

# STRASBOURG

## GUIDED TOURS RATES 2024 \*



### STRASBOURG TOURS

|                   | RATES 2024        |                    |
|-------------------|-------------------|--------------------|
|                   | HT<br>(excl. VAT) | TTC<br>(incl. VAT) |
| 1 hour            | € 124,17          | € 149              |
| 1½ hour           | € 146,67          | € 176              |
| 2 hours           | € 169,17          | € 203              |
| 3 hours           | € 214,17          | € 257              |
| Additional ½ hour | € 22,50           | € 27               |
| Additional hour   | € 45              | € 54               |

### REGIONAL TOURS

|         | RATES 2024        |                    |
|---------|-------------------|--------------------|
|         | HT<br>(excl. VAT) | TTC<br>(incl. VAT) |
| 4 hours | € 225             | € 270              |
| 9 hours | € 405             | € 486              |

### OTHER SERVICES

All the thematic visits on our website [groups.visitstrasbourg.fr/en](https://groups.visitstrasbourg.fr/en)

\*Guided tours are invoiced at the rate inclusive of VAT (TTC) according to our general conditions of sale and payment.

However, in accordance with EU directives, customers from other EU countries with an EU VAT number (to be provided when the order is placed) are invoiced exclusive of VAT (HT).

### CONDITIONS OF PAYMENT

The guided tours must be paid for in euros, by credit card on our secure website [www.visitstrasbourg.fr](https://www.visitstrasbourg.fr) at the time of booking.



# STRASBOURG

## GENERAL CONDITIONS



**B**y signing the order form, the client accepts the Tourist Office's general conditions.

### 1 - SERVICE PROVIDED

The Greater Strasbourg Tourist Office (OTSR) offers guided tours given exclusively by qualified guide-interpreters, either as salaried guides of the OTSR or as self-employed.

### 2 - START AND FINISHING POINTS FOR GUIDED TOURS

All confirmations for our guided tours give the start point for the tour. **The prices of the guided tours are given for a departure and arrival location in Strasbourg and Kehl.** Any other start and/or finishing point will be charged extra in the light of the additional distance and time taken and costs incurred by the guide, and will result in a longer tour to cover the same services.

### 3 - LENGTH OF GUIDED TOURS

The length of the tours will be that mentioned in the confirmation and will apply to the specific start (and finishing) point specified in it. In the case of one-day tours, the time taken for meals is included in the price. The cost of the meal is not included. Should the visit be cut short on the day itself, the full cost of the service ordered shall be due.

#### - If the group is late:

The group must notify the guide of the delay on his or her mobile phone, using the number indicated on the confirmation. The guide will wait for the group for one hour from the start time mentioned in the confirmation.

The tour will be shortened by the time equivalent to the delay or, subject to the guide and the group being available and willing, may be extended accordingly; this additional time will be invoiced as provided in our current price list.

#### - If the guide is late or doesn't show:

The group will wait for the guide for half-an-hour. If the group so decides, and subject to the guide being available, the tour may be extended by the time the guide was late (tolerance of 10 minutes). If this is not acceptable to the group, the tour will be shortened by the time equivalent to the delay and reduced by half-an-hour for each half-hour or part thereof the guide is late and the price reduced pro rata as provided in our current price list. Should there be a delay of more than half an hour or should the guide not arrive, the group has the right to cancel the guided tour and to request that the corresponding invoice be cancelled.

A refund not exceeding 50% of the amount due for the tour may be claimed.

#### - In case of force majeure:

The guide will not be liable in any way should events occur outside his or her control (sudden and/or unscheduled closure of a site, exceptional security precautions...).

The group will take full responsibility for the consequences of any such event.

No payment shall be due for the guided tour; however, the group shall not be able to claim compensation for the non-performance of the service.

### 4 - DESCRIPTION OF THE TOURS

The visits are described in the Tourist Office's brochure. This gives details of the visit and presumes that all members of the group are fully mobile.

With the customer's agreement, the guide can adapt the tour

depending on the group and/or special circumstances (weather conditions etc.) He/she may also highlight specific points during the tour, giving the visitors the benefit of his/her knowledge on the subject.

On site the guide will not be obliged to accept changes or variations in the content of the tour chosen as set out in the tour confirmation.

### 5 - CHANGES TO GUIDED TOURS

Any modification to details of a guided tour (timetable, content, number of persons...) **must be notified as soon as possible and will only be accepted subject to the guide's availability and ability to do so.** As soon as we have confirmed your visit, any changes you make to your reservation will result in a charge of €20 incl. VAT.

### 6 - NUMBER OF PERSONS ON A TOUR

Guided tours on foot are for a **maximum of 30 visitors** to ensure everyone can hear the guide clearly.

N.B.: on some tours (in particular to certain museums) the maximum number allowed is less (check with the Tourist Office). In the event that the number of visitors exceeds that allowed, no complaint will be accepted if any visitor is unable to hear the guide satisfactorily.

### 7 - NO-SHOW BY THE GROUP - CANCELLATION OF GUIDED TOURS

The Tourist Office must be informed in writing of the full or partial cancellation of any tour (shorter tour) at least 72 hours before the start time.

No refunds will be made for no-shows and cancellations less than 72 hours prior to the scheduled time of the tour.

### 8 - RIGHT OF WITHDRAWAL

In accordance with the regulations (article L221-28, 12° of the French Consumer Code), the customer does not have the right of withdrawal.

### 9. LAST MINUTE RESERVATIONS

Any guided tour reservation made at our reception must be paid for immediately (in cash or by card).

### 10 - GUIDED BIKE TOUR

While the service provided is fully covered by the Tourist Office's liability insurance, the tour itself comes under the personal responsibility of each participant.

### 11 - PERSONAL DATA

The Tourist Office of Strasbourg places the utmost importance on the protection of your privacy and the processing of your personal data in accordance with the European legislation on the protection of privacy: the General Data Protection Regulation (GDPR). The collection of personal data that we may need to process for the purpose of providing guided tours is strictly limited to the performance and follow-up of this service. To know and exercise your rights, please contact us at the following address: [rgpd@visitstrasbourg.fr](mailto:rgpd@visitstrasbourg.fr)

### 12 - APPLICABLE LAW / PLACE OF JURISDICTION

French law is applicable and, in the event of a dispute and/or disagreement, the courts of Strasbourg shall have sole jurisdiction.