

Conditions for Arranging Tours by the Cathedral Information

Effective July 27, 2018

1. The Cathedral Information acts as agent for the customer, designated as consumer within the meaning of § 13 of the German Civil Code, to arrange tours, to examine the tour date to determine the possibility of conducting the tour and establishes contact with an authorized Cathedral guide for the desired tour date to exchange respective contact data. Tours are not permitted during church services, events, or celebrations in the Cathedral.
2. Prices apply to the tours arranged by the Cathedral Information as stated on www.dominformation.de and in the tour arrangements confirmation.
3. The maximum number of participants per group for a Cathedral tour is 30. If the actual number exceeds 30, the group will be divided. The group size permitted for children's groups (ages 4 to 16) must not exceed 20 participants. The maximum number of participants for the excavations, St. Maximin's, or theme tours is available on our homepage.
4. The Cathedral guide is the provider of services and the customer's contract partner for conducting the tour as well as for its content.
5. The guide's contract regulates the conditions of the tour with the customer, also in case of customer cancellation or tour cancellation because of a required Cathedral closing on short notice.

The following conditions apply to all contracts arranged with the Cathedral guide:

- The Cathedral guide is to be paid in cash on receipt at the beginning of the tour. As an exception the guide will invoice the customer.
- Cancellation/Failure to appear by the group
If the tour is cancelled no earlier than 48 hours before the booked tour or if the group does not appear, the Cathedral guide is entitled to 100% of the contracted price and is to be paid by bank transfer upon receipt of invoice.
- The Cathedral guide will not assume any supervision duties for children under the age of 7 as well as for school-age children. The group must provide sufficient supervisory staff.
- The customer must observe the Cathedral's house regulations during the tour, taking into consideration the special character of the Cathedral as a house of worship and a World Cultural Heritage site. Thoughtfulness and appropriate behavior are expected.

Please note the following:

- Eating and drinking as well as the use of cell/mobile phones is not permitted in the Cathedral.
- Appropriate clothing for a place of worship is expected.
- Dogs or other animals are not permitted (exception: seeing-eye dogs).
- Littering of any object or waste is prohibited.
- Photographing and filming with tripod is prohibited.
- Group participants are to remain together.
- The group must follow instructions by the Cathedral staff.
- In the case of infringement of any of the above conditions, individual persons may be expelled from the Cathedral.

We refer you to the Data Protection Declaration here

<https://www.dominformation.de/footer/publisher/dataprotectiondeclaration>