



**BERLINER
PHILHARMONIKER**

**Berliner Philharmonie gGmbH
General Terms and Conditions
for Guided Tours in the Berlin Philharmonie**

1. Duration and number of participants

- 1.1. A guided tour takes approximately one hour.
- 1.2. The maximum number of participants per group is 25.

2. Costs

Tour fee per group:

50.00 € in a foreign language

40.00 € in German

35.00 € for students

plus admission charge per person

5.00 € for adults

3.00 € reduced charges: for students, retirees, unemployed and severely disabled persons

35.00 € for school classes (without additional admission fee)

3. Payment options

3.1. Via bank transfer: credit in our favour not later than **2 working days before the date of the booked tour.**

3.2. With credit card (EC, Master, Visa): The total invoice amount (tour charges plus entrance fee) has to be paid on site. If payment with credit card does not work successfully for technical reasons payment shall have to be effected via bank transfer within 14 days after the date of the guided tour.

4. Late arrivals

4.1. We kindly ask to arrive on time. If a group might be late, please, be so kind as to give us respective information immediately under: **030/254 88 134** or **030/254 88 130.**

At weekends, please, call 030/254 88 130, only.

4.2. Please note that we plan and organize guided tours with regard to the schedule of rehearsals and concerts (hall and room occupancies). For this reason, we cannot guarantee to offer the guided tour in case the group's arrival is delayed more than 15 minutes. If the tour can be realized despite a delay, please be aware that the duration will be reduced by the time of the delay.





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5. Cancellation

5.1. The cancellation of a booked tour must be accomplished in writing two working days before 2 pm. Amounts which have already been paid will be refunded.

5.2. We kindly ask for your understanding that the fee for the guided tour (50.00 € in a foreign language, 40.00 € in German and 35.00 € for students/school classes) will be charged in case your group does not appear or the tour is cancelled after the cancellation deadline.

6. Photo and film recordings

6.1. During the tour, the recording of photo and video material is permitted in the Philharmonie considering the following restrictions: Recording rehearsals and performances in the concert halls and in the foyer is not permitted for legal reasons. All shootings of the house may only be used for private purposes. Any commercial use (in print or digital media) is not permitted.

7. Safety

7.1. Please be aware that, during the tour, some areas are accessible by stairs only.

7.2. For safety reasons, please, make sure not to carry large luggage with you. Bulky luggage, such as large backpacks or suitcases, may be left in lockers at the railway station Potsdamer Platz (middle plane opposite the entrance/exit of the shopping mall Potsdamer Platz Arkaden).

7.3. To guarantee a smooth and safe running of the guided tours through the Philharmonie, we ask you to follow the instructions of the staff at any time and not to remove from the group.