General Terms and Conditions for the Booking of Tour Guides

1. The Bonn-Information acts with all reasonable care as the booking agency between tour guides and interested persons and groups. The partners in the contract are the tour guide(s) and the person(s) booking the tour. The terms of the contract between those two parties are outlined in the following points.

2. The purchaser recognises and accepts these conditions by placing an order with the tour guide.

3. Changes, additions and cancellations are handled by the Bonn-Information as a mediator on behalf of the tour guides and following their confirmation of the booking.

4. If the tour guide or his/her representative is not at the arranged meeting point within 15 minutes of the agreed meeting time, the Bonn-Information will endeavour to engage the services of another tour guide for the group. Contact should be made with the Bonn-Touren department of the Bonn-Information, which is available from Mondays to Thursday from 10 am to 1 pm and from 2 pm to 4 pm; Fridays from 10 am to 2 pm (Tel. 0049 (0)228. 77 3921 or 77 5001) or by e-mail (bonntouren@bonn.de).

5. The Bonn-Information only accepts responsibility for compensation, no matter what the legal ground may be, within the legal stipulations for damage caused intentionally by gross negligence on its own part or on the part of its representative or helper. Damages caused by injury of life, body or health are excluded from responsibility of compensation. Compensation is limited and will not exceed the fee for the guided tour. The Bonn-Information accepts no liability whatsoever for services provided by tour guides or third parties during a guided tour (eg. tours in museums, churches, places of special interest etc.)

6. If one condition becomes void this does not lead to the entire contract and its conditions becoming void. If any of these conditions become void they will be replaced by the legal regulations.

7. Court of Jurisdiction is Bonn.

as of 2018