

Terms and conditions of the Klassik Stiftung Weimar

The following terms and conditions apply to all activities and operations at the Klassik Stiftung Weimar. The terms and conditions govern the contractual relationship between the customer and the Klassik Stiftung Weimar. The customer agrees to these terms upon placing the order.

1 Conclusion of contract

- 1.1 After submitting a request to visit a site, the customer receives an offer to visit the site on the desired date, to participate in the desired tour or to purchase tickets for the desired event, or receives an alternative offer.
- 1.2 Offers by the Klassik Stiftung Weimar to visit sites, participate in tours or purchase tickets for events are valid for a period of seven (7) days. After seven days, the Klassik Stiftung is no longer bound to its tendered offer.
- 1.3 The contract to visit sites, participate in tours or purchase tickets for events is deemed concluded if the customer agrees to the offer in writing within the period mentioned in 1.2, and thereby accepts the terms and conditions of the Klassik Stiftung Weimar.
- 1.4 If reserving tickets the number of participants requested will be entered into the offer. The final price depends on the number of actual participants and is subject to changes.

2 Group sizes

Visits to museums and other offers by the Klassik Stiftung Weimar are restricted in size. Larger groups are divided into smaller parts.

3 Prices

- 3.1 Prices agreed upon at the conclusion of the contract apply for the day of the visit.
- 3.2 An additional administrative fee of € 5.00 is charged for each subsequent change of a booking that causes additional administrative effort (e.g. impact on the number of smaller groups). The administrative fee is due in spite of the subsequent cancellation of a booking.

4 Price reductions

Tour guides and bus drivers are not eligible for free admission. Teachers, who accompany school groups as chaperones, are charged the reduced admission price for pupils.

5 Binding character of booking and delayed arrival

- 5.1 Booking is binding with regard to the date and agreed upon tours or events.
- 5.2 The visit – particularly of the Duchess Anna Amalia Library – can only be guaranteed at the agreed-upon time. All terms of the booked offer expire should the group arrive delayed. Later admission to a museum is only possible, as a self-guided visit, if places within the above stated limits are available.

6 Cancellation

- 6.1 The contract can be cancelled completely or in parts by the customer. A cancellation of certain parts of the program or the reduction of booked visitors is regarded as a partial cancellation. Cancellation is accepted by letter to "Besucherinformation der Klassik Stiftung Weimar".

Frauentorstraße 4, 99423 Weimar, Germany” by fax to +49 3643 545 401 or by Email to info@klassik-stiftung.de. The cancellation comes into effect upon receipt by the Klassik Stiftung Weimar.

6.2 Cancellations are possible up to 14 days prior to the agreed upon date free of charge.

6.3 In case of a later cancellation or no-show 75 % of the agreed upon price will be invoiced.

In case of a later partial cancellation, no-show of certain visitors or to certain parts of the program the received parts of the program will be fully invoiced. Cancelled parts of the program will be invoiced with 75 %.

The Klassik Stiftung Weimar may claim damages for expenses (tours) or loss of revenue from groups, eligible for free admission, that cancel later than stated in 6.2.

6.4 The calculation of the cancellation fee stated above takes into consideration saved expenses and other possible uses by the Klassik Stiftung Weimar. The customer can provide evidence that no or lesser damages were incurred.

6.5 Changes of program or visits are possible if available. The customer will be invoiced the price of the latest booking plus administrative fee, according to 3.2.

6.6 The Klassik Stiftung Weimar may cancel the contract upon good cause shown. Closure or other restrictions of houses, objects or parks due to safety or conservation reason or due to special events are regarded as good cause. In that case received payments are reimbursed. No further damages may be claimed.

7 Tickets for events of the Klassik Stiftung Weimar

7.1 After conclusion of the contract, the customer is invoiced the cost of admission tickets for events and accorded a date of payment. The tickets are sent to the customer upon receipt of payment. No invoice fee is due.

7.2 Should the customer fail to effect payment by the due date, the Klassik Stiftung Weimar is entitled to re-appropriate the admission tickets for other purposes.

7.3 The return or exchange of admission tickets is generally not permitted. If an event is cancelled or cut short within the first 30 minutes, the customer will be refunded the purchase price of the tickets.

8 Payment/invoices/ Reminder fee

8.1 Fees for tours and visits can be paid on location in cash or credit/debit card (not all houses).

8.2 Invoices must be paid in full by the due date as stated therein.

8.3 In the case of late payment, the Klassik Stiftung Weimar charges an additional reminder fee of € 3.00 for each reminder issued.

9 Entitlement to tours in the museums of the KSW

Tours and accompaniment by guides in the museums of the Stiftung are only possible if the customer registers for them in advance at the Visitor Information Centre. Only guides commissioned by the Klassik Stiftung Weimar are entitled to lead tours in the museums of the Stiftung.

10 Special opening times

- 10.1 Customers are generally not entitled to visits to museums outside regular opening hours. Those visits require a specific agreement including a tour booked in advance.
- 10.2 In such cases, no reductions are offered on the price of tickets or services.
- 10.3 To cover the personnel costs for work outside regular opening hours, the customer is invoiced an additional € 34.00 per commenced hour for each engaged member of staff.

11 Liability

The Klassik Stiftung Weimar is not liable for slightly negligent breaches of duty as far as these do not include fundamental contractual duties or damage resulting from mortal or personal injury or injury to health, caused by the Klassik Stiftung Weimar, its legal representatives or vicarious agents.

12 Final provisions

- 12.1 If the customer is a merchant, a legal entity under public law or special fund under public law, the place of performance and exclusive place of jurisdiction is Weimar.
- 12.2 Deviation from the terms and conditions provided herein are only permitted by written agreement. Any deviating terms and conditions by the customer are hereby expressly objected to.