



## **Official Cancellation and Rebooking Policy for School Classes and Kindergarten Groups at the Feuerwehrlernwelt Augsburg**

(Applies to all registrations/reservations of school classes and kindergarten groups for visits, guided tours, or special programs at the Feuerwehrlernwelt Augsburg)

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### **51 B Booking and Payment Terms**

1. These cancellation and rebooking conditions apply to all reservations and confirmed appointments of school classes and kindergarten groups at the Feuerwehrlernwelt Augsburg.
2. Classes and groups must book their appointment in advance in writing via an online form. The following information must be provided: name of the school or institution, 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 Feuerwehrlernwelt Augsburg.
4. Depending on the offer, groups may receive group rates, discounts, or special conditions, which are listed in the booking confirmation.
5. Holders of free tickets within the class or group retain their entitlement, provided the tickets have not yet been redeemed.

### **52 Cancellation by the Customer**

1. Cancellation by the school or kindergarten is possible at any time free of charge..
2. Payments already made will be issued in the form of a voucher, valid for one year, redeemable for a later appointment within that year.

### **54 Rebookings**

1. Rebooking to another date is possible at any time.
2. Rebooking requests must be submitted in writing by email or via the contact form on the website to the Feuerwehrlernwelt Augsburg and must be confirmed in writing.

### **55 Number of Participants and Participant Changes**

1. The number of participants in a school class or kindergarten 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 Feuerwehrerlebniswelt), we kindly ask that any changes in participant numbers for bookings with a guided tour be communicated as early as possible so that staffing can be adjusted.

**§6 Form of Cancellation and Communication**

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