General terms of the TKS for guided tours and organized excursions

1. Legal status
BAMBERG Tourismus & Kongress Service (TKS) arranges guided tours and excursions for groups. The parties to the contract for these guided tours/excursions are the customer and the Guide/Courier. All legal aspects are to be regulated by these parties to the contract.

2. Bookings
Orders should be submitted in writing as early as possible. The most suitable booking method is the booking form provided. Confirmation of the order is issued immediately in writing.

3. Method of payment
The fees for guided tours/organised excursions must be paid to the guide/courier in cash at the end of the tour. A receipt can be provided on request. In exceptional cases, the amount payable may be invoiced to the customer by the TKS on behalf of the guide/courier. For this additional service, the TKS will charge a processing fee of € 10 for domestic transfers and € 20 for transfers abroad (including bank charges).

4. Cancellation and rebooking
For binding and confirmed guided tours/organised excursions which are cancelled or changed before the date of travel the TKS reserves the right to charge appropriate compensation for the services already provided in advance. In these instances, a charge of € 10 is made for each service provider booked. In the case of cancellations at extremely short notice (two working days prior to planned arrival and less), the party to the contract/customer will be charged the full fee for the guided tour.

5. Waiting time/Failure to appear
If the group's arrival is delayed, the guide/courier will wait an extra 45 minutes starting from the agreed arrival time. If the group still fails to appear once this time period has elapsed, the guided tour/excursion is considered cancelled and the agreed fee must nevertheless be paid. If the group arrives during the waiting time, the delay incurred will be deducted from the agreed duration of the tour. In exceptional cases, the guide/courier and the group can agree to adhere to the original duration, provided the fee is increased accordingly.

6. Liability
In compliance with the law, the TKS is only liable for problems occurring in the arranging of a tour in its capacity as an agent. The guide/courier can only be made liable in the case of gross negligence or willful damage.

7. Maximum size of tourist parties
A minimum number of persons is not specified for guided tours and organised excursions. However, no more than 25 persons may be allocated to one guide. In the case of organised excursions, there is one courier per coach (max. 50 passengers). Should the size of the group exceed the maximum number of persons an additional guide has to be booked and payed for.