

1 Are there fixed dates and times for the individual guided group tours?

No, you can decide which date and time suits you the most. We will then check our guides' availabilities.

2 Will the guided group tours only be performed in German?

No, please contact us in case you prefer a guided tour in another language. We will check for you if the requested language is available.

3 How can I book a guided tour?

The easiest way is to fill out our booking form and send it back to us (by post, fax or email). Alternatively, you can also send us an email with your request or you can contact us via phone or fax. You will receive a booking confirmation plus invoice as soon as possible.

4 How do I receive the invoice?

You can find the invoice in the same document as the booking confirmation. Please scroll a little bit to find it.

5 What is the maximum number of participants in one group?

The maximum number of participants is 25. If your group exceeds this number, we will provide 2 or more guides who will then do the tours at the same time.

6 Is there a minimum number of participants?

No, our individual guided group tours can also be booked for only one person, however the group price will not change.

7 In case of rain, will the guided group tours take place?

Yes, in general our guided group tours take place in all weathers, unless there has been an official weather warning for the day. In this case, the guided tour will be cancelled at no costs and you will get the refund.

8 How long in advance do I have to book?

We suggest 2-3 weeks before your requested date. It is advisable to book 1-3 months in advance, if you request a guided tour in a foreign language.

9 Where is the meeting point of the guided group tours?

Most of our tours begin at our tourist information office in the Old town (Rheinstraße/corner Marktstraße, opposite the Uerige brewery). If you prefer another meeting point, please let us know in your request.

10 Could I also start the guided tour at the main station?

For most of our guided group tours the main station is relatively unsuitable as it is located approx. 20 minutes walking distance from the Old town. It will not be possible to attach more time after the guided tour.

11 Where will the guided tour end?

There is no fixed ending point. You can discuss this with your guide at the very day or with us in advance.

12 Is there a fixed route?

Of course, there will be some fixed sights, which have to be part of a guided tour, to see but the main route will be prepared by the guide. If you are interested in specific sights, please let us know in advance so that we can inform the guide.

13 Can I join a group?

No, this is not possible as individual groups would rather stay on their own. Each group (whether 1 person or 25 persons) will be provided with one guide.

14 Do I get the guide's mobile number?

The name and the mobile number can be found in your booking confirmation. Please note that this number should only be used in emergencies, for example if you will be late for the guided tour. If you would like to change your booking, please contact our office.