

Heidelberg Marketing GmbH - FAQ Guided Tours

What information do I need to provide when making a binding booking?

- Please always give us your name, your exact address, the invoice address and your contact number as well as an e-mail address.
- Furthermore, we need the contact details of a contact person on site (name and mobile phone number) for any queries at short notice.
- We also need information on whether the booking is private or corporate.

Will I receive my booking confirmation/invoice via mail or e-mail?

- You will receive the booking confirmation and invoice via e-mail.

How do I pay for my booked services?

- You pay for all services by invoice after receiving the service.
- Customers outside Germany pay for all services by invoice before the service is provided. Alternatively, credit card payment in advance is possible.
- No cash payments are accepted on site.

What are the cancellation deadlines or costs?

Cancellation conditions:

- up to 10 working days before the start of the tour free of charge
- up to 5 working days before the start of the tour 50% of the total price
- thereafter and in case of no-show of the group 90% of the total price
- Any change or cancellation must be made in writing to our office. The booking office is open from Monday to Thursday from 9am – 6pm and Friday from 9 am – 3pm.
- If the group is late or the tour is extended on site, the extra time must be paid for separately.

How far in advance do I need to book?

- As demand is constantly increasing, we recommend to book early.
- Of course, we also try to accommodate requests at short notice, as long as there are enough guides available.

What happens if a tour I request is fully booked?

- In this case, we will gladly try to find alternatives for you (e.g. new time slot, other tour, etc.).
- If there is no guide available on your desired date, we are unfortunately unable to offer the desired tour.

How many people can take part in a tour?

- One to max. twenty people per guide can take part in a tour.
- If you have a larger group size, more guides will be needed and the group will be divided evenly between the number of guides.

Do the guided tours take place in all weather conditions?

- Our guided tours take place in all weather conditions. Please dress appropriately for the weather and check the weather forecast before each tour.

Are dogs allowed on the guided tours?

- Unfortunately, dogs and other pets are not allowed during the tours for safety reasons.

Which languages are the tours offered in (depending on the availability of the guide)?

- German
- Arabic
- Chinese
- Danish
- English
- Finnish
- French
- Greek
- Italian
- Japanese
- Dutch
- Polish
- Portuguese
- Romanian
- Russian
- Turkish

Are there toilet breaks during longer tours?

- There is the possibility to use the toilet before the tour at Neckarmünzplatz or at the castle ticket office, where many tours start. Furthermore, there are the "nice toilets" in the Old Town that can be visited after the tour.

What is the difference between a public tour and a guided tour for groups?

- The public tours are guided city walks and tours for which you can register online [here](#) in advance. The tour of the Old Town lasts 1.5 hours and takes place at regular intervals at set times. The meeting point is Neckarmünzplatz (Tourist Information) and you join a guide with other individual guests.
- Guided tours for groups are classic Old Town and castle tours as well as themed and costume tours for groups, which can be booked [here](#) at your individual preferred dates and times depending on availability. Your group will have an own guide for these tours. A meeting point will be suggested or you can alternatively request an individual meeting or end point.

Do the tours take place every day of the week?

- Our group tours can be booked individually every day depending on the availability of the guides.
- The public tours of the Old Town take place on different days:
 - Jan-March: Old Town Tour in German Fridays at 2.30pm, Saturdays at 10.30am
 - April - October: Old Town Tour in German daily at 10.30am, Fridays additionally at 6pm, Saturdays additionally at 2.30pm
 - April - October: Old Town Tour in English Thursday, Friday and Saturday 10.30am
 - November - December: Fridays 2.30pm, Saturdays 10.30am
- The public city tours take place on the following days:
 - April - October: In German on Fridays, Saturdays and Whit Sunday at 13.30
 - November - March: In German on Saturdays at 13.30

Are the guided tours suitable for wheelchairs and prams?

- A visit to our city is also possible with a wheelchair and pram. There are some challenges in terms of inclines and sometimes-rough cobblestones, but with a little help from your companions and friends, these can be mastered.
- The solar boat Neckarsonne and the ships of the Weisse Flotte as well as the landing piers are designed to be wheelchair and pram friendly.

Can we start a guided tour for groups from our booked hotel?

- It is generally possible for the guide to pick up the group at the hotel booked. However, depending on the location and distance of the hotel to Heidelberg's Old Town, it may be necessary to adjust the duration of the guided tour.

Are there discounts for school/student groups, pensioners, and children?

- Reduced prices apply for our own public tours for individual travellers.
- Pupils, students (up to 28 years of age) and disabled persons with a severely disabled pass receive the reduced price.
- One accompanying person of a severely disabled person with the characteristic "B" in the severely disabled person's identity card as well as children and young people up to 18 years of age with a disability are free of charge.
- Children up to and including 5 years of age are free of charge. Children from 6 to 14 years inclusive receive a reduced price.
- Please note that other discounts and prices may apply to offers from partner companies. Please refer to our flyer or website for further details on the respective tour.

Are the prices for the castle tickets, the boat tickets, and the mountain railway already included in the cost of a guided tour?

- The prices for external tickets are not included in the price of a guided tour.

What does the castle ticket include?

- The castle ticket includes the return journey with the funicular railway to the castle, the entrance to the castle courtyard, the visit to the Great Barrel and the entrance to the German Pharmacy Museum.

What discounts apply to the castle ticket including the funicular railway ride?

- Children up to and including 5 years of age travel free of charge
- Registered accompanying guardians of people with disabilities (B in the ID) and accompanying guardians of children and young people up to 18 years of age with disabilities travel free of charge
- Children from 6 to and including 14 years of age travel at the reduced price Pupils, students and trainees up to 28 years of age (with ID) travel at the reduced price
- People in the Federal Voluntary Service, in the social or ecological year as well as people doing voluntary military service (with ID) travel at the reduced price
- People with a degree of disability of 50 or more (with ID) travel at the reduced price
- Please refer to the Heidelberg funicular railway website for further information: <https://www.bergbahn-heidelberg.de/en/Home/>

What discounts apply to the Neckarsonne solar boat?

- Reduced tickets are available for pupils and students, people with disabilities, HeidelbergCARD holders and groups of 15 adults or more
- Please see the Neckarsonne website for more information: <https://weltreiseshop.de/solarschiff/>

What discounts apply to the Weisse Flotte (White Fleet)?

- Discounted tickets are available for children aged 5-15
- Please see the Weisse Flotte website for more information: <https://weisseflottehd.de/>

When can I contact someone at Heidelberg Marketing GmbH about bookings, enquiries, queries, re-bookings and cancellations?

- The booking office of the Sales Department is open Monday to Thursday from 9am – 6pm and Friday from 9am – 3pm and looks forward to hearing from you by e-mail, fax or telephone.