

Humboldt Tours Berlin ensures your safety while showing you Berlin like no one else

Pre-Note: As the overall situation is quite complex, regulations may vary from state to state in Germany; but also different regulations may apply depending on different countries of origins: please consult for most recent information and regulations the websites of the Federal Foreign Offices of Germany and the German Federal Ministry of Health:

- <https://www.auswaertiges-amt.de/en>
- <https://www.bundesgesundheitsministerium.de/en/en.html>
- or contact us with your travel information and we help you to find the most recent information & regulations for your trip.

The following information are only general advices and recommendations, which may be not recent when you plan to travel. We do keep our information updated and will insure to follow the most recent regulations.

Travelling with Humboldt Tours Berlin means

- Dive into a local life while broadening/ enriching your horizon
- Enjoy learning, discovering, sharing knowledge and ideas while standing next to relevant monuments or pieces of art
- Benefit from a chic, refined, elegant environment with your accommodation and your local companions (guides and drivers)
- Get a smile on your face while having an extraordinary culinary or visual experience
- And so many other things

Our offer

- Airport/Train station transfer by Taxi Van, individual Van or private Bus
- Private guided Tours with your own personal guide
- Multiday Itineraries
- Customized experiences
- Company Events
- Museum tours
- Restaurant reservations
- Bike tours ...

Our Cancellation policy

- Due to the extraordinary circumstances, we have adjusted our cancellation policy. We offer you a full transparency on any risk of cancellation fees, which may apply for specific or customized service. Please be assured, that **we will work in your favor to avoid any cancellations fees**. For all our private tours without special arrangements, you may cancel up to **72 hours** before the tour start without any cancellations fees. Less than 72 hours 100% of cancellations fees apply.

Our requests to fight together against COVID 19. We respectfully ask anyone attending one of our tours or services (guests, drivers, guides and whom it may concern) to follow these advices:

- Please make sure to only travel if you are free of Covid 19 Symptoms. Please be aware, that Humboldt Tours Berlin is not responsible of the state of health of anyone attending our services or tours. It is your responsibility to respect all recent regulations of Germany. We will only give advices and recommendations and ask you most kindly to follow those. If you have the feeling anyone is not following those regulations properly, you can immediately stop services or tours and contact us.
- Please maintain the safety distance between each other at any time and under any circumstance.
- Please only use vehicles with appropriate dividing walls (plastic or acrylic glass).
- When helping with luggage or under circumstances, which shall not allow safety distances, please wear at any time masks and gloves.
- Please disinfected the vehicle material, vans or busses after each guest.
- Please have sanitizing gel with you at any time.
- Please make sure to use protective masks at any time the safety distance cannot be maintained. Each guest must bring and use their own protective mask for this purpose. Please make sure to use only your personal mask and do please follow the general hygiene advices how to use a mask properly.
- At this moment (summer 2020): The use of protective masks is mandatory in museums and all stores in Berlin.
- Please do avoid any physical contact between each other at any time.
- Please do follow the hygiene recommendations to reduce the risk of Covid 19 such as:
 - Wash your hands frequently;
 - Avoid touching your eyes, nose or mouth;
 - Avoid close contact with anyone with flu-like symptoms.
- In case anyone shows possible symptoms of Covid-19, please stop the services or tour immediately and contact us. Please be aware to voluntarily enter a 14-day quarantine and immediately report for testing (and to follow all recent regulations!).
- In case we shall not have this information from all our guests, our guides and drivers will ask all guests to write their full names, Email addresses and telephone number in order for us to contact them, in case of anyone positively tested to Covid 19.

Additional considerations for people with disability during the COVID-19 outbreak

- People with disabilities may be at greater risk of contracting COVID-19. For us, it is very important that in this difficult times, that no one remain on the side. That is why our tours and experiences remain available for all guests, including those with disabilities.

- Special measures are to be taken. These will be discussed prior to the tour, services booked by the guests to ensure the highest safety and regarding the specific needs of the guests.

We are looking forward to welcome you in Berlin soon and accompanying you on your chosen tour or tailored experience, so that you can discover our amazing loving city for yourself, with all the required security for you while travelling to us.

Travel safe!