

Charges for tours, single-day events, and the hiring of multimedia devices at the Dachau Concentration Camp Memorial Site

The tours 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

- **Tours lasting 2.5 hours** for groups of up to a maximum of 30 persons cost 70 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 90 Euros
- **Full day seminars** for groups of up to 30 persons cost 120 Euros
- **Audio guides** provided by our partner Linon are available for hire for 3.50 Euros (concession 2.50 Euros) per person.
- **Former prisoners and their direct relatives and dependents are provided with a guide free of charge.**

§ 2: Payment

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

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

§ 3 Cancellation – reimbursement – late arrival

The following fees are due for the late arrival for booked tours 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/cancelation 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 with audio guides is possible.

§ 4: Reimbursement for cancelations

7 working days prior: no charge.

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 a.m.**

The bookings department is closed on public holidays.

Dachau, August 19, 2013

Dr. Gabriele Hammermann

Place of jurisdiction, Munich

Stiftung Bayerische Gedenkstätten/ KZ-Gedenkstätte Dachau