

General Business Terms and Conditions

for booking guided tours of the Art Collections of the Veste Coburg and the European Museum of Modern Glass

- 1) Bookings of guided tours of the Art Collections of the Veste Coburg must be made in writing (this includes by fax or email). Arrangements made by phone are only valid if confirmed by a written booking.
- 2) For tour prices, see your booking confirmation or go to www.kunstsammlungen-coburg.de. (The reference date is the day of travel). Tour prices do not include admission fees. Admission fees may vary in the case of special exhibitions.
- 3) Booked tours must be cancelled in writing (the date of receipt is the day taken into account) or by phone or fax at least two working days (before 5pm on Mondays to Thursdays and before 12 noon on Fridays) before the agreed date. Otherwise, we reserve the right to charge a cancellation fee equivalent to the price of the agreed tour price.
- 4) The guide is obliged to wait for the group for 30 minutes from the agreed starting time of the tour. After 30 minutes, the guide is free either to wait longer or to consider that the group is not coming. If the guide has waited more than 30 minutes, he or she is entitled to shorten the tour correspondingly. The price of the tour will not be reduced.
- 5) Unless otherwise agreed, the tour and admission fees are paid immediately before the start of the tour at the museum cash desk, in cash or by direct debit card. A processing fee of €3 will be charged for issuing an invoice.
- 6) Teachers and other chaperones of school classes and groups remain responsible for supervising them during the guided tour.
- 7) The person booking a guided tour of the Art Collections of the Veste Coburg accepts these terms and conditions unless he or she states otherwise in writing upon confirmation of the order.
- 8) These General Business Terms and Conditions are effective from 1 August 2017.