

## Scale of Charges

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for tours, seminars, and the hiring of audio guides  
**effective from January 1, 2018**

The tours and seminars are conducted by guides specially trained by the Dachau Memorial Site who work for the Memorial Site as freelance contractors.

### § 1 Charges for tours, seminars, and audio guides

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- **Tours lasting 2.5 hours** for groups of up to a maximum of 30 persons cost 90 Euros.
- **Open tours lasting 2.5 hours** with a maximum of up to 30 persons cost 3 Euros per person.
- **Half-day seminars** for groups of up to 30 persons cost 110 Euros.
- **Full day seminars** for groups of up to 30 persons cost 180 Euros.
- **Audio guides** provided by our partner Linon are available to hire for 4 Euros (concession 3 Euros) per person.
- **Former prisoners and their direct relatives and dependents are provided with a guide free of charge.**

### § 2 Payment

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Payment is to be made no later than 14 days after the tour or seminar. Audio guides are hired on the basis of on-the-spot cash payment.

Visitors from non-EU countries, especially Switzerland and the U.S., are able to pay in cash on the day of the tour or seminar at the Memorial Site's Visitor Center so as to avoid bank charges.

### § 3 Cancellation, Reimbursement of expenses, Late arrival

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The following **fees** are due in the case of a late arrival for booked tours and seminars, or the cancellation of tours or seminars:

- **Late arrival of up to 45 minutes** (notified and/or not notified): the tour goes ahead in shortened form. The full fee is to be paid.
- **Late arrival in excess of 45 minutes** (notified and/or not notified): there is no entitlement to the agreed service. The full fee is kept/due.
- **Late arrival/cancellation due to severe weather conditions on the day of the visit** (glazed ice, severe snowfall, fog, storm, etc.) **or breakdown of public transport services**: there is no entitlement to the agreed service. The full fee is to be paid. A substitute tour on the same day using audio guides is possible.

#### § 4 Reimbursement of expenses for cancelations

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7 working days prior: no reimbursement for expenses is charged.

6 to 3 working days: 50 % of fee.

2 to 1 working day: 100 % of fee.

To ensure cancelation in due time please note the office hours of our bookings department:

Our office hours are **Monday to Friday, 9:00 a.m. to 12:00 noon.**

The bookings department is closed on public holidays.

Dachau, 2017-12-31



Dr. Gabriele Hammermann

Place of jurisdiction: Munich

Bavarian Memorial Foundation/ Dachau Concentration Camp Memorial Site