

Ticket B City tours by architects

General Terms and Conditions for Booking Tours Online

Tour dates, programme, number of participants

The tour dates, programme, price and number of participants may vary from tour to tour, please find these listed beside the tour descriptions. If the tour has to be cancelled due to a lack of the minimum number of participants, we will inform you via e-mail 1-2 days before the tour. In this case you will receive a full refund. We reserve the right to alter the programme slightly if required.

Registration and booking

We require you to book at least 3 days in advance of the tour. Should you decide to take part in a tour spontaneously, simply come to the specified meeting point and pay in cash before the tour commences. However, we cannot guarantee that there will be places available for spontaneous participants.

Confirmation

We will send you a booking confirmation, i.e. invoice, please bring this to the tour.

Payment

Unless otherwise agreed, full payment is due in advance. We offer the following modes of payment: paypal, credit card (Visa, Master Card or American Express), direct debit and bank transfer. Please ensure that transfers are credited to our account 3 days before the tour in order for your reservation to be valid. Spontaneous participants can pay our guide in cash before the tour commences, please note that our guides cannot accept credit card payment.

Cancellation

Please notify us in writing (letter, fax or e-mail) more than 3 days in advance of the tour if you need to cancel your booking. In this case pre-payment will be refunded. The full price is due if cancelled less than 3 days prior to the tour or if you fail to show up without advance notice.

Timing

In order to avoid unnecessary waiting, please arrive at the meeting point 15 minutes beforehand.

Force majeure

Our guides work as freelancers and are not employed. In the case of unpredictable circumstances (such as severe weather conditions, snow, freezing rain, illness etc.) we cannot be held liable for the tour not taking place.

Privacy policy

Personal information is only recorded where you supply us with it and will only be used as necessary in order to process your request. We protect your data in strict accordance with the requirements of German law and will not pass on your data to any third parties without your express consent!

Disclaimer

Should any parts or individual wordings of these terms and conditions become invalid, the contents and validity of the other parts shall remain unaffected by this. These terms and conditions are governed by and construed in accordance with German law. The Convention on the International Sale of Goods (CISG) shall not apply. Place of performance is Berlin, Germany. Please note, that in case of any legal dispute, the German version of these terms and conditions is solely applicable.

Valid from June 2009