

**Charges for tours, single-day events, and the hiring of multimedia devices at the Dachau Concentration Camp Memorial Site, effective from April 1, 2016**

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 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 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 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 at the Memorial Site's Visitor Center so as to avoid bank charges.

**§ 3 Cancellation – reimbursement of expenses – late arrival**

**The following fees are due in the case of a 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/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 cancellations**

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.

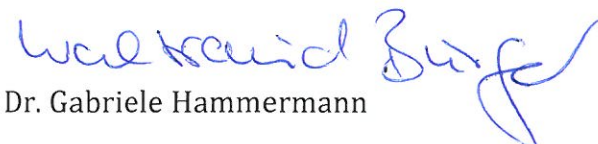
**To ensure cancellation in due time please note the office hours of our bookings department:**

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

The bookings department is closed on public holidays.

Dachau, November 18, 2015

i. V.

  
Dr. Gabriele Hammermann

Place of jurisdiction: Munich

Stiftung Bayerische Gedenkstätten/ KZ-Gedenkstätte Dachau