will investigate these complaints. If the seller has confirmed a reported infringement, the seller will take appropriate action.

Terms of use

Any person is hereby authorized to view the information at www.isic.de/en/ for informational purposes only. No information on www.isic.de/en/ may be disclosed, copied or reproduced without the prior written consent of the site (<https://www.isic.de/en/>)

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