



reddot design museum

General Terms and Conditions of Design Zentrum Nordrhein Westfalen e. V. for guided tours of the Red Dot Design Museum, Welterbe Zollverein, Areal A [Schacht XII], Kesselhaus [A7], Gelsenkirchener Str. 181, 45309 Essen, Germany

1.

The following General Terms and Conditions apply to all legal relationships of Design Zentrum Nordrhein Westfalen e. V. (hereinafter referred to as the "association") vis-à-vis all interested parties (hereinafter referred to jointly as "participants") concerning guided tours of the Red Dot Design Museum. Any conditions that contradict or deviate from these General Terms and Conditions will not be recognised unless the association has expressly agreed to them.

2.

The fee is EUR 120.00 for a one-hour guided tour or EUR 180.00 for a guided tour lasting one-and-a-half hours. School classes pay EUR 100.00 for a one-hour guided tour or EUR 150.00 for a guided tour lasting one-and-a-half hours. The guided tours are not subject to VAT.

3.

Payment of the full amount is due no later than on the day of the guided tour. Payment can be made in cash, by credit card or debit card at the museum cash desk at the beginning of the guided tour, or by bank transfer to: Design Zentrum Nordrhein Westfalen e. V., IBAN DE45 3605 0105 0000 2749 51, Sparkasse Essen. If the bank transfer is made later than four working days before the guided tour, the participant must provide a receipt for the bank transfer as proof of payment.

4.

The group size for a guided tour cannot exceed 25 participants.

5.

The entry fee of EUR 4.00 per participant is not included in the fee for the guided tour. The actual number of people taking part in the guided tour is determined and receipts are issued before the tour.

6.

Cancellation is free of charge up to two working days before the booked guided tour subject to notice in writing or by e-mail to empfang@dznrw.com. Bookings cancelled later than two working days before the agreed date will be charged in full.



7.

If participants in a guided tour are delayed, they will no longer be admitted to the tour once 30 minutes have passed since the originally planned start time. The fee is still payable.

8.

Guided tours that take place before 11 am or after 6 pm will additionally be subject to a special fee of EUR 180.00 per hour or part thereof for use of the building outside regular opening hours. The guided tours are not subject to VAT.

9.

Guided tours that take place after 8 pm will additionally be subject to a night-time surcharge of 100% on the regular fee for the booked guided tour.

10.

Participants take part in guided tours at their own risk. Guides are exempt from any and all liability. Part of the 4th floor is not wheelchair-accessible.

11.

Participants must follow the instructions of staff and/or of the guide.

12.

The house rules are part of these General Terms and Conditions.

Essen, 26 June 2019

Vito Oražem
Managing Director