

1. Where can I buy the tickets?

You can buy the ticket online on our website, by telephone or e-mail as well as in one of our Tourist Information Offices.

2. How can I pay for the tickets?

When booking online you can either pay by credit card or PayPal. When booking by phone or e-mail we accept payment on account (within 14 days) or by credit card. In our Tourist Information Offices we accept payment by debit card (EC-card), by credit card or in cash.

3. How long is the tour?

The Citytour and the Kaiserswerther Tour take about 2.5 hours incl. a detailed 30-minute briefing by an experienced and licensed tour guide.

4. Which requirements apply for the participants?

Participants must weigh at least 45 kg and may not weigh more than 115 kg. The participants must have a driver's license (at least a moped driving licence).

5. Is the tour suitable for kids?

The minimum age for participation is 15 years.

6. Is the tour weather-dependent?

In heavy rain or icy conditions the tour will be cancelled. The cancellation decision will be made by the organiser. If the tour cannot take place due to bad weather conditions it will be postponed to a later date.

7. Is a helmet required?

It is obligatory to wear a helmet. Rental helmets are available on request for € 2 per helmet.

8. In which languages is the tour offered?

All tour guides speak both German and English.

9. Am I insured as a participant?

Every person driving the Segways during our guided tours is insured, including all damages to third parties. The Segways themselves are not insured, so we recommend to book a fully comprehensive insurance without excess for € 7 per participant.

10. Is there a maximum number of participant?

The minimum number of participants is 3 people. A maximum of 8 people can ride at the same time. Larger groups on request.

11. Can I cancel my booking?

It is possible to re-schedule the tour up to 72 hours before the start of the tour. A free cancellation is possible until 4 weeks before the tour.

12. How fast does a Segway drive?

A Segway can reach a top speed of 20 km/h.

13. Is there are group discount?

There is no group discount.

Do you have any further questions?

Please contact us from Monday–Friday from 9:00 until 17:00!

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