General Terms and Conditions

1 Minimum Number of Participants
1.1 A tour/wine tour can be carried out on the part of the Eberbach Monastery Foundation (“Foundation”) as a group event with a minimum of 10, or correspondingly, 15 participants. (15 participants applies only to wine tours.) Consequently, a tour for a minimum of 10 (15) participants plus any additionally stipulated number of participants will be charged.

2 Booking of Tour Guides
2.1 The Foundation arranges for the required guide for the above-mentioned tour.
2.2 In general a guide leads a group of up to 30 persons. If the number of participants is greater than 30, the booking of a second guide is necessary. If the number of participants is more than 30 and the client does not wish to book a second guide, then the guide has the right to demand a double fee.

3 Changes and Cancellation
3.1 For organizational reasons any change in the contractually agreed booking information must be submitted in writing per e-mail (fuehrungen@kloster-eberbach.de) or per post at least two working days before the commencement of the tour / wine tour.
3.2 It is possible to cancel a tour / wine tour without cost to the client up to three working days (Saturdays not included) in advance. Tours cancelled after that time will be charged 100%. (See page 1 of the booking confirmation.) The cancellation must be made in writing per e-mail (fuehrungen@kloster-eberbach.de) or per post. This rule also applies if the booking is made within two workdays of the date of the tour.
3.3 At the time of booking the event the client must submit a binding billing name and address. A subsequent change in address is possible for an additional fee (a flat rate of gross €10.00).

4 Late Arrivals
4.1 If the group is unable to adhere to the contracted starting time, the client must promptly inform the tour guide. Notice must also be given to the monastery cashier’s office (Tel. 06723 9178-115). After the monastery closing time the client should call the guide’s cell phone number.
4.2 The guide is required to wait for the group up to one-half hour after the contracted starting time. The waiting time will be billed at €15.00 per half hour or part thereof. It is also possible to shorten the length of the tour by the amount of waiting time. If the client arrives more than one-half hour after the appointed starting time the guide is entitled to cancel the tour. In this case, the cancellation penalty will be levied according to paragraph 3.2 above.

5 Liability
5.1 A visit to the monastery takes place at one’s own risk. The client acknowledges the fact that walking areas within the property are partially indirectly lighted. The ordinance for the protection of historic monuments allows for only limited winter services.
5.2 The client is liable for any damages to the monastery property or to its inventory that may be caused by his guests as well as by third parties in his charge.

6 Conclusion of Contract
The client will receive a written confirmation of order. Upon its submission the order becomes legally binding.

7 Terms of Payment
7.1 The fee for all services performed can be paid on-site in cash, by EC-card or credit card (MasterCard, VISA, American Express, Diners Club, Discover, CUP Union Pay, JCB) on the day of the tour/wine tour. Upon request a bill can be written.
7.2 If a tour/wine tour consists of 50 or more participants, the Foundation can demand an advance payment in the amount of 50% of the tour’s cost, payable in a form shown in paragraph 7.1 above.

Important Information: Please note that the wine tour takes place in unheated rooms. We recommend wearing warm clothing and sturdy shoes regardless of the season. The complete renovation of the entrance building is causing unavoidable optical restrictions at the moment. We ask for your understanding in the interest of the lasting preservation of the “New Hospital” building. The meeting point continues to be the signposted cashier’s office.

Opening Hours: November - March: daily from 11:00 a.m.- 6:00 p.m
April - October: Monday - Friday from 10:00 a.m.- 7:00 p.m, Saturdays, Sundays and holidays from 9:00 a.m. – 7:00 p.m.