

## Information about guided tours in Heidelberg (during pandemic)

### Public tours

Guided tours may take place in Heidelberg (subject to changes) under the following conditions.

Please note the opening hours of the tourist information at Neckarmünzplatz: Monday to Thursday and Saturday 9.30 a.m. to 5 p.m., Friday 9.30 a.m. to 6 p.m and on Sunday and public holidays 10 a.m. to 3 p.m. The tourist information at the Main Station is open from Monday to Saturday 10 a.m. to 5 p.m and on Sunday and public holidays 10 a.m. to 3 p.m.

- **Reduced group size:** Guided tours with a maximum number of 19 guests per guide.
- **Face masks: FFP2 or medical mask requirement does not apply during an outdoor tour.**
- **Please note that in case of booking a city and castle sightseeing tour by bus, a mask is also mandatory during the bus tour.** It is not possible to attend a bus tour without wearing a medical mask.
- **Please note that in some indoor areas and museums, masks could be still mandatory according to house rules.**
- **We recommend to wear also a mask in narrow passages and wherever the minimum distance can not be maintained.**
- We recommend to observe the minimum distance (from person to person: 1.5 m - 2 m) and the current hygiene measures.
- Visitors are kindly requested to register in advance for the public tours.
- Cashless payment is possible by paying on site at the tourist information for public tours. The tourist information provides a guidance system to show visitors the way. Further protective measures such as protective screens or floor markings as well as disinfectant dispensers have been implemented.
- Specific guidance of visitors through the expertise of the tour guides, in order to avoid crowds.
- **Heidelberg Castle:** It is not mandatory anymore to wear a FFP2 face mask, but we recommend to wear also a mask.
- **Funicular railway:** It is still mandatory to wear a FFP2 face mask or a medical mask.
- **Friedrich-Ebert Gedenkstätte:** It is still mandatory to wear a FFP2 face mask.
- **Student prison and University Museum:** It is still mandatory to wear a FFP2 face mask or medical mask.

If you show any symptoms of illness, we kindly ask you to cancel your booking on time.

Thank you for your support to guard your own safety as well as the safety of the tour guide and your fellow men. We are looking forward to your visit.