

General business terms of the Braunschweig Guild of Tourist Guides

General note

The Braunschweig Touristinfo acts as a broker for tourist guides. The actual conduct of the tour of your choice is the responsibility of the designated guide. He or she is your contractual partner for the requested tour only, not for any other services you may have booked in connection with your tour, such as a private coach. The tourist guide is liable only for damages that are the result of a deliberate or grossly negligent breach of contract on his or her part. The tourist guide's liability refers only to the fulfilment of the agreed services as well as to the agreed duration and is limited to the amount of the tour fee. Any claims must be directed to the tourist guide immediately. Even if a specific tourist guide was confirmed, personal reasons may necessitate a last-minute change in guide.

Cancellations

If the client cancels a tour in due time – at least 3 working days before the tour date – the tourist guide will not receive any remuneration and hence the broker is not entitled to a commission.

Cancellation charges

In case of a later cancellation, the cancellation fee is 50% of the agreed price of the tour. If the client cancels on the day of the tour or if the group fails to appear, the full price of the tour will be charged.

Late arrival

The tourist guide will wait 30 minutes after the agreed time for the group to appear. The tourist guide is available to the group starting from the agreed time and for the agreed duration – this includes his or her waiting time. Any waiting time will shorten the duration of the tour accordingly.

Payment

The fee is payable to the tourist guide in cash after the tour.

Maximum number of participants

The maximum number of participants is 25. For larger groups, a second tourist guide will be needed. If the final number of participants is more than 25, despite what was agreed at the time of the booking, an extra €4 will be charged for every additional participant.

Cathedral tours

It is possible that the cathedral may close to tours at short notice, for private religious ceremonies (baptisms, weddings, etc.), despite an earlier confirmation. This does not alter the agreed tour fee. We apologise for any inconvenience. Entrance to the cathedral is €1 per person, payable at the cathedral.

Entering buildings

Please note: Tour participants enter the town hall tower and any other buildings on the tour at their own risk.

Liability insurance

With their membership in the Braunschweig Guild of Tourist Guides and thus in the German National Tourist Guide Association, tourist guides have professional liability insurance as well as liability insurance for financial loss. For more information, please visit www.bvqd.org.