

Instructions for groups and bus drivers

On your booking confirmation you have already received some useful informations about your visit to the Lava-Dome. We want to make your visit as relaxed as possible from the moment you arrive.

Changes to the number of participants

If the actual number of participants changes significantly compared to your original registration (+- 15 participants), please inform us at least two days before the planned day of your visit by e-mail: info@lavadome.de or telephone: 02652 93 99 222. In the event of failure to do so, we will charge extra costs of €50.

Arrival by bus

Please note that except for a designated area in front of the Lava Dome, there is an absolute stopping ban in the entire Brauerstraße.

The bus driver can make a fast stop in the restricted no-stopping area in front of the museum and let the passengers get off the bus.

Out of consideration for local residents, we ask the bus driver to switch off the engine.

Thank you very much.

The bus driver will then continue to the bus parking area. Please follow the signs.

The bus parking area is located further along Brauerstraße on the left-hand side, approx. 400 m from the Lava-Dome, opposite the Museumsly.

You and your class can also get back on the bus there at the end of the tour. It is only about 200 m to walk from the lava cellar to this bus parking area.

(You can find the way on the map).

Delay on the day of the visit

We kindly ask you to inform us for any delays by telephone:
02652 93 99 222.

As we have a certain organizational effort, which is tied to a schedule with corresponding costs, we unfortunately have to charge an expense allowance of 50€ for delay of 30 minutes and more.

In case of a delay of one hour or more, we may no longer be able to guarantee the booking and would still have to charge you the minimum group rate.

Thank you for your understanding.

We look forward to your visit.