

General Terms and Conditions of the Stiftung Lutherhaus Eisenach

Valid from September 26, 2015

The following terms and conditions apply to all offerings by the Stiftung Lutherhaus Eisenach.

The general terms and conditions regulate the contractual relationship between the customer and the Stiftung Lutherhaus Eisenach. The customer agrees to these terms and conditions by placing an order.

1 Conclusion of contract

1.1 According to the customer's request, which must be made in writing, by e-mail or by fax, the customer will receive an offer to visit the Lutherhaus on the requested date, an offer for the requested service, an offer for the purchase of tickets for the selected events or an alternative offer.

1.2 Offers by the Stiftung Lutherhaus Eisenach for museum visits, educational programs and for the purchase of tickets for events are valid for seven days. After expiration of the period provided for in sentence 1, the Stiftung Lutherhaus Eisenach is no longer bound by the offer made by it.

1.3 The contract for visiting the museum, educational programs or for the purchase of admission tickets for events is concluded when the customer accepts the offer in writing, by e-mail or by fax within the period provided for under 1.2 and thereby accepts the Stiftung Lutherhaus Eisenach's general terms and conditions and museum rules.

2 Group sizes for visits and guided tours

For conservation reasons, groups visiting the Lutherhaus are limited to a set maximum number of visitors. The maximum group size of 30 may not be exceeded without consulting the visitor information center. If a group is larger than 30, it will be divided into smaller groups.

3 Prices

The prices valid when the contract is concluded are applicable.

4 Discounts

4.1 One chaperone per group will be given free entry. Additional chaperones will receive the relevant group reduction.

4.2 Unless otherwise specified, discounts only apply to full-priced regular admission.

4.3 Only one discount coupon may be redeemed per person.

4.4 Unless otherwise specified, discount coupons may not be combined with other special offers or discounts.

5 Binding nature of bookings and late arrival

5.1 Bookings are binding in relation to the date and the number of visitors.

5.2 Visits can only be guaranteed for the agreed time. In the event of late arrival, the customer loses the right to the booked services.

6 Cancellation of visits and guided tours

6.1 Any contract cancellations must be made in writing. Oral cancellations will not be accepted.

6.2 If a booking is canceled up to 48 hours in advance, 0% of the full price will be invoiced.

If a booking is canceled up to 24 hours in advance, 50% of the full price will be invoiced.

The full price will be invoiced for bookings canceled less than 24 hours in advance.

7 Admission tickets for Stiftung Lutherhaus Eisenach events

Stiftung Lutherhaus Eisenach does not permit ticket returns or exchanges. If an event is canceled or cut short within the first 30 minutes, the purchase price of the tickets will be refunded.

8 Payment/invoices/reminder fee

8.1 Charges for museum visits and educational programs must be paid at the Lutherhaus or, for purchases on account, by electronic transfer.

8.2 Invoices must be paid in full by the due date for payment shown on the invoice.

8.3 If payment is not received on time, the Stiftung Lutherhaus Eisenach will charge a reminder fee of €5 per reminder.

9 Final provisions

9.1 The place of jurisdiction is Eisenach.

9.2 These general terms and conditions may only be modified by written agreement. Any deviating terms and conditions of the customer are expressly rejected.