

sightwalks.de - Terms and Conditions

When booking one of the tours referred to in point 1. below with sightwalks.de, the following general terms and conditions apply:

1. All tours offered on the home pages of www.sightwalks.de and www.sightwalks.com are conducted on the basis of this statement of general terms and conditions.
2. Upon booking, the customer is deemed to have read and agreed to this statement of general terms and conditions. A booking for a city tour is binding upon receipt of confirmation from sightwalks.de via email, fax or telephone. Should there be sufficient time between a booking and the start of a tour, the customer will receive written confirmation. This also applies to telephone bookings.
3. If the customer cannot attend a tour for any reason, then s/he has the right to send another person or persons in his or her place on the tour booked.
4. Sightwalks.de reserves the right to alter its itineraries to accommodate any changes in standard organizational conditions, for example weather conditions, size of group, time of year and opening times of sights to be visited.
5. The customer is not entitled to claim from sightwalks.de any price concessions or discounts offered by a third party in the course of the tours.
6. Payment is to be made by the customer before the tour begins at an agreed starting place. All prices given by sightwalks.de are gross prices and comply with private consumer price regulations. Following payment the customer receives a standard receipt for the amount paid.
7. All cancellations made by the customer must be made in writing, either by SMS, email or fax. In the case of customer cancellation or of non-appearance of a customer, the following fees will be charged:

• Up to 14 days prior to start of tour:	no cancellation fees
• From the 14th day prior to start of tour:	30% of total tour price
• From the 7th day prior to start of tour:	50% of total tour price
• From the 3 rd day prior to start of tour:	70% of total tour price
• On the day of the tour:	90% of total tour price
• Non-appearance of customer, "No Show":	100% of total tour price
• Cancellation after agreed starting time of tour:	100% of total tour price
- In respect to cancellation fees the customer has the right to prove that little or no damage or loss was incurred.
8. The customer has no entitlement to the provision of transport not explicitly included in the price of the tour. Costs for using transport must be paid for by the customer. Customers with walking disabilities, physical infirmities or who are wheelchair users must notify sightwalks.de prior to booking. Should they fail to do this, they may be excluded from a tour if the itinerary would be unreasonably disrupted as a result of their participation. In this case they will have no right to send a replacement on the tour booked.
9. Sightwalks.de reserves the right to cancel a tour up to 24 hours in advance in the following particular cases:
 - when the advertised requisite minimum number of participants cannot be met
 - when the tour guide is absent due to illness
 - in extreme adverse weather conditions
- Payment in these cases will not be exacted. Payments already made in advance will be refunded in full. Should a tour be discontinued due to unforeseen circumstances, such as an act of God, misadventure, adverse weather conditions, etc, 50 % of the total tour price will be refunded to the customer.
10. All customers of sightwalks.de participate in tours at their own risk. The liability of sightwalks.de, and of any vicarious agents employed by sightwalks.de is limited to gross negligence and to willful intent, and to a total amount of compensation not exceeding a sum which is three times that of the total booking price for a tour. This company does not exclude liability for damages arising from death or personal injury caused by negligence on the part of sightwalks.de or by a representative or vicarious agent acting on behalf of sightwalks.de
11. Any possible disputes arising under this contract will be settled according to German law.