

the German version of our terms and conditions of sale shall prevail; these are available on request.

1. Booking/reservation and contract conclusion

All booking(s)/ reservation(s) only in written form please. Your written reservation is a binding offer for us to conclude a contract. Contract validation is via a written MünchenGuides order confirmation. The client thereby accepts all provisions resulting from the booking.

With the reservation, the client accepts the "terms and conditions of sale" of MünchenGuides.

2. Terms of payment

The invoice is issued by MünchenGuides after the written confirmation of your order. The invoiced amount is due after receipt of invoice, but latest 10 days before tour begin.

3. Services rendered

The services are defined preferentially in our order confirmation services description and in general according to standard legal terms and conditions.

4. Cancellations

At any time before the start of tour(s), the client can cancel the contract. The cancellation, in your own interest and for verification purposes, should always be made in written form. The written cancellation validates on the day of arrival at MünchenGuides. For contract cancellations appropriate compensation will be called for by MünchenGuides. The following compensation ruling applies:

up to 40 days before service provision:	exempt from charge
up to 14 days before service provision:	50 %
up to 7 days before service provision:	85 %
up to 2-1 days before service provision:	100 %

of the agreed charge.

A no show of the group at the agreed date will be charged in full (100%)

5. Withdrawal and cancellation by MünchenGuides

MünchenGuides reserves the right to cancel the contract in the following cases:

- an act of God
- an acute illness of a guide
- if the customer or the participants of a group of the client continuously disrupt the tour despite warnings of the consequences or behaves contrary to the terms of the contract at such a level that the immediate annulment of the contract is justifiable.
- if the client does not observe the agreed conditions of the contract.

6. Invalidity of individual regulations

The invalidity of individual regulations of the general terms and conditions or the tour contract does not result in the invalidity of the entire contract.

7. Late arrival of the group

In the case of a late arrival of the group to be given a tour, the tour guide will wait for 30 minutes at the agreed meeting point. If the group does not arrive by that time, the agreed fee is charged 100 % (without the tour taking place)

If the group arrives up to 30 minutes later than the agreed starting time at the latest, then the tour will be conducted but shortened accordingly; the charge will remain at 100 %.

MünchenGuides can however, per client request, conduct the tour for the originally agreed duration, if the tour guide does not have to fulfil other prior obligations. In this case, the charge will be calculated according to the waiting time in addition as the actual duration of the tour. If the tour is terminated prematurely by request of the group, the total charge will still be due.

8. Entrance fees

Entrance fees are not included in the MünchenGuides fee and are to be paid on-site by the client unless otherwise expressly agreed upon.

9. Data protection

Client data is only used by MünchenGuides for the purpose of its own customer service and is not disclosed to any third parties.

10. Liability

MünchenGuides is liable for the precise preparation of events, the diligent selection and supervision of the service providing tour guides, the accuracy of the descriptions of services rendered and the correct provision of the agreed upon services.

MünchenGuides is not liable for services that are procured as external services of other service providers (such as coach, limousine or taxi enterprises).

Tour participation is solely at one's own risk. MünchenGuides does not accept responsibility for accidents and other damages.

11. Place of fulfilment and place of jurisdiction

Munich shall be the exclusive place of jurisdiction. German law shall apply to the contractual relationship.

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