

General Terms and Conditions of Bob's Special Tours GmbH (T&Cs)

Effective: July 2025

Welcome to Bob's Special Tours GmbH – your experienced partner for inspiring travel experiences. We are delighted to welcome you on one of our tours. To ensure smooth operations and provide clear guidance for all parties involved, please find below our current General Terms and Conditions.

These terms govern all essential aspects of bookings, group sizes, tour organization, and the handling of special requests – such as customized programs or larger groups – in a binding manner.

Contact for all inquiries:

 office@bobstours.com

Note for Groups and Business Partners:

Are you a group of more than 8 people, or are you a travel agency or company planning a tour for your clients or employees? Detailed information can be found in the relevant section further below.

Recommendation for Early Booking:

To ensure we can prepare and carry out your desired tour to the highest standard, we recommend booking well in advance. This is especially important during peak seasons, as it helps secure your preferred dates.

Our Tour Portfolio & Organizational Framework:

We offer a carefully curated range of guided tours – including comfortable vehicle-based excursions, authentic city walking tours, and engaging bicycle tours. Depending on the group size, we use minivans or minibuses with up to 19 seats. Our intentionally small group sizes ensure a personal atmosphere and consistently high-quality experiences.

Our Guides – Expertise, Experience & Passion

Our tour guides are among the best in the industry – selected according to strict quality standards and with extensive professional experience. Many of our guides have been working in tourism for over 20 years.

- **Walking Tours:** State-certified Austria Guides
- **Vehicle Tours:** Driver-guides and/or Austria Guides
- **Bike Tours:** Austria Guides and experienced outdoor guides
- **Coach Tours:** Austria Guides or qualified tour leaders
- **Transfers:** Experienced chauffeurs or driver-guides

Our Austria Guides operate independently in accordance with Austrian professional regulations – a recognized **mark of quality that ensures subject-matter expertise, strong didactic skills, and cultural authenticity**.

Regular internal training sessions, detailed tour briefings, and up-to-date informational materials ensure that our guides are always well-prepared – for enriching, safe, and inspiring travel experiences.

Our tours are offered in **German or English**.

For additional languages (e.g. Italian, French, Spanish, etc.), please contact us – we will gladly arrange a suitable tour or provide an appropriate guide.

Meeting Points, Pick-Up & Tour Conclusion

Public Tours

- Meeting Point: **Rudolfskai 38 - please be there 15 minutes before tour start**
- Pick-up: Available upon request for an additional fee within the Salzburg city area (bookable online); pick-up outside the Salzburg city area is available by email request and subject to an additional charge.

Private Vehicle Tours

- Pick-up within Salzburg city limits is included between 08:30 – 09:00 AM.
- Pick-up outside Salzburg city limits can be arranged via email and is subject to an additional fee.

Walking Tours

- Meeting Point: Bike rental location – see note below.
- Pick-up within Salzburg city limits is available upon request; pick-up outside the city limits can be arranged via email for an additional fee.

E-Bike Tours

- Meeting Point: Rudolfskai 38 – unless otherwise agreed.
- Your Austria Guide will also be happy to meet you at your hotel (within Salzburg's Old Town), the train station, or another central location in the historic center.

Tour Conclusion:

- Public tours: At Mirabellplatz or as described in the tour itinerary
- Private tours: As stated in the booking confirmation / tour itinerary / FAQ

Code of Conduct – Traveling with Respect

We place great importance on maintaining a pleasant and respectful atmosphere – both among participants and toward our guides.

Polite and considerate behavior is a prerequisite for participating in our tours.

Aggressive or disrespectful conduct may result in immediate exclusion from the tour – without any right to a refund.

In the event of physical or verbal assault, the tour will be terminated immediately.

Tour Portfolio:

Vehicle-Based Tours - Vehicles & Equipment

Our tours are conducted using air-conditioned vehicles – ranging from elegant sedans to spacious minivans and comfortable minibuses (up to 19 seats). For larger groups, coaches are arranged through established partner companies.

Vehicle selection is made flexibly based on group size and operational planning. Bob's Special Tours GmbH reserves the right to select the vehicle type as needed, depending on the number of participants and logistical requirements. This means that tours with fewer guests may take place in a sedan or minivan, while larger groups will be accommodated in a larger minibus.

Safety for Our Youngest Guests – Child Seats & Regulations

- **In Minivans / Minibuses:**

According to Austrian transport regulations for commercial passenger vehicles, there is no legal requirement to use child seats. However, your safety is our top priority. Upon request, we will gladly provide appropriate restraint systems free of charge (infant carriers, child seats, booster seats). Please inform us of your child's height and weight at the time of booking so we can prepare the suitable seat in advance.

- **In Coaches:**

Child seats are also not legally required in coaches. However, we strongly recommend bringing your own infant carrier for babies and toddlers. Important: A seat must be reserved for every passenger regardless of age – including infants. Upon request, we are happy to provide a suitable infant carrier.

Group Travel / Coach Tours / Groups of More Than 8 People

For group bookings of more than 8 people, private coach tours, or travel by coach, separate payment and cancellation conditions apply.

Please refer to the relevant sections below for full details.

For bookings, please contact us exclusively via email.

Groups of More Than 8 People on Public Tours

On some of our public tours, it is possible to purchase more than 8 individual tickets in a single booking process.

Even if availability appears in the booking system (e.g. 2 × 5 tickets), bookings made under the same name are not automatically grouped. Participants may be split between different vehicles.

This is due to the fact that our minivans have a maximum capacity of 8 passengers. Larger groups (e.g. 10 people) are therefore typically divided among multiple vehicles. In exceptional cases – such as during periods of high demand or holiday seasons – a larger minibus (up to 19 seats) may be used, allowing the group to travel together. However, this is not automatically guaranteed.

If you would like your group to travel in a single vehicle, please contact us in advance by email. We will gladly check whether a minibus can be arranged for your selected public tour. Please note: The tour remains public, meaning other guests may still join up to the maximum group size.

Public tours are subject to standard pricing categories for infants, children, youths, students, and adults.

If you prefer a tour without additional guests, please refer to the section "Private Tours & Private Tours for Groups of More Than 8 People."

Walking Tours

Our walking tours are designed to be easily manageable for all participants with a basic level of mobility. Please allow approximately 2.5 hours of walking time.

The tour can be adapted to your pace upon request – for example, with additional breaks or routes that are more accessible.

Group size:

Maximum of 25 participants per guide. For groups of 26 or more, the group will be split, and an additional tour must be booked.

After booking, we will contact you to confirm the details.

Meeting point for private walking tours:

Your certified Austria Guide will be happy to meet you at your hotel, the train station, or another individually arranged location in Salzburg's historic center.

Unless otherwise specified, our standard meeting point is:

Rudolfskai 38, 5020 Salzburg

E-Bike Tours

For E-Bike tours with end customers, the maximum group size is 8 participants, and the minimum age is 14. For tours conducted as part of B2B partnerships, a larger group size may be arranged – up to 10 participants per guide.

Participation in private E-Bike tours requires that you are able to safely and independently operate an E-Bike.

Minimum age: 14 years

Liability: Participation is at your own risk.

Helmet use: Wearing a helmet is strongly recommended but remains your personal responsibility.

Our E-Bike tours take place even in rainy weather – please dress appropriately. In the case of extreme weather conditions (heavy rain, thunderstorms), we will attempt to arrange an alternative date in coordination with the bike rental provider and available guides. If rescheduling is not possible, our standard cancellation policy applies.

The E-Bikes are provided by our local partners (rental companies or hotels). The standard meeting point is the rental location at the Staatsbrücke. Delivery to your hotel or another location is available upon request and for an additional charge, to be arranged directly with the rental provider. Please inform us of your preference at the time of booking.

Custom-Designed Tours & Tailor-Made Travel Experiences

For those seeking more than a standard tour, we offer customized private tours – personally tailored to your interests, schedule, and travel group.

To enable us to prepare a professional and personalized offer, please send the following information via email to **office@bobstours.com**:

- Full name
- Email address & phone number
- Target region or preferred destination
- Desired date & time of the tour
- Number of participants
- Preferred pick-up location (for vehicle tours)
- Meeting point for walking tours

Standard meeting point for walking tours (unless otherwise arranged):

Rudolfskai 38, 5020 Salzburg

Our Austria Guides are also happy to meet you directly at your hotel, the train station, or a central location in Salzburg's historic center.

Important Note:

For bookings made via email, the cancellation policies listed above for each tour category apply. However, the payment conditions of our online booking system do not automatically apply. Payment arrangements will be handled individually via email.

Multi-Day Private Tours by Minivan or Coach

Customized multi-day programs – such as airport pick-up, personalized stopovers, curated routes, and multi-day itineraries – require extensive logistical coordination with our regional partners.

For these extended services, we charge a **processing fee of €50**, payable in advance via payment link or bank transfer.

After receipt of payment, you will receive a detailed offer within 7 business days.

If the booking is confirmed, the processing fee will be **fully credited** toward the final tour price.

Example of a custom request:

“Our family (12 people) is spending a week in Salzburg. We would like to be picked up at Munich Airport, stop at the Eagle's Nest on the way to the hotel. On the next day, we'd like a full-day tour including the salt mine, and on day three, a trip to Swarovski Crystal Worlds, and so on.”

Please note: These complex travel arrangements involve coordination with guides, transport providers, and attractions. This organizational effort is incurred **regardless of whether a booking is made** – thank you for your understanding.

Important Notes:

The processing fee applies regardless of the type of request – whether from private clients or business partners (B2B).

- The organization of accommodations is **not included** in our services and is the responsibility of the guests or their travel agency.
- Such tours should **not be requested on short notice**. For travel during peak season, we recommend contacting us **at least 2 months in advance**, as buses and certified guides are often booked out early.
- If a request does not fall within the scope of our services, we are happy to refer you to a suitable partner agency, if known to us.

Participation Requirements & Cancellation Policies**Minimum Number of Participants – Public Tours**

Our public tours require a minimum of four paying participants (adults, youths, or students) to operate. Infants and children traveling at a discounted rate are not included in this calculation.

Private tours are not subject to this requirement – we are happy to offer you the opportunity to book an exclusive tour just for your family or group.

Private Tours – Flexibility & Pricing Structure

There is no minimum number of participants for private tours – you may book a customized tour starting from just one person.

To ensure transparent and fair pricing, our minivan tours are offered in three price tiers (S / M / L), based on the number of participants, and apply to groups of up to 8 people.

For larger groups (9 or more participants) traveling by coach or other special vehicles, separate terms and pricing apply. Please refer to the relevant section further below for details.



Please use our online booking tool to make your reservation.

Cancellation Policies & Rebooking**Public Group Tours (up to 8 people) & Walking Tours B2C/B2B**

- Cancellations up to 48 hours before tour start: 10% processing fee
- Cancellations 48–24 hours before tour start: 50% cancellation fee + 10% processing fee
- Cancellations less than 24 hours before tour start: 100% cancellation fee



Rebookings are possible up to the cut-off time specified in the respective tour description, subject to availability.

Please note: Tickets are date- and time-specific and are not flexible – they are only valid for the booked date and agreed time.

Private Tours (up to 8 people) & E-Bike Tours B2C/B2B

- Cancellations up to 14 days before tour start: 10% processing fee
- Cancellations 14 to 3 days before tour start (up to 72 hours): 30% cancellation fee + 10% processing fee
- Cancellations 72 to 24 hours before tour start: 50% cancellation fee + 10% processing fee
- Cancellations less than 24 hours before tour start: 100% cancellation fee

These cancellation policies apply regardless of the reason for cancellation.

Any costs already incurred (e.g. for reserved guides, bike rentals, entry tickets, or third-party services) are included in the cancellation fees.

This is particularly relevant for customized private tours, which often include exclusive admissions (e.g. to the Eagle's Nest or salt mine). Such tickets must be booked well in advance, as availability is limited and most providers only recognize groups from 15–20 participants upwards.

Tour Cancellations by the Operator

In rare exceptional cases, it may be necessary to cancel a scheduled tour. Bob's Special Tours GmbH reserves the right to cancel tours if a safe and high-quality execution can no longer be guaranteed. This particularly applies in the following situations:

- Unexpected vehicle breakdowns where no equivalent replacement is available
- Guide cancellations due to illness, without suitable substitutes
- Extreme weather conditions, natural events, or hazardous road situations
- Unexpected closures of key attractions or venues
- Failure to meet the minimum number of participants for public group tours

In all such cases, we will make every effort to offer a customer-friendly solution – such as rescheduling, adjusting the start time, or providing an alternative program.

Example:

If there are two separate bookings of 2 people each for a morning and an afternoon public tour, we will try to merge the groups in order to meet the minimum participant requirement. If this is not possible or not desired by you, we will offer to conduct the tour as a private tour – with a corresponding price adjustment, payable on site by cash or card.

If no suitable alternative can be found, any amount already paid will be refunded in full. Cancellations are generally communicated a few days before the scheduled tour date.

Note Regarding Unreachable Customers

If we are unable to contact you in advance by email or phone, and you do not respond to our attempts to reach you, we reserve the right to cancel the booking without further notice.

In such cases, a refund will be issued in accordance with the applicable cancellation policy. You are welcome to make a new booking at any time, subject to current availability.

Group Bookings & Special Conditions (9 or More Participants)

B2C Groups Over 8 People – Public Tours

For some public tours, it is possible to book more than 8 tickets at once through our online booking system. Please note:

- Even when multiple individual bookings are made under the same name, groups are not automatically treated as a single unit.
- Our minivans have a maximum capacity of 8 seats – therefore, larger groups may be split across multiple vehicles.
- In exceptional cases (e.g. high demand), we may be able to provide a larger minibus (up to 19 seats) – however, this cannot be guaranteed.

If you would like to ensure that your group travels together in the same vehicle, please contact us in advance via email.

Please note: The tour remains public, meaning additional guests may still join as long as the maximum group size is not exceeded.

Traveling with Infants & Babies

In coaches, the use of child seats is not legally required. However, we strongly recommend bringing your own infant carrier, which can also be rented from us.

Child seats are also not mandatory in minivans, but for safety reasons, we provide them upon request.

Important: Every child – including infants – requires their own seat and is counted as a full participant.

Private Tours for Groups of 9 or More (B2C & B2B)

If you wish to book an exclusive tour for more than 8 participants, please contact us via email with the following information:

- Desired tour and date
- Group size
- Any special requests or combinations of multiple tours

Please note: Tours involving coach travel are subject to separate payment and cancellation conditions.

A coach must be booked in full – the total price consists of:


- Coach rental
- Guide fee
- Terminal and parking charges
- Administrative coordination fee

Payment is made via bank transfer or payment link. If payment is not received within 10 business days, we reserve the right to cancel the reservation.

Cancellation Fees for Coach Tours:

- From the time of booking: 25% processing fee
- 3 weeks to 48 hours before tour start: 50% cancellation fee + 10% processing fee

- 48 to 24 hours before tour start: 70% cancellation fee + 10% processing fee
- Less than 24 hours before tour start: 100% cancellation fee

 Rebookings are possible if notice is given **at least 14 days in advance**, and subject to the availability of both coach and guide.

For Travel Agencies, Corporate Clients & International B2B Partners

We are pleased to work with tour operators, companies, and B2B partners from around the world. Whether you are booking individual tickets or exclusive programs, we offer tailor-made packages with customized conditions.

To prepare your offer, please provide the following information:

- Desired tour
- Date & group size
- VAT/UID number (for EU partners with input tax deduction rights or international companies)

Important Note on Advance Planning:

Especially during high season or for complex itineraries, we strongly recommend a lead time of at least **three months**, as coaches, guides, and dates for popular destinations tend to book up quickly.