

## **Terms and conditions for booking and cancellation of educational offers**

### **Prices**

Insofar as nothing else is expressly agreed, the price for guided tours and other services does not include the admission fee and the wireless group guide system. Please see our overview of prices for fees.

### **Modes of payment**

You can pay for the guided tour at the museum cashier's desk on the day of your visit or, if preferred, in advance by bank transfer.

### **Group size**

The maximum number of persons per group is 25. If the group should have more than 25 persons, two or more groups can be booked, with the start of the tours staggered by 15 minutes.

### **Wireless transmission system (group guide system)**

For groups of 10 or more in the special exhibitions and 15 or more in the permanent collection, the use of the wireless group guide system is obligatory. This also applies for external groups that have not booked a Staatsgalerie guide. The fee is 25 €.

### **Registration of groups with their own guide**

The Staatsgalerie allows external guides in the special exhibitions and in the permanent collection if the group is registered with the guide service of the Staatsgalerie at the latest by four weeks before the date of the visit. Otherwise, tours with external guides are not permitted.

### **Cancellation conditions**

If you cannot attend the tour, we request written notification (e-mail, letter) at the latest 8 days before the event. For tours on the weekends, this is the Friday (2 pm) one week before the event. The criterion for the time of cancellation is the time of receipt by the guide service of the Staatsgalerie (fuehrungsservice@staatsgalerie.de). The onus of proof lies with the customer.

Unfortunately, in the case of a later cancellation of your booking, regardless of the reasons, we have to charge a cancellation fee. This amounts to 50 % of the guided tour fee if your cancellation reaches us at the latest by 2 pm of the day before the event. In the case of cancellation at shorter notice or an unannounced non-appearance, we have to charge the full fee for the tour. If you or your group have not arrived at the meeting point at the latest by 30 minutes after the agreed time, the guided tour will not take place, and we will charge a cancellation fee of 100 %.

The Staatsgalerie Stuttgart is entitled to withdraw from the booking with immediate effect for important reasons. An important reason is the case when the event has to be cancelled for reasons for which the Staatsgalerie is not responsible (in particular force majeure). In the event of a withdrawal for an important reason, fees paid will be refunded to the customer.