

TERMS OF BUSINESS

(Terms of Business valid as of 1st August 2008)

1. Bookings must be made in writing, stating the desired services, the dates, the number of persons and form of payment.
Once the booking has been confirmed by the agent, a contract of agency comes into being between the client and the agent, and a contract for work and services comes into being between the client and the service provider.
2. The Tourist Information Centre acts as an agent in the conclusion of contracts and within the framework of the contract of agency it ensures that the services are carefully selected and arranged and that they are properly explained. The agent is exempt from any claims raised by the client against the service provider.
3. The services provided must be paid for directly to the service provider. The cancellation deadlines set by the service provider constitute a component of the contract of agency between the client and the agent. If the cancellation deadlines are not adhered to, the service provider and the agent may claim compensation from the client.
The Law of the Federal Republic of Germany shall apply.
The place of jurisdiction is Rostock.

4. The agency fee for booking a room is € 3.00. For the booking of rooms for congresses and conferences, the organiser shall charge a fee of € 3.00 per person.

5. Prices for a guided tour of the city lasting up to 2 hours:

Per group	Basic fee	Foreign language surcharge	Other surcharges see point 5.2
Up to 25 persons	€ 48 (reduced fee € 30)	€ 13	€ 8
From 26 persons	€ 65 (reduced fee € 45)	€ 13	€ 8

The maximum group size is 50 persons. We recommend that large groups (upwards of 40 persons) be split up.

- 5.1 Reduced fees are available to school pupils, trainees and students. In the case of guided tours lasting more than two hours, 50% of the relevant basic fee will be charged for each additional hour or part of an hour. The guide will wait for up to a maximum of one hour. The price will be calculated from the agreed starting time of the guided tour.
- 5.2 A fee of € 8.00 will be charged for bookings for guided tours at the same day (immediate surcharge) and any changes to the services ordered.
- 5.3 In cases of cancellation three days or less before the date of the guided tour a fee of € 30.00 will be charged. In cases of failure to appear or cancellation on the day of the tour, the full price must be paid.
6. Special prices and payment arrangements apply in the case of special guided tours. The client will be invoiced by the Tourist Information Centre and payment must be made to this body at least 10 days before the date of the tour. In cases of alteration or cancellation of the booked services, Points 5.2. or 5.3. of the Terms of Business shall apply.
7. For guided tours in Mecklenburg-Vorpommern travelling from Rostock the following prices will be charged:
Up to 6 hours € 110.00
Up to 10 hours € 140.00
Over 10 hours Surcharge per hour € 14.00
Foreign language surcharge € 26.00

The maximum group size is 50 persons.

A fee of € 8.00 will be charged for alterations. In cases of cancellation 3 days or less before the date of the guided tour, the following cancellation fees will be charged:

Guided tour of up to 6 hours € 55.00
Guided tour of more than 6 hours € 70.00

In cases of failure to appear on the day of the tour, the full price will be charged.

8. We do not charge a fee for bookings from our package programme. For a programme put together specifically in accordance with your wishes, we will charge a fee of € 20.00 per day, irrespective of the number of participants. We will charge € 8.00 as a fee for the arrangement of an individual service.