

## **Information about guided tours in Heidelberg (during Corona pandemic)**

**Guided tours may take place again in Heidelberg starting from Saturday, June 06th 2020 under the following conditions. Please also note the currently changed opening hours regarding the tourist information: Monday to Saturday from 10 a.m. to 3 p.m. and on Sundays and public holidays from 10 a.m. to 12 p.m.**

- Reduced group size: Guided tours with a maximum number of 15 persons/per guide
- Visitors are kindly requested to register in advance for the public tours.
- Masks are mandatory for both, visitors and tour guides. Visitors without a mask are unfortunately not allowed to participate in the tour. Please bring your own mouth and nose protection to the tour and wear it during the entire tour. If you have forgotten your masks, they can be purchased at the local tourist information. The tour guide can remove the mouth and nose protection during the explanations only if necessary, providing a 1.5 - 2 m distance.
- Payment: Cashless payment is possible by paying on account for group tours or on site at the tourist information for public tours. The tourist information also provides a guidance system to show visitors the way. Further protective measures such as protective screens or floor markings as well as disinfectant dispensers have been implemented.
- Please avoid shaking hands and greetings with physical contact with the guide and observe the current hygiene measures.
- Observance of the minimum distance from person to person: 1.5 m - 2 m
- Detailed briefing of the guide at the beginning of the guided tours
- Specific guidance of visitors through the expertise of the tour guides, in order to avoid possible crowds of people and to comply with the distance regulations.
- During the tour, no objects can be handed over for illustration.
- During the visit of indoor areas, floor markings provide immediate distance orientation for each participant. If it isn't possible to include those areas in the tour, the tour ends at that point and you will have the opportunity to visit them on your own afterwards.
- A booking is only possible, if contact details are registered.

If you show any symptoms of illness, we kindly ask you to cancel your booking on time.

Thank you in advance for your support to guard your own safety as well as the safety of the tour guide and your fellow men.

We are looking forward to your visit.