

# *Terms and Conditions (AGB) - Frankfurt Walking Tour*

## **1. Scope**

These Terms and Conditions apply to all walking tours and related services (“tours”) provided by **Frankfurt Walking Tour, Nedal Georges**, Schaubstraße 9, 60596 Frankfurt am Main (“the Provider”), to private and business customers (“the Client”). By booking or participating in a tour, the Client accepts these Terms and Conditions.

## **2. Services**

The Provider offers guided walking tours in Frankfurt, including both **paid tours** and **free walking tours**.

- *Free walking tours* are offered without a fixed price and are based on voluntary tips.

- *Paid tours* have a fixed price as stated in the description or booking confirmation. The exact content, meeting point, and duration of each tour are specified in the respective description.

## **3. Booking and Participation**

A booking becomes binding once confirmed by the Provider (e.g., by email or online booking).

For free walking tours, participation may also be possible without prior booking, subject to availability. The Provider reserves the right to limit the number of participants for safety or organizational reasons.

## **4. Payment**

- **Paid tours:** Full payment is due before the tour begins, unless otherwise agreed.

- **Free tours:** Participation is free of charge, and guests can give voluntary tips at the end of the tour at their discretion.

For business or group bookings, invoices must be paid within 14 days of issue.

## **5. Cancellations and Refunds**

### **- By the Client:**

- Cancellations up to 7 days before the tour: full refund.

- Cancellations 3–6 days before: 50% refund.

- Cancellations less than 48 hours before or no-shows: no refund.

(Free walking tours have no cancellation fees, but prior notice is appreciated.)

**By the Provider:**

The Provider may cancel a tour for safety reasons (e.g., extreme weather, illness, or force majeure). In such cases, clients will receive a full refund or may rebook at no extra cost.

**6. Changes to the Tour**

The Provider reserves the right to make reasonable changes to the route, schedule, or guide if necessary for safety or operational reasons. Any significant changes will be communicated as early as possible.

**7. Participant Responsibilities**

Participants must ensure they are physically fit to join the tour. Appropriate clothing, footwear, and weather protection are required. The Provider may exclude participants who are intoxicated or behave inappropriately, without refund.

**8. Liability**

Participation is at the Client's own risk. The Provider is not liable for personal injury or property damage unless caused by gross negligence or intent. The Provider is not responsible for delays, accidents, or damages caused by third parties.

**9. Photos and Media**

Photos taken during tours may be used for marketing purposes (e.g., website, social media) unless the Client objects in writing before the tour.

**10. Data Protection**

Personal data is processed in accordance with the General Data Protection Regulation (GDPR). Data is used only for booking, communication, and service delivery purposes.

**11. Governing Law and Jurisdiction**

These Terms are governed by German law. The place of jurisdiction is Frankfurt am Main, Germany, unless mandatory consumer protection regulations require otherwise.

**12. Contact Information**

**Frankfurt Walking Tour – Nedal Georges**

Schaubstraße 9

60596 Frankfurt am Main

[frankfurt-free@alternative-walking-tour.com](mailto:frankfurt-free@alternative-walking-tour.com)

[alternative-walking-tour.com](http://alternative-walking-tour.com)