

CANCELLATION TERMS & GENERAL STANDARD TERMS AND CONDITIONS

(as of may 2017)

We kindly ask you to pick up your tickets 30 minutes prior to the tour at the reception desk. Please divide the group up for the individual tours. This will ensure a smooth procedure and a relaxed visit of the exhibition.

Reconfirmation of the reservation:

Without a reconfirmation of the reservation via fax or email within seven workdays, we reserve the right to re-sell the tickets.

Reversal of a booking:

In case of changing the booking in writing, or in case of a cancellation up to 21 days prior to the event, no cancellation fees arise.

Starting on the 20th day prior to the event we charge 50% of the costs incurred for Dialogue in the Dark.

Starting on the 5th day prior to the event we charge 100% of the costs incurred for Dialogue in the Dark.

On the day of the event, the fully booked service must be paid.

The following is valid for booked workshops: starting on the 5th day prior to the workshop, the full price must be paid.

Change of the number of participants on the day of event:

Concerns only children and reduced tickets: If the number of participants decreases on the day of the event, up to three persons are free in the context of goodwill. The absence of four persons or more requires the payment of the admission fee for all announced visitors.

Delay:

Claims of a late entry are not valid.

Chaperones:

All chaperones of classes pay the children's price.

We thank you for your understanding and are looking forward to your visit.