

General terms and conditions for guided tours

Booking conditions

The definitive booking is only valid once you have received a written confirmation from us. Please present this at the cash desk during your visit.

If you do not receive a reply within 2 working days of a booking enquiry, please contact our administration department by telephone on +41 (0)61 225 90 90.

The calculation for a booking confirmation is provisional and not binding. The cost of admission is based on the number of people attending the event.

Cancellation

Cancellation 14 days to 2 working days before the start of the tour: 50% of the tour costs

Cancellation within 48 hours before the start of the tour: 100% of the tour costs

No-show on the day of the tour: 100% of the tour costs

Cancellation up to 2 working days for Tuesday: previous Friday until 12.00h

Terms of payment

You can pay for your visit in cash or with the usual debit and credit cards.

A surcharge of CHF 20 will be charged for payment by invoice. Payment against invoice is only possible within Switzerland.

The place of jurisdiction is Basel-Stadt
The museum management