



1 Where can I buy the tickets?

You can buy the ticket online on our website, by telephone or email as well as in one of our tourist offices. Please do not forget to indicate your mobile phone number so that we can reach you in case of further questions.

2 How can I pay the ticket?

By booking online you can either pay by credit card or PayPal. By booking via telephone or email we accept payment on account (within 14 days) or by credit card. In our tourist offices we accept payment by debit card (EC-card), by credit card or in cash.

3 Where can I find the starting times and availabilities of the tours?

Here you can find starting times and availabilities (www.duesseldorf-tourismus.de/en/public-guided-tours/altbier-safari). Our colleagues in the tourist offices are also pleased to give you more information.

4 Where is the meeting point?

The meeting point is opposite the palace tower (Schlossturm) on the Burgplatz in the Old Town of Düsseldorf. We kindly ask you to be there in time so that other participants do not have to wait for you. If you appear to be late, please inform our hotline: 0049-172-7061507.

5 Is there a minimum and maximum number of participants?

If you book the tour 4 hours before the tour starts, the tour takes places regardless of the number of participants. The maximum number of participants for one tour is 25.

6 Is it possible to order other beverages apart from Altbier?

Of course, you can also order non-alcoholic beverages depending on availability. We kindly ask you to inform the guide before the tour starts, which alcohol-free beverage you prefer.

7 Do I have to make a reservation in advance or can I just come along?

We kindly ask you to make a reservation in advance as, especially on the weekends the tours are often fully booked. As we plan the tour in advance, we have to know how many persons will participate.

8 How long is the walking distance and is the tour handicapped accessible?

The total distance of the tour is approx. 2,000 m. It is also accessible for wheel chair users as well as visually handicapped people (each with accompanying person).

9 Can children come along?

Children up to 15 years can participate free of charge but do not receive any beverages during the tour. Young people starting from 16 years pay the full price and, therefore, get five Altbier or non-alcoholic beverages.

10 Is it possible to take dogs?

Yes, if they are put on a leash.

11 Is it possible to purchase a voucher?

Yes. You can order voucher in one of our tourist offices or online: www.altbier-safari.de.

12 Is this tour suitable for bachelor parties or club rides?

Yes, if the participants have not consumed any alcohol and the other guests do not feel disturbed by inappropriate behaviour, they are very welcome. The Altbier-Safari is a funny, informative and entertaining city tour.

13 Which languages are offered?

The tour will be performed in either German and/or English.

14 Where does the tour end and is it possible to make a reservation for a restaurant afterwards?

The tour always ends at one of the five breweries. We are pleased to make a reservation in one of the breweries for dinner after the tour. We will also let the tour end there. Please inform us about your brewery request in the booking process, as many breweries are often fully booked much time ahead. Information: For bigger groups and reservations after 7pm we recommend the brewery „Zum Schlüssel“.

15 How do I receive the DüsseldorfCard discount?

Owners of the DüsseldorfCard experience this tour for a discounted price. You can activate the discount online before booking the tour in the shopping cart. Legitimation will be made on the spot. Please show the booking confirmation together with the DüsseldorfCard to the tour guide.

? Do you have any further questions?

Please contact us from Monday – Friday from 9:00 am until 5:00 pm!
Team Incoming, +49 (0)211 17 202-854
willkommen@duesseldorf-tourismus.de