

## **General terms and conditions and cancellation conditions for guided tours on the campus**

Acceptance of these general terms and conditions and cancellation conditions is confirmed through the written registration for a guided tour.

### **Confirmation of a guided tour**

We consider the booking of a guided tour as confirmed only after we have confirmed your inquiry per e-mail. Inquiries made by telephone will not be accepted.

### **Waiting time**

The guide waits for the group for 15 minutes after the booked time. They do not wait for individual participants.

- In case of unforeseeable delays, we kindly ask you to contact our office (+43-1-25077-1185; [fuehrungen@vetmeduni.ac.at](mailto:fuehrungen@vetmeduni.ac.at)).
- In case of a delay there is generally no right to a guided tour to the full extent. An extension of the tour depends on the availability of the guide and the clinic staff.

### **Changes**

In case the guided tour is cancelled by the University of Veterinary Medicine, Vienna, or if there are foreseeable changes, you will be informed per e-mail. As there are normal business operations at the University's facilities during guided tours, please understand that the programme may be changed at short notice.

A change of the number of participants at group registration can only be accepted in the written form. Should the size of the group decrease so that, for example, only one guide instead of the booked two is needed, we kindly ask you to notify us (at least 24 hours in advance). We charge a cancellation fee of EUR 20.00 for a guide that is not needed.

### **Group size**

If possible, the size of the group should not exceed 25 persons. We are ready to provide additional guides for larger groups, which will be explicitly stated in our booking confirmation.

### **Cancellation conditions**

In case you find yourself forced to cancel a confirmed guided tour, the following cancellation conditions apply:

- We cancel your guided tour free of charge on notice up to one (1) working day before the booked tour.
- If a registered group fails to attend or cancel on time, we charge a cancellation fee of EUR 50.00.
- If an individual registered participant fails to attend without excuse, we charge a cancellation fee of EUR 10.00.

Cancellations are only accepted in written form per e-mail ([fuehrungen@vetmeduni.ac.at](mailto:fuehrungen@vetmeduni.ac.at)).