



General Terms and Conditions for Tours

Booking Conditions

The final booking is only valid if you receive a written confirmation from us. Please show this confirmation at the ticket desk (in the museum shop) upon arrival.

If you have not received a response to your booking request within 2 work days, we kindly ask you to contact our administration by telephone (Tel. +41 (0)61 225 90 90).

The entrance price calculated with a booking confirmation is provisional and not binding. The costs for entrance apply to the number of people who are effectively present on the day of your tour.

Cancellation Policy

For cancellations 14 days to 2 work days prior to the tour: 50% of the tour costs will be charged.

For cancellations within 48 hours prior to the start of tour: 100% of the tour costs will be charged.

For failure to appear on the day of the tour: 100% of the tour costs will be charged.

Cancellations of Tuesday tours must be made by 12 noon on the previous Friday to be considered as made two workdays in advance.

Payment Conditions

Payments for visits can be made in cash or with debit and credit cards. Please note we do not accept American Express. To be billed via invoice, a surcharge of CHF 20 will be added. Please note that paying via invoice is only possible within Switzerland.

Additional costs

Evening Rates

For our General House Tour (2 hours) from 4:15pm onward as well as for themed or short tours (1 hour) from 5:15 pm onward, an evening rate surcharge of CHF 40 per group applies.

Morning Rates

For Saturday tours beginning before 1pm and Sunday tours beginning before 11am, a morning rate surcharge of CHF 40 per group applies.