



Official Cancellation and Rebooking Policy for Fire Service Groups at the Feuerwehlerlebniswelt Augsburg

(Applies to all registrations/reservations of fire service groups for visits, guided tours, or special programs at the Feuerwehlerlebniswelt Augsburg)

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51 Booking and Scope of Application

1. These cancellation and rebooking conditions apply to all reservations and confirmed appointments of fire service groups (volunteer fire brigades, fire service teams, children's and youth fire brigades) at the Feuerwehlerlebniswelt Augsburg.
2. Fire service groups must book their appointment in advance in writing via an online form, providing the name of the fire service group, contact person, address, email address, number of participants, whether a guided tour is included or not, and the requested date.
3. An appointment is considered binding only upon written confirmation by the Feuerwehlerlebniswelt Augsburg.
4. Depending on the offer, fire service groups may receive group rates, discounts, or special conditions, which are listed in the confirmation.

52 Free Cancellation

1. Cancellation by the fire service group is free of charge up to 7 calendar days before the booking date.
2. In the event of a free cancellation, payments already made will be fully refunded or, upon request, issued as a voucher valid for a later date within one year.

53 Cancellation Less Than 7 Days Before the Booking Date

If cancellation occurs less than 7 days before the booking date, a cancellation fee of 50% of the agreed and confirmed total price will be charged.

54 Rebookings

1. Rebooking to another date is possible free of charge up to 7 days before the original booking date..
2. Rebooking requests must be submitted in writing by email or via the contact form on the website to the Feuerwehlerlebniswelt Augsburg and must be confirmed by them.

§5 Number of Participants and Participant Changes

1. The number of participants in a fire service group may generally change up until the booking date.
2. **Exception: Bookings Including a Guided Tour**
For groups with a booked guided tour, please note that one tour is limited to a maximum of 23 participants. If this number is exceeded, a second tour must be booked at additional cost.
3. For organizational reasons (in particular staff scheduling at the Feuerwehrlernwelt), any changes in the number of participants for fire service bookings with a guided tour — regardless of whether the number increases or decreases — must be communicated in writing no later than 7 calendar days before the booking date.
4. Changes communicated later or not communicated at all, especially reductions in participant numbers where multiple guided tours were booked, can no longer be fully accommodated for organizational reasons. In such cases, 50% of the price of the additionally booked tours will be charged as a cancellation/administrative fee.
5. Changes to participant numbers are only considered binding once they have been confirmed in writing by the Feuerwehrlernwelt. Without written confirmation, the originally reported number of participants remains the basis of the booking.

§6 Form of Cancellation and Communication

Cancellations and rebooking requests must be submitted in writing via the website contact form to the Feuerwehrlernwelt. Changes and cancellations only become effective once written confirmation has been issued by the Feuerwehrlernwelt.