



# Official Cancellation and Rebooking Policy for Children's Birthday Parties at the Feuerwehrerbahnwelt Augsburg

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## §1 Booking and Payment Terms

1. The children's birthday party must be booked and paid for online.
2. The package includes up to 10 children and 2 accompanying adults.
3. Participant Changes:
  - If fewer children attend than booked, the price remains based on the flat rate of the booked package..
  - If additional children or adults attend, they must pay the regular admission fee..

## §2 Cancellation by the Customer

1. **Free Cancellation:**
  - Cancellation is free of charge up to 7 calendar days before the event date.
  - Amounts already paid will be refunded in full (100%).
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2. **Cancellation Less Than 7 Days Before the Event:**

If cancellation occurs less than 7 calendar days before the booked date, no refund will be issued.
3. Instead, the customer will receive a voucher equal to the value of the booked package, valid for 12 months from the original event date.
4. **Form of Cancellation:**

Cancellations must be submitted in writing by email to the Feuerwehrerbahnwelt. The date of receipt of the cancellation is decisive.

## §3 Rebooking

1. Rebooking to another date is possible within the framework of the cancellation policy:
  - Free of charge up to 7 days before the event date.
  - Less than 7 days before the event, rebooking is possible by using the issued voucher, which may be redeemed for a new date (valid for 12 months from the original event date).
2. Rebookings are subject to availability and must be requested in writing.



## §4 Participant Changes

1. A reduction in the number of participants does not lead to a price reduction; the flat package price remains unchanged.
2. An increase in the number of participants is possible subject to availability. Additional children or adults must pay the regular admission fee.

## §5 Entry into Force

These conditions apply to all bookings for children's birthday parties at the Feuerwehlerlebnisswelt and form part of the booking agreement.