

02 February 2024

## Booking and Payment Policy

### Booking

To make a booking, please complete the booking form by clicking the "Book now" buttons which you can find next to every tour description. We will carry out all booking correspondence via email. Please understand that we will not accept responsibility for incorrect email addresses provided by you or failed email delivery attempts. If you are having any trouble filling in the booking form, please contact us and we can easily help plan your tour via email or over the phone.

### Payment

All tours must be booked and paid for in advance (with the exception of business tours for companies based in Germany).

Please note that all payments must be in Euro.

Should you book your tour on very short notice, making it difficult to execute your payment in advance because of limited time, you may pay the entire sum in cash or via credit card at the beginning of your tour. In this case, please contact us directly.

### Confirmation

Confirmation is sent as soon as possible after booking was successfully processed. The confirmation will contain a contact phone number, meeting place, time to meet and general directions. If you do not receive this email, please check your spam folder before you contact us.

## Cancellation Policy

### Cancellations/Dates changes

Cancellations or dates changes must be made more than 72 hours in advance of your tour. With some tours, longer cancellation periods apply. Cancellations within 72 hours of the tour are considered no-shows, and are not refundable.

Customers may cancel their booking any time before the tour date by writing an email to [info@servus-bavaria.tours](mailto:info@servus-bavaria.tours)

They will receive a full refund or credit with 72 hours' notice of cancellation. Cancellations received within 72 hours and no-shows will be charged the full price.

In the unlikely event of a tour being cancelled by Servus Bavaria Tours, we will offer an alternative tour date or refund. Should your scheduled guide be unable to attend, e.g. because of illness, we will arrange for a substitute guide. If a substitute guide cannot be provided, we will offer an alternative tour date or refund.

### Delays

If you find that you will not be able to meet your guide at the time that was arranged, please contact us to inform us. Unexcused delays of more than 30 minutes are considered no-shows, and are not refundable. Please understand that a delayed start will lead to a shorter duration of your tour as we usually cannot extend a tour, especially if another tour is scheduled to begin on time right after your tour.

## Refunds

If for any reason you are entitled to a refund, we will refund your booking with Servus Bavaria Tours in the same way as you made payment. Refunds will only be given on the amount paid, not on any other costs incurred. Gift Vouchers cannot be redeemed for cash.

## Change of Tour Details

We try to make your experience with us as personal as possible, so please understand that there is never a strict itinerary followed in our tours. Also, some attractions or culinary elements are subject to season and/or availability. We might therefore change the tour program or parts of it at any time.

While you may always express a wish for a certain guide for your tour, please understand that we cannot guarantee this guide is available. In this case, we will arrange for an equally suitable guide.

## Force Majeure

We will not be liable for any failure to perform or delay in performance of our tours that is caused by an event outside our control: any act or event beyond our reasonable control, including, among others, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, epidemic or other natural disaster, impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport, or failure of public or private telecommunications networks.

## Tour Policy

### Duration of Tours

Our walking tours last between 60 minutes and four hours, depending on your choice. We will certainly make sure to move at a pace that all participants are comfortable with. This could mean that we decide to alter our itinerary accordingly to make the most of your time.

### Children on Tour

Children are welcome on any of our tours if accompanied by an adult. Therefore, no child ticket can be issued independently. Parents are liable for their children. We will do our best to adjust our tours to suit all ages. We're happy to advise should you have any questions regarding our tour contents. You might consider not choosing the Third Reich tour for children under the age of 14 as the themes covered are of an adult nature. However, this is merely a recommendation and we leave it to parental discretion whether or not you think the tour and its themes are suitable for your children.

### Pets on Tour

Pets are allowed on some of our tours. Please note that pets (with the exception of guide dogs) are not allowed inside churches and some other public buildings and restaurants, so you might need to wait outside with your pet until the tour continues. Please check with us if you have questions on a specific tour.

## **Weather Conditions**

All tours are held, no matter if it snows, rains or if the sun shines. We recommend you check the weather forecast to help you choose your outfit. Please wear sensible shoes as we will be walking for the bigger part of our tours, and please take care when walking especially when pavements are wet or icy.

## **Dietary Restrictions and Allergies**

Please make us aware of all food allergies before you partake so that we can arrange for alternatives.

## **Safety, Accident and Loss**

Please understand that you are responsible for your own and your children's safety. By agreeing to take part on the tour, all customers are agreeing to exercise due care and attention whilst walking. Please take care of all personal property. We cannot be held responsible for the loss of or damage to your personal property during the tour. Servus Bavaria Tours will not be liable for any theft, loss, damage, delay, inconvenience, direct or consequential loss, however caused, unless due to negligence by Servus Bavaria Tours, in which case our liability is limited (except for death or personal injury) for damages to a maximum of the refund of the ticket price.

## **Nuisances**

We reserve the right to refuse attendance and admission to the tour in reasonable circumstances or to request you to leave the tour, and to take appropriate action to enforce this right.

## **Alcohol**

Alcoholic drinks such as beer might be served on each tour, but only to persons of legal drinking age according to the German law. We will provide soft drink alternatives.

Drinking age according to German Child Protection Law (§ 9 JuSchG):

At 16, minors are allowed to consume and possess undistilled (fermented) alcoholic beverages, such as beer and wine. At 18, having become adults, people are allowed access to distilled spirits, beverages containing distilled spirits, and food products containing non-negligible amounts of distilled spirits.

## **Photos & Videos**

We sometimes take photos and videos of our tours. These may be used for marketing purposes on our website, social media or newsletters. On such occasions we will ask again for your verbal consent and will not take your photo or video you if your consent is not given.

**For any question, please contact us!**