

Bookingrequest

Please fill in the entire document. Thank you!

Please mark	Tour	Date	Time	No. of persons	Price	Duration
<input type="checkbox"/>	Underworld Tour				100,00 €	90 Min.
<input type="checkbox"/>	City Tour**				80,00 €	90 Min.
<input type="checkbox"/>	Night Watchman Tour**				80,00 €	90 Min.
<input type="checkbox"/>	Discovery Mont Royal**				80,00 €	90 Min.
<input type="checkbox"/>	Wine Architecture Walk**				3 to 10 pers.: 170 € / any further pers: 17,00€	105 Min.
<input type="checkbox"/>	Combined Tour Underworld / City**				140,00 €	150 Min.
<input type="checkbox"/>	Guided hiking Tour * (min. 2, max. 14 pers.)				18,00 € / p.P.	ca. 4-5 Std.
<input type="checkbox"/>	Guided e-bike Tour ** (min. 4, max. 14 pers.)				18,00 € / p.P.	ca. 4-5 Std.
<input type="checkbox"/>	Cheese-Wine-Event* (min. 15, max. 50 pers.)				49,00 € / p.P.	ca. 3 Std.
<input type="checkbox"/>	Outdoor-Experience-Raclette * (min. 20, max. 50 pers.)				38,00 € / p.P.	ca. 2-4 Std.

Tasting

with one glass of wine*
3,50€ / p.P.

Tasting 4 glasses
12,00€ / p.P.

Tasting 6 glasses
15,00€ / p.P.

Tasting 8 glasses
18,00€/p.P.

* only available with underworld tour / In September & October is not possible to serve wine or wine tasting!

Contact details:

Name of group: _____

Contact person: _____

Street: _____

Postcode: _____ City: _____

Mobile: _____ E-Mail: _____

Language: _____

Payment:

Cash Bank transfer

Disability:

yes no

Remarks:

Information:

- Price per group (max. 25 persons, Discovery Mont-Royal & Night Watchman Tour (max. 20 persons))
- Many of our cellars are only accessible by stairs, therefore we need to know beforehand, if there will be any participants with walking disabilities / restrictions.
- Meeting point will be provided by the Tourist information.
- * Only in german,/ * also in English

Our contact details:

Tourist-Information Traben-Trarbach
Am Bahnhof 5
D 56841 Traben-Trarbach
Phone: +49 6541 83980
E-Mail: info@traben-trarbach.de

- **City Tour**

Duration: 1,5 hours; group price: 70 € (DE) / 80 € (GB), max. 25 p./group

While walking through the city and its cozy alleyways, you will discover historical traces and will learn many things about the history and past of Traben-Trarbach. In addition, you will be able to enjoy the cultural and urban present of this beautiful town. Learn more all about the wine and the twin city of Traben-Trarbach by participating in a guided walking tour through town.

- **Excursion into Traben-Trarbach's Underworld**

Duration: 1,5 hours; group price: 90 € (D) / 100 € (GB/NL), max. 25 p./group

An excursion into the under-ground world of Traben-Trarbach has been operating since 2009. Traben-Trarbach was once considered to be, together with Bordeaux, the second largest wine trading city in Europe, there are large parts of the city built with partly multi-storied cellars and underground vaults up to 120 meters long. During this unique city tour, you will learn many interesting aspects about wine and the wine-making industry.

- **Discovery tour Mont Royal**

Duration: 1,5 hours; group price: 70 € (D) / 80 € (GB), max. 20 p./group

In 1687, the French Sun King Ludwig XIV. had his master builder Vauban erect the gigantic fortress, the Mont Royal - the royal mountain on the peninsula towering high over Traben. However, by 1698, the French themselves had destroyed the fortress. In the 20th century, excavations were carried out based on the original plans stored in Parisian archives. Taking a walking tour around the mountain top you will be able to learn more about the former fortress and its exciting past. Water-resistant clothing and shoes, as well as a flashlight are recommended.

- **Wine architecture walk**

Duration: 1,75 hours; group price: 170 € (GB) / group: 3-10 people = € 170,-, each additional person € 17,-, incl. Secco-to-go, wine glass and glass holder

In Traben-Trarbach Bruno Möhring learned to love the Mosel landscape and became acquainted with the leading Mosel wine dealers. New orders soon followed and many unique buildings were designed by him which are still in excellent condition today like the Romantik Jugendstil Hotel "Bellevue", Villa Huesgen and Villa Nollen on the Traben Mosel shore, Bridge gate on the Mosel bridge in Trarbach and the Julius Kayser Winery (today Mosel-Castell) in Trarbach. Discover the treasures and exciting history of the former wine trading metropolis on this wine architecture walk and finally dive into one of our underworld cellars.

- **Night Watchman Tour**

Duration: 1,5 hours; group price: 70 € (D) / 80 € (GB), max. 20 p./group

Enjoy a Night Watchman Tour through the historic old town of Traben-Trarbach. The night watchman will take you on an adventurous evening tour through the city with both, a lantern and a halberd. Following the traces of the medieval times, the night time walk by night is a unique way to get to know the charming city from a different perspective.

- **Combined tour City & Underworld**

Duration: 2,5 hours; group price: 130 € (DE) / 140 € (GB), max. 25 p./group
Please note in the request form which combined tour is desired.

- **Wine tasting**

Wine tasting 4 glasses p.p. 12,00 € Wine tasting 6 glasses p.p. 15,00 €
Wine tasting 8 glasses p.p. 18,00 €
(Can be enjoyed after an Underworld Tour, or as a separate activity.)

- **Guided hike tour with picnic**

Our guide, Matthias Heuser, will take you on an interesting and adventurous hiking tour.
The trails change every week.

Information on the hiking routes can be found at:

<https://www.traben-trarbach.de/de/gefuehrte-wanderungen.html>

Every Wednesday from 10:00 am – 3:30 pm, distance approx. 12 km, altitude approx. 300 m. Price per person 18,00 €, children (8-16 years old) 10,00 € incl. picnic & wine/grape juice. Participants 2 -14 persons. Individual appointments for groups on request, price per person 18,00 €, 2-14 participants.

Participation is always at one's own responsibility and risk. Please wear good and sturdy shoes and ensure you take enough drinking water for the hike. A decent level of fitness is recommended.

Reservation and registration at least one day in advance is obligatory. Only available in German.

- **Evening walk with wine, bacon pie and story(s)**

<https://www.traben-trarbach.de/de/abendspaziergang.html>

Immerse yourself in the 700-year history of the town of Traben-Trarbach, its viticulture and the people who live and lived here. Visit a historic wine cellar. Enjoy a glass of sparkling wine and a glass of wine, as well as the Moselle specialty bacon cake with a wonderful view of Traben-Trarbach and the Moselle.

Every Friday from 4:30 p.m. to 7:00 p.m., distance approx. 3 km, the route is hilly. Price includes sparkling wine, wine/grape juice & bacon cake. Participants 2 - 14 people.

- **Literary wine hike**

<https://www.traben-trarbach.de/de/literarische-weinwandern.html>

Anyone can hike. reading too. And drink wine even more. But the great art is to combine all 3 in an enjoyable way, and that's exactly what this event has in mind.

Every last Sunday of the month from 11:00 a.m., distance approx. 7 km. Price includes 3 wines, wine glass & wine glass holder. Participants 5 - 12 people.

- **Guided e-bike tour**

E-bike Moselle valley tour with our guide, Peter Storck, through the countryside from Traben-Trarbach and Bernkastel-Kues. Listening to interesting stories and enjoy fantastic views.

For groups only, on request. Price per person 18,00 €. Participants 4 – 14 persons.

Participation is always at one's own responsibility and risk. Please ensure you take enough drinking water and food for the ride. A decent level of fitness is recommended.

In addition, you should have an impeccable, perfect pedelec, as well as sufficient breakdown equipment. Please also ensure that you have adequate protective and safety equipment.

This includes a protective helmet (mandatory) and clothing appropriate to the weather conditions.

The tour can be done with either rental bikes or your own e-bike (you can get rental bikes from *Zweirad Wagner* or *Camphausen Velo* in Traben-Trarbach).

Local road traffic regulations apply.

Reservation and registration at least one day in advance is required.

- **Cheese and wine event**

<https://www.traben-trarbach.de/de/k%C3%A4se-wein-event.html>

"Cheese delicacies from local farm and country dairies meet exquisite wines". Under this motto, you can request an innovative event at a winery in Traben-Trarbach from us in the period from May to October. The owner of the winery and the cheese sommelier, Wolfgang Fusenig, guarantee enjoyable, interesting and entertaining hours. Welcome with a sparkling wine, tasting and presentation of 8 cheeses with corresponding wines. Tasting at the winery and entertaining walk through the vineyards. The event is held in German. Venue: at a winery by arrangement with Mr. Fusenig.

Reservation and contact details required at least 7 days in advance at the Tourist Information Traben-Trarbach.

Price per person 49,00 €, children from 16 years possible. Appointment on request 15 - 50 persons.

- **Outdoor-Raclette-Experience**

Enjoy wine and cheese at the rustic outdoor raclette table from May to October. The ideal event to spend atmospheric hours with friends and like-minded people in the open air. At the raclette buffet, you will receive a selection of excellent raclette cheese, as well as other ingredients to complement it, such as meat, vegetables, fruit, etc. Arrange your raclette pan in several rounds according to your individual wishes and have fun creating unusual raclette creations. The choice of drinks is based on your wishes (not included in the price).

Reservation and contact details required at least 7 days in advance at the Tourist Information Traben-Trarbach.

Price per person 38,00 €. Children on request. Date on request 20 - 50 persons.

- **Combined Tour: River Cruise (or Train) & Covered Wagon Tour**

Traben-Trarbach to Kröv and return. Price p.p. 105,00 €, children (4-12 years old) 50%.
Bookable up to 2 days before departure.

1st May – 31st October: every Saturday: 11:00 am – 5:00 pm. Further dates: Friday and Saturday 14:50 - 19:45. Monday to Thursday on request.

The rides will only take place with a minimum of 10 participants.

Please note that these offers are not available for stag/hen parties.

These tours are in cooperation with the travel agency Siweris. You will receive a separate booking form.

- **Bicycle – Picnic – River Cruise -Tour**

Traben-Trarbach to Bernkastel-Kues and return. Price p.p. 74,00 € (with own bike) 105,00 € (with hired e-bikes), children (4-12 years old) 50%.

Bookable up to 2 days before departure.

Daily (1st May – 31st October) from approx. 10:00 am – 6:30 pm. Duration 8 hours.

River cruise from 3:20 pm to 5:00 pm, bicycle route of 23 km. For 2 – 14 persons.

This tour will operate in cooperation with the travel agency Siweris. You will receive a separate booking form.

- **Canoe tour with dinner**

From Traben-Trarbach to Kröv and return. Price p.p. 75,00 €, children (4-12 years old) 50%.
Bookable up to 3 days before departure.

1st April – 31st October: Saturday & Sunday 9:30 am - 2:00 pm & 2:30 pm - 7:30 pm.

This tour will take place with a maximum of 20 participants.

This tour will operate in cooperation with the travel agency Siweris. You will receive a separate booking form.

- **Wine experience hike with winemaker's dinner, wine tasting & boat**

From Traben-Trarbach to Kröv and back.

June 1 - October 31: every 1st & 3rd Saturday from 11:00 a.m. - 3:40 p.m.

Duration approx. 4.5 hours. Distance approx. 6 km.

Price p.p. € 79.00, children (4-12 yrs.) 50%. Bookable 2 days in advance.

Max. number of participants 20 pers.

This tour will operate in cooperation with the travel agency Siweris. You will receive a separate booking form.

- **Eavesdropping tour Traben-Trarbach**

<https://www.traben-trarbach.de/de/lauschtour-traben-trarbach-2064.html>

Along the most important sights there is now a new attraction for visitors and guests: the "Lauschtour-Traben-Trarbach", an audio guide that invites you to a discovery tour through Traben-Trarbach. Discover Traben-Trarbach flexibly and individually - and without any time pressure or city guide. We promise it will be interesting, surprising and above all exciting.

The only thing you need is a smartphone with enough data volume and off you go. Free wifi is available in the city area.

- **City rally / Geocache**

<https://www.traben-trarbach.de/de/stadtrallye-geocaching.html>

The Traben-Trarbach city cache is a kind of "treasure hunt" or "scavenger hunt", a small city tour, which is also interesting for smaller children. There is a beginner and a professional version. Questionnaire only available in German language. In addition, the local high school has developed a special cache as part of a project on the Jewish history of the city and made it available to guests.

GPS devices are available on loan and free of charge. Registration and reservation via the Tourist Information.

- **Mosel Escape - New outdoor escape adventures in Traben-Trarbach.**

Since 2021, the company "We-Escape" offers outdoor puzzle walks. Since April 2023, two new adventures can be played in Traben-Trarbach.

The beginner's tour for puzzle newcomers "**In Vino Veritas**" starts at the **Trossen winery**. Experienced puzzle lovers can look forward to the more challenging puzzles of the adventure "**Curse of Grevenburg**", this one starts at the **winery Louis Klein**. Escape Tour only available in German language.

Bookable at: <https://we-escape.de/mosel-escape/>

The tours lead through vineyards and forest with beautiful views and clearly specified paths. Thus, the nature is not burdened by the riddle teams and yet the participants experience the unique landscape. The routes are between 2 and 3 kilometers long and take about 2 hours. Players are given a backpack on site with puzzle paraphernalia to guide them through the adventure. There are codes to crack and a whole lot of locks to open. Most of the game materials come from We-Escape's in-house creative workshop and are handmade.

Outdoor Escape adventures can be played from 2 - 3 people and with up to 12 participants, and more. This makes the puzzle tours an ideal team event for companies, clubs, families and friends. With excitement, puzzle fun and team spirit, each puzzle can be solved. The adventures can be played all year round with the right clothing and footwear.

- **Hike to the "Burgruine Grevenburg" with restaurant**

About 30 minutes' walk starting at the bridge gate. We will take a break and have a meal at the restaurant "Burgschenke".

- **Mittelmosel-Museum** <https://www.traben-trarbach.de/de/mittelmosel-museum.html>
Phone. 0049 - 6541 – 94 80

These days, the museum serves as a vivid example of the lifestyle of a typical wealthy patrician

family from the 18th and 19th century, and exhibits a unique collection of furnishings not to be found in other museums in Rhineland-Palatinate. More than 20 of the exhibition rooms house the lifework of the collector and homeland artist Dr. Ernst Willem Spies. Not only do they feature precious furniture and artworks from three separate centuries, but also an extensive collection of the history of Traben-Trarbach.

- **“Ikonenmuseum “ (House of Icons)** <https://www.haus-der-ikonen.de/>,
Phone. 0049 - 6541 – 35 39

The stateless iconographer Alexej Saweljew established and directed the unique »Living Icon Center« in Graach on the Mosel from 1976 - 1982 and in Traben-Trarbach/Kautenbach from 1983 - 1995. The Icon Center was named after him after his death in 1996 and moved to the new “Ikonenmuseum” in Trarbach in 2004, which features an expanded exhibition and displays for school children.

- **Buddha-Museum** <https://www.buddha-museum.de/>
Phone. 0049 - 6541 – 816 51 80

The 4,000 sqm exhibition space, including a 1,000 sqm roof garden and open area, is located in the old Art nouveau winery “Julius Kayser”, which was built by the Berlin architect Bruno Möhring. Here you can discover Buddhism as a type of teaching, philosophy and religion of different cultures. Many pictures, sculptures, and other pieces guide visitors through a living culture that has had an enchanting effect on many people for more than 2500 years.

- **Zeitreise-Museum** <https://www.traben-trarbach.de/de/zeitreise-museum.html>
Phone. 0049 - 6541 – 814 58 66

You can immerse yourself in antiquity in the restored former ballroom of the “Haus am Stadtturm”, which was re-opened in 2017 and offers something interesting for a variety of tastes! Our manifold exhibition presents historic and iconic bicycles from the early days of the runner wheel, to unique bicycles, accompanied by anecdotes and stories. The collection of dolls, dollhouses, and antique toys was carefully restored. Furthermore, you will discover antique trains, train stations, and rail tracks from former times. The colorful world of the 50s comes back to life in the exhibition of furniture, technology, and fashion. A lovingly restored original 50s bar is also part of the museum - a location for private and cultural events. *

- **Visit the shoe styling museum at „Rares for Bares“ Shop**

Phone: 0177 – 46 11 498

Find out the history of shoe cleaning all about shoes. Experience the craft of shoe cleaning live. We offer various rarities for all flea market fans, treasure hunters and collectors. Free guided tour possible.

- **“Alter Stadtturm Trarbach” (Old town tower)**

The historic town tower, which was restored in 2004, is by far the most impressive relic of the medieval town fortress of Trarbach. Today the tower, which originally was one story higher,

serves as a viewing point. Here you can enjoy the truly magnificent views across the roofs of the twin town.

- **Climbing park Mosel “Adventure Forest”** <https://adventureforest.de/>
Phone . 0049 - 6541 – 81 77 72

Classical forest (high rope) rope course with more than 200 climbing challenges across 14 courses; the first canopy trail in Europe; an outdoor climbing tower; team building area; an event tipi.

- **Minigolf** <https://www.mgctratra.de/> * Phone. 0049 - 6541 – 69 47

Constructed in 1955, this is the first and oldest mini golf facility in Germany. The courses are distributed across a spacious area. Its park-like design features a rich flowering flora and many old trees, making it one of the most beautiful in Germany. There are 18 different courses each with their own unique challenges. *

- **Moseltherme** <https://www.moseltherme.de/> * Phone. 0049 - 6541 - 830 30

Immerse yourself in a 2000 square meter world of water and steam, as well as a sauna landscape that will inspire you. The Moseltherme is the only thermal bath in the Moselle valley. Enjoy a unique view across the vineyards of Traben-Trarbach whilst allowing your body to relax. Exercise or relax; cultivate your physical strength or rewind from everyday life. In short, the perfect place to escape from your daily routine.

- **Boat trip to Bernkastel-Kues and back** <https://www.moselrundfahrten.de/>

Duration one way: about 2 hours. Bicycle transport possible.

BOOKING AND CONTRACT CONDITIONS FOR GUIDED TOURS PROVIDED BY TOURIST INFORMATION TRABEN-TRARBACH

Dear guests of Tourist Information Traben-Trarbach,

The following Terms and Conditions regulate both the legal relationship between Tourist Information Traben-Trarbach – **hereinafter abbreviated to “TT”** - and you – hereinafter referred to as **“the Guest”** – or the client of the guided tour in relation to the **booking activities of TT** and the **legal relationship between you and the tour guide intermediated by TT as an agent**. Insofar as they are legally included, they will be the content of the **service contract** established between you or the client and the tour guide in the event of your booking. **Please read through these terms carefully before making your booking.**

Role of TT and the tour guide; applicable legislation

1.1. The tour guide, as an independent service provider of the guest or client, provides the advertised contractual services as the direct contractual partner of the guest or client. **TT acts only as an intermediary** between the tour guest or client and the tour guide.

1.2. If **TT** provides further services in addition to the guided tour, **TT** as an intermediary has the status of a provider of associated travel services, insofar as the requirements for an offer of associated travel services of **TT** under the

provisions of Section 651w BGB (German Civil Code) are met.

1.3. Without prejudice to the obligations of **TT** as a provider of associated travel services (including the provision of the legally prescribed form and securing customer funds in the event of debt collection activities by **TT**) and the legal consequences in the event of failure to fulfil those legal obligations, if the requirements under Clause 1.1 or 1.2 are met, **TT** is neither the tour operator nor a party to the contract for guided tours concluded in the event of a booking.

1.4. **In the case of these types of tours, TT is, therefore, not liable for information about prices and services, the provision of the service itself or personal**

injury or damage to property in connection with the tour. This does not apply to the extent that the guided tour is a contractually agreed service included in a package holiday or another offer where TT is a direct contractual partner of the guest or client.

1.5. Any liability of TT arising from the intermediation contract and the legal provisions, including in accordance with mandatory provisions regarding telemedia and electronic commerce, remain unaffected.

1.6. The agreements concluded **between the tour guide and the guest** or client of the tour apply primarily to the legal relationship between the tour guide or TT as its representative; these Booking and Contract Conditions, the provisions of law concerning contracts for services according to **Section 611 et. seq. BGB also apply** on a subsidiary basis. Primarily, the agreements concluded with TT apply to the intermediation relationship with TT, with the provisions of these Terms and Conditions concerning TT's intermediation activities and Section 675 BGB (business procurement for payment) applying on a subsidiary basis.

1.7. Unless the mandatory provisions of international or European law applicable to the contractual relationship with the tour guide or to TT's intermediation work stipulate more favourable rules for the guest or client, **German law will apply exclusively** to the entire legal and contractual relationship with the tour guide and TT.

2. Conclusion of contract, position of corporate customer

2.1. The following applies to **all booking methods listed below**:

2.2. If the booking is made by a third party described in these Terms and Conditions as the "client", i.e. an institution or a company (private group, adult education centre, school class, association, travel operator, incentive or event agency, travel agency), this third party, as the **sole client**, is the **contractual partner** of TT with regard to the intermediary contract or the tour guide with regard to the service contract, provided that the agreements concluded do not expressly stipulate that the client is acting as the legal representative of the later participants. **In this case, the payment obligation will apply to the client in full with regard to the agreed fees or other contractual payment claims.**

2.3. TT draws attention to the fact that, in accordance with the statutory provisions (Section 312g (2) 1 Clause 9 BGB), in the case of contracts regarding guided tours as contracts for services in connection with recreational activities concluded via distance selling (letters, catalogues, telephone calls, faxes, emails, SMS, radio or telemedia), there is no right of revocation and only the statutory provisions regarding the non-utilisation of services (Sections 611 et seq., 615 BGB) apply (see also Clauses 6 and 7 of these Terms and Conditions). However, there is a right of revocation if the contract is not concluded via distance selling but is concluded off-premises, unless the verbal negotiations forming the basis of the conclusion of contract were conducted in response to a previous order of the consumer; in the latter case, there is also no right of revocation.

2.4. The individual making the booking is responsible for all contractual obligations of other participants in the tour for whom this individual makes the booking as their representative, as well as for the individual's own contractual obligations, insofar as the individual has accepted such an obligation in an express and separate declaration.

2.5. The following applies to **bookings placed verbally, by telephone, in writing, by fax or by email**:

a) By making a booking, the guest or client offers to **conclude a binding service contract** with the tour guide, represented by TT, on the basis of the service description for the respective tour and these Terms and Conditions, and at the same time issues the corresponding booking order to TT.

b) The service contract for the guided tour is concluded upon **confirmation of the booking by TT** as the representative of the tour guide. **No specific form is required.** As a rule, TT will, however, send the guest or client a **written copy of the booking confirmation**, except in the case of very short-term bookings. In the case of binding bookings made on the phone, the legal effectiveness of the contract is **independent** of the receipt of the written copy of the booking confirmation and any agreed advance payment.

3. Services, right to replacement; other agreements; amendments to material services; duration of tours; weather conditions

3.1. The service owed by the tour guide consists of providing the guided tour in accordance with the service description and any additional agreements concluded.

3.2. Unless **expressly agreed otherwise**, the guided tour **does not necessarily have to be performed by a specific tour guide**. The selection of the respective tour guide on the basis of the required qualifications is the responsibility of TT.

3.3. Even if a certain tour guide is specified or expressly agreed, we reserve the right to **substitute** this tour guide with another suitably qualified tour guide if the originally specified tour guide is prevented from performing the service **for a compelling reason** (in particular due to illness).

3.4. The scope of the services owed is defined in the service description and any additional agreements concluded. Any information and assurances provided by third parties or agreements with third parties (including travel agencies, accommodation businesses, transport companies, restaurants, museums

and other tourist sites) about the scope of the contractual services which conflict with the service description or the agreements concluded with TT and/or the tour guide are not binding on TT or the tour guide.

3.5. **Amendments or additions to the contractually agreed services** require an express agreement with TT or the tour guide. We strongly recommend making these amendments or additions in writing for reasons of proof.

3.6. **Amendments to material services** which deviate from the agreed content of the contract and become necessary after the conclusion of the contract (including amendments during the period in which the tour is provided) and which were not made in bad faith by the tour guide **are permitted**, provided that the amendments are not material and also do not affect the basic character of the tour. Any guarantee claims by the guest or client remain unaffected in the case of such amendments to material services.

3.7. **Any information provided about the duration of tours is approximate.**

3.8. The following applies to weather conditions and the effect they have on the agreed tours:

a) Unless expressly agreed otherwise in individual cases, **the agreed tours will go ahead in all weather conditions.**

b) Therefore, weather conditions do not entitle the guest or client to withdraw from or terminate the contract with the tour guide free of charge. This does not apply if the weather conditions affect the physical safety, health or property of the guest or the client's tour participant to such an extent that the performance of the service is objectively unreasonable for the guest or client and its participants.

c) If such conditions are present at the start of the tour or can objectively be expected at the agreed time before the start of the tour, the guest or client and the tour guide or TT as its representative are entitled to ordinarily or extraordinarily terminate the contract for the guided tour.

d) If the tour guide or TT as its representative terminate the contract, neither the guest nor the client is entitled to claim for reimbursement of costs, including travel and accommodation costs, unless contractual or legal claims of the guest or client for damages or reimbursement of expenses are justified in this regard.

4. Prices and payment

4.1. The agreed prices include conducting the guided tour and any additionally advertised or agreed services.

4.2. **Entry fees and the cost of catering and transportation by public and private means, city maps, brochures, museum guides and guided tours** at sights visited during the guided tours are **only** included in the agreed price if they were expressly **listed** under the tour guide services or **have been agreed separately.**

4.4. Unless agreed otherwise, in particular, with regard to a down payment, the agreed fee is due for payment **at the start of the guided tour**. Cheques and credit cards are not accepted. **Payment with vouchers (eligibility vouchers)** is only possible if they have been **issued by TT** and are valid for the respective tour. Vouchers issued by third parties are **only valid in the case of a corresponding express agreement** with TT. If this is agreed with TT or the tour guide in individual cases, payment can be made against the invoice after the guided tour has taken place. In this case, the invoice amount is due for payment immediately and without deduction and is to be paid to the tour guide.

4.5. If the tour guide is willing and able to provide the contractual services and if the guest or client has no legal or contractual right of offsetting or retention against the tour guide or TT, and if the guest is responsible for the delay in payment, the tour guide or TT as his/her representative is entitled to withdraw from the service contract for the guided tour or the agency contract and to charge the guest or client cancellation costs in accordance with Clause 7 of these Terms and Conditions if the agreed payments are not made by the agreed due date despite a reminder stipulating a reasonable deadline.

5. Changes to bookings; changes to the billing address

5.1. The guest or client is **not entitled** to have any changes made to the **tour schedule, the time, the point of departure or the tour destination (rebooking)** after conclusion of the contract. If a rebooking is nevertheless made at the request of the guest or client, TT will charge a rebooking fee up to six working days before the start of the tour. Unless otherwise agreed in individual cases before acceptance of the rebooking request, the rebooking fee is **€5 per rebooking process**. The guest or client is entitled to prove to TT that the costs incurred as a result of the rebooking are significantly lower than the agreed rebooking fee. In this case, the guest or client is only required to pay the lower costs.

5.2. Rebooking requests by the customer made fewer than six days before the start of the tour can only be arranged if the service contract with the tour guide is cancelled in accordance with Clause 7 of these Terms and Conditions and a new booking is made at the same time, provided that the rebooking is possible in the first place.

5.3. The above provisions do not apply in the case of rebooking requests that incur only insignificant costs.

5.4. The above provisions apply accordingly to changes to the billing address provided. A processing fee of €5 will be charged for each change made.

6. Failure to utilise the services

6.1. If the guest or client fails to utilise the services or any part thereof, **in particular by failing to arrive to or by failing to join the tour without terminating the contract**, despite the fact that the tour guide was willing and able to render the services, and the tour guide and TT were not to blame for this failure, there is **no entitlement to reimbursement of payments already made**.

6.2. The **statutory provisions (Section 615 (1 and 2) BGB)** apply to the agreed fee:

- a) The agreed remuneration **must be paid**, without there being any claim to make up the guided tour.
- b) However, the tour guide must accept deductions on the fees for any expenses which have been saved and for any fees which the tour guide earns by providing (or by maliciously failing to provide) the agreed services to another party.

7. Termination and withdrawal by the guest or client

7.1. The guest or client is entitled to terminate the contract with the tour guide after its conclusion **up until the sixth day before the agreed start of the service free of charge**. No specific form is required for termination. However, notice of termination in text form is **highly recommended**.

7.2. In the event of **termination by the guest or client between the fifth to the third working day before the beginning of the tour**, TT will charge 20% of the agreed total price of the tour, which will also cover the corresponding claims of the tour guide in connection with the termination of the service contract with the tour guide. The guest or client reserves the right to provide proof to the tour guide or TT that no additional costs or significantly lower costs have been incurred. In this case, the guest or client is only required to reimburse the lower expenses or costs.

7.3. In the event of **termination less than three working days before the beginning of the tour**, the **full agreed remuneration is due for payment**. However, the tour guide must accept deductions on the fees for any saved expenses and for any fees which the tour guide earns by providing (or by maliciously failing to provide) the agreed services to another party. Expenses saved in relation to additional services for the tour, in particular the costs of bus transport, food, drinks, entrance fees, etc., are to be reimbursed by the tour guide or TT to the guest or client only to the extent that there is a legal or contractual claim for reimbursement or a refund from the respective service providers and if this can actually be obtained from them.

7.4. **Receipt of the notice of termination of the guest or client by TT during their published and/or notified business hours** is decisive for meeting the above deadlines. Notices of cancellation are to be **exclusively** directed to TT as the representative of the tour guide.

7.5. The above provisions on termination do not affect the statutory or contractual rights of the guest or client in relation to defects in the services of the tour guide or the booking services of TT or any other statutory guarantee claims.

8. Liability of the tour guide and TT; insurance

8.1. **With regard to liability of TT, reference is made to Clauses 1.4. and 1.5. of these Terms and Conditions.**

8.2. Liability of the tour guide is limited to the extent that:

- the losses result from a breach of a key obligation whose fulfilment makes it impossible to correctly perform the contract at all or the violation of which jeopardises the achievement of the objective of the contract;
 - the losses result from loss of life or injury to the body or health.
- Otherwise, the tour guide's liability is limited to losses caused by the tour guide or its vicarious agents either intentionally or due to gross negligence.

8.3. **The tour guide is not liable** for the services, measures or omissions of catering establishments, institutions, sightseeing venues or any other services visited within the context of the tour, unless the damage is caused by or partially caused by a culpable breach of duty on the part of the tour guide.

8.4. The agreed services under the contract **only** include insurance in favour of the guest if **this has been expressly agreed**. **The guest or client is strongly advised to take out travel cancellation insurance.**

9. Tour times, obligations of the guest or client

9.1. When making the booking or in a timely manner before the agreed tour date, the guest or client will be asked to **provide a mobile phone number** so that they can be contacted in the event of extraordinary circumstances. TT usually also provides the guest or a nominated individual with the corresponding **mobile phone number of the tour guide providing the tour**.

9.2. **Agreed tour times must be adhered to punctually**. If the guest is running late, they are obliged to notify the tour guide of this delay **no later than the time when the agreed tour is scheduled to commence** and also to inform the tour guide of their estimated time of arrival. The tour guide **may refuse to commence the tour at a later point** if postponement is objectively impossible or unreasonable, including in cases where subsequent tours or other fixed business or private appointments of the tour guide would be impossible to provide/attend. **As a rule, postponements of more than 30 minutes entitle the tour guide to cancel the tour**. In such cases, the provisions set out in **Clause 6 of these Terms and Conditions apply to the tour guide's claim to payment**.

9.3. The guest, or the person acting on behalf of the corporate customer, must

notify the tour guide of any defects in the tour and the agreed services immediately and request a remedy. Claims due to the performance of the tour guide being defective or incomplete will only lapse if the party obliged to make such a notification fails to do so and is at fault for this.

9.4. The guest or client is only entitled to **abort or cancel the tour after the tour has started** if the service provided by the tour guide has material defects and these defects are not remedied despite being reported as required. **If the service is aborted or cancelled without justification, there is no entitlement to claim reimbursement**. This does not affect the guest's or client's guarantee claims if the performance of the guided tour provided is defective.

10. Special provisions relating to pandemics (including Covid-19)

10.1. The Parties hereby agree that the agreed services will be performed by the tour guide in compliance and in accordance with the official requirements and stipulations applicable during the period when the services are provided.

10.2. The Parties hereby expressly agree that within the framework of this Agreement, a right of termination due to force majeure or significant changes in service due to official requirements for conducting guided tours is excluded, unless guided tours are generally prohibited by the authorities at the time of performance.

10.3. The customer agrees to observe the tour guide's appropriate usage regulations or restrictions when using the services (in particular by wearing a mask covering their mouth and nose).

10.4. The contract is expressly agreed subject to a right of withdrawal by the tour guide if the agreed maximum number of participants at the time of service provision is not permitted at all times according to the regulatory requirements applicable to the guided tour.

11. Consumer dispute resolution; place of jurisdiction

11.1. With regard to the law on consumer dispute settlement, TT hereby indicates that it and the tour guides will not participate in any voluntary consumer dispute settlements. If participation in a body for the resolution of consumer disputes becomes obligatory for TT or the tour guide after these contract and booking conditions go to print, the guest shall be informed to this effect by TT or the tour guide in an appropriate form. TT refers to the European online dispute resolution platform <https://ec.europa.eu/consumers/odr/> for all contracts concluded in electronic commerce.

11.2. If full **payment at the location** to the tour guide or TT has been agreed, the **place of fulfilment and jurisdiction is the tour location**.

11.3. The guest or client can **only** bring suit against the tour guide or TT at **their general place of jurisdiction**.

11.4. For lawsuits by the tour guide or TT against the guest or client, the general place of jurisdiction of the guest or client is decisive. If the client is a salesperson or a legal entity under public or private law, or if the guest or client has no general place of jurisdiction in Germany, then the **exclusive place of jurisdiction** for lawsuits by the tour guide or TT is their place of residence or place of business.

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The intermediary for the guided tours is:

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