



## **Terms and conditions for guided tours**

The guided tour is binding once confirmed.

### **Amendments**

No charge is made for the first amendment. Any further amendments to your booking will incur a charge of CHF 20.00.

### **Cancellation charge**

Within four days of the start of the tour: CHF 50.00 (excl. tickets)

Between 48 and 24 hours before the start of the tour: 50 % (excl. tickets)

Within 24 hours of the start of the tour or if the group does not arrive: 100 % (excl. tickets)

### **Waiting**

The guide will wait for up to 30 minutes. If the group has arrived late, we reserve the right to shorten the tour by the same amount of time.

### **Visits outside opening hours**

Visits can be made outside regular opening hours and will incur a charge for extended opening. Please contact the Secretary's Office at your earliest convenience (+41 (0) 71 227 34 16 / [tours@stibi.ch](mailto:tours@stibi.ch)).

Only one reservation at a time can be taken for out-of-hours visits. In exceptional cases, there may be a second group present in the exhibition.

### **Emergency contact for late arrivals**

+41 (0) 71 227 34 22

We may be unable to take calls on this number if we are dealing with heavy visitor traffic.

During office hours from Monday to Friday, we will be happy to handle enquiries, amendments and cancellations on +41 (0) 71 227 34 16.