

Freilichtmuseum und Forschungsinstitut

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Information and cancellation conditions for your visit to the Lake Dwelling Museum Unteruhldingen

Thank you very much for booking an appointment at the Lake Dwelling Museum. In the following, we would like to give you some information about your visit and draw your attention to our cancellation policy:

- The car and coach car parking is ewwa 10 minutes walk from the Lake Dwelling Museum (Navi: Ehbachstraße, parking "Parkplatz zum See"). A permit for coaches to enter the traffic-calmed shore area can be applied for at the District Office Bodenseekreis for a fee.
- We recommend arriving at the museum 10 minutes before the start of the tour and registering at the museum ticket office.
- Toilets are located in the entrance area of the Lake Dwelling Museum, as are lockers.
- Payment is made directly at the museum ticket office.
- You can pay in cash, by EC card or, by arrangement, on account. The tour guide/bus driver/organiser will inform the museum ticket office as soon as the group is complete. Please wait with your group in the area in front of the ticket office until a guide lets them in.

Cancellation policy:

- Cancellation of an appointment up to 2 weeks before the booked date is free of charge.
- The final number of participants must be notified two weeks before the booked date.
- A shortfall of up to 10% of the registered number of participants is free of charge. In case of a deviation of more than 10%, 90% of the total costs will be charged.
- If an appointment is cancelled less than 2 weeks in advance, 90% of the total costs will be charged.
- If an appointment is cancelled less than 2 days in advance, 100% of the total costs will be charged.
- If the group is more than 15 minutes late for the booked appointment, the group will start the tour at the next possible time. Punctual groups have priority.
- Guided tours in foreign languages cannot be carried out if the group is more than 15 minutes late.
- School projects and special programmes may be shortened if the group is late.

We wish you a pleasant stay at the Lake Dwelling Museum Unteruhldingen.