

General Terms & Conditions

1. Booking and Contract Conclusion:

Through the signature or a verbal agreement from the contract partner, further named as **CLIENT**, is the Booking/Contract binding. The booking of the contract applies to group tours for all members of the tour group are responsible for any outstanding debts.

The **CLIENT** acknowledges and accepts with his/her signature or verbal agreement our General Terms and Conditions as listed on the two following pages here below.

The booking is binding for both parties only after the ordered services have been confirmed by **Harald Zawuski (Private Tour Berlin)**, further named **CONTRACTOR**, through verbal or written agreement, per email or per fax.

2. Payment:

Payment for the booked service(s) will have to be made according to the payment methos as stated by the client in their booking email. Unless other binding agreements have been made between the entrepreneur and the client by mutual consent and in writing.

Important notice: in case of shortening or non-feasibility of the booked services due to acts of nature beyond the control of the **CONTRACTOR**, such as congestions, blocked roads, street festivals, demonstrations, sudden rallies etc., the full agreed price is nonetheless to be paid by the ordering customer / **CLIENT**.

3. Service modifications and descriptions:

Should the **CLIENT** change the number of tour participants and thus the size of the already ordered vehicle after Contract Conclusion, the **CONTRACTOR** will try everything possible to provide requested changes but cannot guarantee fulfillment. The coverage of the contractual service offer is determined from the offered service description or that in the agreed contract from the **CONTRACTOR**.

Rebooking, adjustments and extra services require an agreement through the **CONTRACTOR** either verbal or written, per fax, per e-mail. These can cause possibly increase of prices. The discontinuation of parts from the service represents no entitlement of payments either in part or in whole to retained, when these reasons are not caused by the **CONTRACTOR**. If discontinuations of parts from the service are presented through the **CONTRACTOR** he has the right to substitute the discontinued service with another of equal value. The **CONTRACTOR** is obligated to inform the **CLIENT** of changes to the contract. When, as the case may be, the **CONTRACTOR** would offer the **CLIENT** a free of charge change of reservation or a free of charge cancellation.

- Furthermore, the **CLIENT** has no claim that the booked service(s) will be carried out by a **certain, designated assistant (guide, driver, etc.)**

4. Withdrawal / Cancellation / Delays caused by the CLIENT/CUSTOMER:

The **CLIENT** may cancel at any time before begin of a booked tour. Significant is that the **CONTRACTOR** has received the cancellation declaration form. The cancellation must be in written form either per e-mail or per fax and from the **CONTRACTOR** confirmed and validated. If the **CLIENT** withdraws from the contract or an organized appointment without cancellation of the contract, the **CONTRACTOR** has the right to demand a corresponding compensation.

- **Any, by the CLIENT, requested extensions of any services, as well as delays caused by the CLIENT (including flight, trains, bus delays etc.):** are charged with the price for every commenced, full hour, stated in the corresponding quote

- **In the event of a cancellation, the CONTRACTOR will charge the following cancellation fees:**

- | | |
|---|-----------------------------------|
| • 30 Days before the agreed date: | 30 % of the contract total price |
| • 14 Days before the agreed date: | 50 % of the contract total price |
| • 7 Days before the agreed date: | 80 % of the contract total price |
| • 1 Day before the agreed date, on the booked date, in case of no-show of the CLIENT: | 100 % of the contract total price |

5. Withdrawal (Cancellation) through the CONTRACTOR (Harald Zawuski – www.privatetour-berlin.com):

The **CONTRACTOR** can cancel the contract or decide not to carry out or interrupt the booked services under the following cases:

- Due to force majeure.
- Due to the influence of weather or acts of nature beyond control, congestion, blocked roads, street festivals, etc...
- In the event of sudden road closures, high traffic volumes, street festivals, etc., (if possible, such events will be bypassed and/or the route will be altered)
- Due to sudden illness of a guide (in this case the entrepreneur will try to arrange a replacement if possible)
- In the case of short-term rebooking, from the 8th day before the start of the trip, which no longer enables the entrepreneur to react accordingly
- If the client or the participants in a group of the customer refuse to carry out the trip in orderly manner (despite the request and admonition by the guide in charge), due to lastingly disturbs or if the client behaves contrary to the contract to such an extent that the immediate termination of the contract is justified (This also includes consuming food and drinks in the vehicles without the explicit permission of the guide in charge/entrepreneur (If the client/passengers cause major soiling, the cleaning costs of this will be invoiced to the client).
- If the client does not comply with the agreed contractual conditions.
- In addition, the entrepreneur is exempt from providing the booked service(s) with a specific guide, collaborator, driver etc.

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6. Liabilities:

Harald Zawuski, the **CONTRACTOR** assumes liability for the accurate preparations of the booked service, for the careful choice, monitoring of services, the accuracy of service description and for the adequate provision of the agreed services in the contract.

your berlin city guide assumes no liability for the services of external companies identified from **private tour berlin** (i.e. Public transport, Trains, busses or Taxis, Theatres, Museums, Exhibition visits and restaurants) and any other services from external companies which are explicitly identified in the service description.

For accidents and damages, Harald Zawuski assumes no liabilities.

7. Co-Operation Obligation:

The **CLIENT** or member/members of a group tour are obligated, when service disruptions occur, to Co-Operate within the frame under the terms of the legal contract to prevent damage or accident. The **CLIENT** or member/members of a group tour are especially obligated to inform Harald Zawuski, without hesitation, of any complaints.

8. Information Protection:

The **CLIENT** agrees that for the purpose of processing the agreed services personal information given at our disposal may be used further by **Private Tour Berlin** for customer care and services. This information is only for use by **Private Tour Berlin** and under the German data protection act will not be passed on to any other third parties.

9. Inefficacy of individual regulations:

The inefficacy of individual regulations of the general business conditions or the contract does not entail the inefficacy of the entire contract.

10. Delivery and Jurisdiction area: place of delivery and exclusive area of jurisdiction are Berlin

> Additional cancellation policy for customers having booked a shore excursion, including pick-up from port and transport back:

In case the client's ship is unable to dock at port, respectively the agreed meeting point for any reason whatsoever, a maximum of 33% of the agreed-upon or already paid tour price may be refunded, subject to a review of the circumstances.

Any additional costs incurred by the client as a result of this circumstance cannot be claimed from Private Tour Berlin.

The client may attempt to claim these costs from the cruise line company, its travel agency, or its travel insurance provider.