



STADT WEISSENFELS

Der Oberbürgermeister

Terms and Conditions

The following terms and conditions negotiate the contract between the client and the municipality of Weißenfels (Heinrich-Schuetz-House, Museum Neu-Augustusburg Castle) in regards to group travel.

1. Conclusion of contract:

- 1.1 Enquiries and bookings can be addressed by telephone, or in writing (E-Mail, fax, post)
- 1.2 Within receiving the written booking confirmation the contract between the client and the municipality of Weißenfels (Heinrich-Schuetz-House, Museum Neu-Augustusburg Castle) is concluded.
- 1.3 For bookings of short notice, the municipality of Weißenfels is entitled to confirm the booking verbally.
- 1.4 The booking confirmation contains the date (date and time) of the service, the meeting point, the number of pax, as well as admission fees and guided tour fee. The given prices are non-binding. By receiving the booking confirmation the agreed prices are binding.
- 1.5 If you wish to change a booking, please note a fee of 15.00 € might apply.
- 1.6 By receiving the booking confirmation the terms and conditions are accepted.

2. Size of groups:

- 2.1 The maximum size of groups for guided tours are 20 pax.
- 2.2 An additional guide is booked when there are more than 20 pax in a group. However, following the customers request not to do so, the municipality of Weißenfels will not be hold responsible for poor quality of the guided tour.
- 2.3 When visiting the Heinrich-Schuetz-Haus, the maximum size of groups varies from mentioned above. (Please see point 7.)

3. Cancellation policy:

- 3.1 Booked services can be cancelled free of charge up to three working days prior to the booked date.
- 3.2 Cancellation fees are invoiced as follows:
 - 50% of the total costs of the booking for cancellations one day before the booked date
 - 100 % of the total costs of the booking for cancellations on the day of the booked date
- 3.3 No shows will be invoiced 100 % of the total costs of the booking.
- 3.4 The municipality of Weißenfels is entitled to cancel a booking due to unavailability of guides e.g. illness, or due to failure in achieving the minimum number of pax for a booking.
- 3.5 When visiting the Heinrich-Schuetz-Haus, different cancellation policies apply. (Please see point 7.)

4. Delays:

- 4.1 The guide will be waiting for 30 Minutes exceeding the scheduled time at the agreed meeting point. If the group does not arrive after the waiting time without notice, the booking is declared as no show. A cancellation fee of 100 % of the total costs of the booking will be invoiced.
- 4.2 Due to delays caused by clients, the guide is not bound to perform the booked service to the fullest. Therefore the duration of the booked service may be reduced according to the delay. The claim to remuneration by the municipality of Weißenfels remains unaffected.

5. Terms of Payment:

- 5.1 The booked service will be invoiced or paid cash upon arrival.

- 5.2 The invoice will be addressed to the client after the performed service. The invoice amount is to be transferred into the given bank account by referring to the reason of payment and invoice number.
- 5.3 If paid in cash a voucher has to be presented upon arrival.
- 5.4 Please present the voucher upon arrival at least 15 Minutes prior to the booked time. The total price of your booking is calculated according to the number of pax given at the time of the booking as well as the booked service with us. Adjustments to this booking, e.g. number of pax, can be made in writing two working days prior to the booking date at the latest.
- 5.5 The given prices are including VAT.

6. Performance of the service:

- 6.1 Participation is at your own risk.
- 6.2 If underage persons are present the client is hold responsible an attendance is available.
- 6.3 For groups of children or youths at least one attendance has to be present. Other than that the guide is entitled to not perform the booked service. The claim to remuneration by the municipality of Weißenfels remains unaffected.
- 6.4 The guide is entitled to cancel the booked service due to unreasonable behaviour, e.g. people under the influence of drugs or alcohol. The claim to remuneration by the municipality of Weißenfels remains unaffected.
- 6.5 The client is not entitled to reimbursement for short term adjustment of the booked service due to reason of force majeure.

7. Heinrich-Schuetz-House guided tours:

7.1 The following refers to guide tours within the Heinrich-Schuetz-House.

7.2 The maximum size of groups are as follows:

1 hour – 9 pax

1,5 hours – 18 pax

1,5 hours - introductory lecture (30 min) followed by individual tour – 30 pax
(including tour guide, bus driver, attendances)

Exceeding the given maximum size of groups an additional guide will be booked. Only two guided tours can be performed at the same time.

7.3 Booked services can be cancelled free of charge up to five days prior to the booked date.

7.4 Cancellation fees are invoiced as follows:

50% of the total costs of the booking for cancellations one day before the booked date

100 % of the total costs of the booking for cancellations on the day of the booked date

7.5 No shows will be invoiced 100 % of the total costs of the booking.

7.6 The municipality of Weißenfels is entitled to cancel a booking due to unavailability of guides e.g. illness, or due to failure in achieving the minimum number of pax for a booking.

8. Photo or video footage:

8.1 Photo, film or video footage for private use only. However, we kindly ask you to avoid long filming or taking photos during a guided tour or other services. In the Museum Neu-Augustusburg Castle a film and photo permission has to be purchased. Restrictions may apply, e.g. photos without flash. Thus our staff will inform you.

9. Opening hours:

9.1 The Museum Neu-Augustusburg Castle and Church are open April till September Tuesday to Sunday 10am – 5pm; October till March Tuesday to Sunday 10am – 4pm. Closed 1st of May; 24th and 31st of December, 1st January.

9.2 The Heinrich-Schuetz-House is open Tuesday to Sunday and public holidays 10am – 5pm. Closed 1st January; 24th, 25th and 31st of December.

10. Admission fees:

By receiving the booking confirmation the prizes and admission fees are accepted.

Museum Neu-Augustusburg Castle (valid from 1st March 2016)

Services	Fees
Regular admission (adults)	5,00 €
Discounted admission* <i>*Applies to post-secondary students, apprentices in training, social security recipients, visitors with a disability, groups more than 15 participants</i>	3,00 €
Students	1,00 €
Film and photo permission, private use only	1,50 €
Crypt	5,00 €
Guided tour, 45 min (<i>up to 20 participants</i>)	40,00 €
Guided tour, 45 min, outside opening hours	80,00 €
Guided tour, 90 min (<i>up to 18 participants</i>)	40,00 €
Audio guides	2,00 €
School visits	evaluation according to cost and effort

Free admission on the last Wednesday of every month.

Heinrich-Schutze-House (valid from 1st January 2017)

Services	Fees
Regular admission (adults)	5,00 €
Discounted admission with ID/membership card* <i>*Applies to post-secondary students, apprentices in training, old-age-pensioners and social security recipients, visitors with a disability, and members of the Weissenfels Music Association "Heinrich Schütz"</i>	3,00 €
Youth (<i>7–17 years</i>), <i>Children 6 and under are free</i>	1,00 €
Group discount, (<i>min. 10 participants</i>)	4,00 €
Guided tour, 60 min (<i>up to 9 participants</i>)	30,00 €
Guided tour, 90 min (<i>up to 18 participants</i>)	40,00 €
Introductory lecture, 30 min (<i>19–30 participants</i>)	40,00 €
School visits	1,00 €
Annual pass	15,00 €
Annual pass (discounted)	9,00 €
Additional cost for guided tours in a foreign language	10,00 €
Additional access to museum, by request only	First hour 20,00 €, each additional 30 min 10,00 €

Free admission on the last Wednesday of every month.

11. Qualification of tour guides:

Guided tours or introductory lectures are to be performed by authorised tour guides only. The municipality of Weissenfels will undertake authorisation only.

12. Liability:

The municipality of Weissenfels shall be liable within the framework of existing legislation or in the event of intent and gross negligence on our part.

13. Final Provision:

The provisions of German law shall apply. The Municipality of Weißenfels provides all services exclusively according to the mentioned conditions. Only the wording of the German version of these Terms and Conditions is legally binding. Modifications and amendments to these must be in writing. If a regulation of the terms and conditions is or becomes ineffective, the validity of the rest of the terms and conditions is unaffected.

14. Additional:

The municipality of Weißenfels stores and processes personal data of customers for the purpose of contract fulfilment and customer care. Therefore the client is responsible to forward the requested information in due course.