

### **Freilichtmuseum und Forschungsinstitut**

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### **Information and cancellation conditions for your visit to the Lake Dwelling Museum Unteruhldingen (as of: 14.11.2023)**

We would like to thank you for booking an appointment at the Lake Dwelling Museum and would like to give you some information below about your visit to us and draw your attention to our cancellation conditions:

- The car and bus parking lot ("Parkplatz zum See") is about a 10-minute walk from the Pfahlbaumuseum (navigation: Ehbachstraße). A permit for coaches to enter the traffic-calmed shore area can be applied for at the Bodenseekreis Office for a fee.
- We recommend arriving at the museum 10 minutes before the start of the tour and registering at the museum ticket office.
- Payment is made directly at the museum ticket office.
- You can pay in cash, by EC card or credit card. Payment on account is only possible by prior arrangement.
- Approximately 35 people take part in each of our guided tours. Smaller groups are filled up with individual guests.
- Toilets are located in the entrance area of the Lake Dwelling Museum, as are lockers.

### **Cancellation policy:**

- Cancellation of an appointment up to 2 weeks before the booked date is free of charge.
- The final number of participants must be communicated two weeks before the booked date.
- A shortfall of up to 10% of the registered number of participants is free of charge. In case of a deviation of more than 10%, 90% of the total costs will be charged either way.
- If an appointment is cancelled less than 2 weeks in advance, 90% of the total costs will be charged. If an appointment is cancelled less than 2 days in advance, 100% of the total costs will be charged.
- If you are late for the booked appointment, the group will start the tour at the next possible time. Punctual groups have priority.
- Guided tours in foreign languages can no longer be conducted if the group is more than 15 minutes late.
- School projects and special programmes may be shortened if the group is late.

We wish you a pleasant visit to the Lake Dwelling Museum Unteruhldingen.