



## Terms and conditions for guided tours (valid from 01.01.2025)

The guided tour is binding once confirmed.

### Amendments

No charge is made for the first amendment. Any further amendments to your booking will incur a charge of CHF 50.–.

### Express bookings

For express bookings (that is bookings within three workdays (Mon-Fri) before the day of your visit) we charge an additional fee of CHF 50.–.

### Cancellation charge

Up to four days before the day of your visit: CHF 50.– (excl. entrance fees)

Between 48 – 24 hours before the the day of your visit: 50 % (excl. entrance fees)

Less than 24 hours before the day of your visit or if the group does not arrive: 100 % (excl. entrance fees)

### Request for postponement

If we receive a postponement request less than 2 days in advance, it is considered a cancellation with corresponding cost consequences. The postponement date is then considered a new booking.

### Payment

Usually, payment is made on site at the cash desk in cash or by card. A surcharge of CHF 20.– is payable on invoicing.

### Waiting / late arrivals

The guide will wait up to 30 minutes. If the group arrives late, we reserve the right to shorten the tour accordingly. In this case, entry to the Baroque Hall can also be delayed if there is a large number of visitors.

### Visits during non-opening hours

Visits can be made outside regular opening hours and will incur a charge for extended opening. Please contact the Secretary's Office at your earliest convenience (+41 (0) 71 227 34 19, [tours@stiftsbezirk.ch](mailto:tours@stiftsbezirk.ch)). Please bear in mind that in exceptional cases another group may also be present in the exhibitions.

### Force majeure / House rules

The Abbey District Museum reserves the right to cancel a guided tour or not to carry it out if there are compelling reasons, e.g. force majeure, natural events, objective impossibility. In this case, the price paid will be refunded. Further claims, in particular compensation for damages, are excluded.



The Museum of the Abbey District reserves the right to exclude a group or individual participants if they do not follow the [house rules](#) or pose a danger to the group or other persons as well as cultural assets and exhibits. In this case, the price for the guided tour and admission will not be refunded or remains payable. Further claims, in particular for damages, remain reserved.

**Emergency contact for late arrivals**

Monday to Friday: +41 (0) 71 227 34 19

On public holidays and weekends: +41 (0) 71 227 34 22

We may be unable to take calls on this number if we are dealing with heavy visitor traffic.

During office hours from Monday to Friday, we will be happy to handle **enquiries, amendments and cancellations** on +41 (0) 71 227 34 19.