



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 90.00 for a one-hour guided tour or EUR 135.00 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 by invoice is possible on request.

4.

The group size for a guided tour cannot exceed 19 participants.

5.

The reduced entry fee of EUR 8.00 per participant (EUR 5.00 for pupils and students) 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 conditions

Cancellations can only be made in writing by post or by e-mail to empfang@dznrw.com.

- Free cancellation in case of cancellation more than 3 weeks before/ more than 21 days before the set date
- 50 % cancellation fee for cancellations up to 2 weeks in advance (21 to 15 days in advance)
- 75 % cancellation fee for cancellations up to 1 week in advance (14 to 8 days before the event)
- 100 % cancellation fee for a cancellation within the last week (7 to 0 days before)

If it is not possible to take the tour as a result of an official order, an alternative date can be arranged free of charge.



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 and museum visits outside regular opening hours

For guided tours and museum visits that take place before 11 a.m. or after 6 p.m., a special fee of 180 euros per hour or part thereof will be charged for the use of the museum outside regular opening hours (for guided tours, this fee is in addition to the guide's fee). For guided tours and museum visits that are to take place on Mondays outside the NRW holidays, a special opening fee of 300 euros will be charged (before 11 a.m. and after 6 p.m., the fee of 180 euros/hour will be charged in addition). 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, 1 January 2025

Vito Oražem
Managing Director