

General terms and conditions for participation in an airport tour **Düsseldorf** at Düsseldorf International Airport **International**

1. An airport tour at Düsseldorf International Airport includes the following services:
 - Support provided by the Visitors' Service
 - One-and-a-half to two-hour tour of the apron in one of our airport buses with the latest information on events at the airport. In general it is not possible to view the interior of an aircraft and visit the DFS (German air-traffic control) facilities.
 - Free entrance to the spectator terraces (on acquisition of the free tickets)
 - Free use of the SkyTrain (on acquisition of the free tickets)
 - Times:
 - Monday to Friday
 - Tour starts 9.00 am
 - Tour starts 11.30 am
 - Tour starts 2.30 pm
 - Tour starts 5.00 pm

 - Saturday
 - Tour starts 10.30 am
 - Tour starts 1.00 pm
2. How to book and prices
 - 2.1 Exclusive group bookings

Groups with up to 44 people pay a package price of €350.00 incl. VAT.
The price includes the exclusive provision of an airport bus for the respective group. The price for this exclusive tour is calculated independently of the number of participants at the package price quoted above.
If there are more participants a second bus, also seating up to 44 people, can be made available on request. The price for the exclusive provision of a second bus is also €350.00 incl. VAT.
 - 2.2 Individual bookings for small groups and/or individuals

Adults and young people (aged 15 or over) pay a price of €9.50 incl. VAT per person.
Children aged from 5 to 14 pay a price of €6.00 incl. VAT. The minimum age for participation in an airport tour is 5 years. Groups of children and/or young people may only take part in an airport tour if accompanied by at least one person aged 19 or over.
Any remaining places on the bus will be allocated to other groups or individuals.
 - 2.3 Special conditions for organised groups

Organised groups such as schools, kindergartens or old people's homes pay a price of €6.00 incl. VAT per person.
Any remaining places on the bus will be allocated to other small groups or individuals.
3. Cancellations by the customer
 - 3.1 Cancellations by the customer up to 10 working days before the start of the tour are free of charge.

- 3.2 If the customer cancels within 10 working days before the start of the tour, a cancellation fee amounting to 50% of the original amount invoiced will be charged for exclusive group bookings.
- 3.3 If the customer cancels within 10 working days before the start of the tour, a cancellation fee amounting to 50% of the original invoiced price per person will be charged for other bookings.
- 3.4 If the customer fails to turn up for the booked tour or cancels on the day of the booked tour, the full amount of the original amount invoiced will be charged.
- 3.5 Cancellations must be made in writing to Flughafen Düsseldorf GmbH.

4. Cancellations by Flughafen Düsseldorf GmbH

4.1 The unhindered running of the airport and passenger and visitor safety have absolute priority over the conducting of airport tours. FDG therefore reserves the right to change or cancel airport tours due to weather conditions, security-related events, operational reasons or official directives etc. In the case of cancellation, FDG will endeavour to find an alternative date. If an alternative date cannot be found, no charge will be made.

FDG is entitled to terminate the airport tour at or after the start if the proper conduct of the tour is jeopardised or made impossible by the conduct of the group or individual participants. If the tour cannot be started or has to be terminated for the reasons just stated, the full booking price is payable as compensation.

5. Invoicing

Payment is to be made exactly as stated on the invoice. Invoices are generally sent out two weeks after the date of the visit. The bill is based on the number of registered participants (see §3.4). The amount invoiced is payable immediately upon receipt.

6. Proper conduct of the tour

The proper conduct of the booked tour is only guaranteed given punctual arrival at the agreed meeting place, the central information counter on the departure level next to the B2B café. Please report to the agreed meeting place at least 10 minutes before departure time. In the case of late arrivals of more than 10 minutes, Flughafen Düsseldorf GmbH cannot guarantee that the tour can be carried out. Departure times are always subject to adjustment to meet operational requirements.

7. Liability

Flughafen Düsseldorf GmbH accepts no liability for losses which may arise from the cancellation or termination of or change to an airport tour.

Furthermore, FDG's liability is limited to intent and gross negligence, insofar as a possible breach of duty by FDG affects FDG's non-contractual primary obligations or claims by the customer regarding injury to the customer's life, limb or health.

8. Photographing and filming

Photographing and filming during the tour for private use are in principle allowed. Exceptions are taking photographs in the security control area and in the working area of the airport authorities. Commercial photographs are subject to a charge and require prior notification to FDG's media team.

9. Advice for visitors with limited mobility

Participation in an airport tour is dependent on participants being able to manage in the course of the tour the two steps to board and alight from the bus and to cover short stretches on foot. For visitors with limited mobility an appropriate escort is recommended as the employees of Flughafen Düsseldorf GmbH's Visitors' Service cannot guarantee appropriate support.

The airport buses used for the tours can carry at most four folding wheelchairs. We regret that we cannot accommodate electric wheelchairs.

10. Pets

Pets are strictly prohibited on the airport tour with the exception of guide dogs for the blind.

11. Identification documents

Participation in an airport tour is only possible for adults aged 16 and over in possession of a valid means of identification (ID card, passport). Children under 16 do not need any means of identification. People not in possession of a valid ID card or passport cannot participate in the tour.

12. Lists of participants

The airport tour also goes into the airport's non-public area. To comply with legal stipulations, all participants in an airport tour aged 16 and over must be issued with a visitor's pass before entering the security area.

To ensure the trouble-free running of the tour on the date of your visit, a list of all participants in the tour is required and this list must be submitted to Flughafen Düsseldorf GmbH's Visitors' Service by at the very latest one calendar week before the start of the tour, comprising the following information:

- Customer and reference number (if known)
- Date and time of the tour
- Name of the group
- Surname, first name and date of birth of each participant

13. Security information

13.1 The following objects may not be carried: all types of knives, scissors, nail files or other sharp objects, irritant gas containers such as tear gas or pepper spray, tools, replica weapons including water pistols and toys guns.

13.2 To ensure the smooth running of the tour, it is essential that the instructions of Flughafen Düsseldorf GmbH staff are obeyed as well as the notices on safety regulations on airport premises. Non-compliance can lead to exclusion from the airport tour.

14. Data protection notice

Flughafen Düsseldorf GmbH will, as a matter of course, handle your personal data with complete responsibility. In compliance with data protection legislation, the personal data you provide will be processed and used so that we can carry out the given task and/or deal with your enquiry. The company engaged by us for data processing is also subject to the data protection regulations and is equally committed to confidentiality. Your personal data will not be passed on to third parties, unless information has to be provided in accordance with legal stipulations or court order. Each access to our internet pages results in data (e.g. IP address, date, time and pages accessed) being stored on the server. No analysis of the data, except anonymously for statistical purposes, is undertaken. We have completely dispensed with the use of cookies on our website so that your means of access cannot be inferred.

We process and use your personal data in the booking of an airport tour. The information you provide on your order form is essential so that you can make use of this offer.

We need your prior consent to use and process your personal data so that you can make use of offers at Düsseldorf International Airport. You can withdraw this consent at any time by cancelling your booking.