

Aachen for Groups

Guided Tours, Excursions, Museum
Visits and Special Experiences



aachen-tourismus.de

aachen
tourist
service

Aachen – One City, Lots of Programme

Some say that the special thing about Aachen is its location at the border triangle Germany – Netherlands – Belgium. Others say that it is the beautiful Old Town or Aachen Cathedral that attracts the many visitors to the city. We say: it's all that – and much more. But find out for yourself what makes Germany's westernmost city so special and get to know Aachen with your group together with us!

We'll show you the most beautiful must-sees on our bestselling tours, some with interactive elements where you can join in and solve fun puzzles. Do you have special interests or want to deepen

your knowledge? Then our themed tours (only available in German) are just the thing for you. Foodies will get their money's worth on our culinary experience tours. Aachen Cathedral – our beautiful UNESCO World Heritage Site – inspires more than a million visitors every year, and Aachen's museums are home to exciting contemporary history and outstanding art treasures, which you can experience even better with a guided tour. A visit to the theatre will be another highlight of your time in Aachen, and our charming surroundings in the Euregio will leave you enchanted.

Accessibility

Information on the accessibility of the city's cultural institutions are marked with the following symbols:

 Barrier-free access

 Barrier-free toilet

 Inductive hearing system

 Handicapped parking space

 Additional offers or further information for people with disabilities

Note: Our city tours and round trips are only partially accessible. Please let us know your individual requirements before you book so that we can customize our offer to your needs.

Contact by Mail & Phone Service Center

Our Service Center team advises and books tours, experiences and hotels for your group.
+49 (0)241 18029-50
booking@aachen-tourismus.de

Service hours:
Mon – Fri: 9 a.m. – 5 p.m.
Sat: 10 a.m. – 2 p.m.
(except on public holidays)

Online Booking aachen-tourismus.de

There for you around the clock!



Contact on Site Tourist Info

Visit us and get into dialogue with us!
Tourist Info Eisenbrunnen
Friedrich-Wilhelm-Platz
52062 Aachen

Opening hours:
January – March: April – December
Mon – Fri: 10 a.m. – 5 p.m. Mon – Sat: 10 a.m. – 6 p.m.
Sat & Sun: 10 a.m. – 3 p.m. Sun: 10 a.m. – 3 p.m.

Our tip:

Sweet surprises from Aachen

A Printen package or "Öcher" souvenir for your group, whether as a prize in the Aachen Challenge or simply as a goodie? We're happy to take care of that too! Let us know your wishes and together we will find something suitable.



Table of Content

Our Bestsellers	Page 5 – 6
Aachen Challenge – Guided City Rally	Page 5
Evening Stroll	Page 5
Guided Tour of the Old Town	Page 5
Anecdotes, Legends & Stories	Page 6
Charlemagne	Page 6
Tour of the Town Hall	Page 6
Really True? – The Lies Tour	Page 6
Themed Tours	Page 7 – 14
Guided Tour of the Old Town for School Classes	Page 7
Architect(o)ure	Page 7
In the Footsteps of Franziska Schervier	Page 7
On Small Feet through Aachen	Page 8
Fountain Tour – Gurgling Waters	Page 8
Burtscheid	Page 8
CHIO Aachen	Page 8
The Frankenberger Quarter	Page 9
The International Charlemagne Prize of Aachen	Page 9
Along the Route Charlemagne	Page 9
Future Lab Science Tour	Page 9
Global Aachen – The Work of Small Hands	Page 10
Global Aachen – Fair Trade City	Page 10
Global Aachen – Economic Ties	Page 10
Lousberg Tour	Page 11
Murders & Misdeeds	Page 11
Guided Pilgrimage Tour	Page 11
Pontviertel	Page 11
Rongs öm Mönster än Stadthuus	Page 12
Strong Women in Aachen	Page 12
Street Art – City Centre	Page 12
Street Art – Aachen North	Page 13
Street Art – University Quarter	Page 13
Magical Christmas Time	Page 13
Combined Tour of the Old Town and Town Hall	Page 14
Combined Tour Centre Charlemagne and Old Town	Page 14

Culinary Experiences	Page 15
Visit the “Printen” Bakery Klein	Page 15
The Sweet Side of Aachen	Page 15
Aachen Culinary Specialities	Page 15
Aachen Cathedral	Page 16
Aachen Cathedral	Page 16
Aachen Cathedral Treasury	Page 16
Combined Cathedral and Treasury Tour	Page 16
Museum Offers	Page 18 – 20
Couven Museum	Page 18
Grashaus	Page 18
International Newspaper Museum	Page 18
Centre Charlemagne – New City Museum Aachen	Page 19
Power & Myth – Charlemagne	Page 19
Ludwig Forum Aachen	Page 20
Suermondt-Ludwig-Museum	Page 20
Kunsthaus NRW Kornelimünster	Page 20
Around Aachen	Page 21 – 22
Guided Bus Tour of the City	Page 21
CityTour in the “Double-Decker Convertible Bus”	Page 21
Excursion to Eupen	Page 21
Excursion to Liège	Page 22
Three-Country Bus Tour	Page 22
Eifel Tour	Page 22
Cultural Experiences	Page 23 – 24
An Evening at the Theater Aachen	Page 23
A Visit to the Grenzlandtheater	Page 23
Black Table Magic Theater Aachen	Page 24
DAS DA THEATER – Culture for Everyone	Page 24
Information and Imprint	Page 25 – 27
Events and Hotels for Groups	Page 25
Bus Parking Information	Page 26
General Terms, Conditions and Imprint	Page 27



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Our Bestsellers

Aachen’s must-sees in the historic Old Town
With our most popular city tours you will learn everything worth knowing about Aachen's exciting history. Get to know the imperial city with all its facets!

Image motif: The Elisenbrunnen

Aachen Challenge – Guided City Rally

Discover Aachen in a different way! Criss-cross through Aachen's city centre – past wellknown sights such as Aachen Cathedral, the Town Hall or the Elisenbrunnen fountain. This fun rally is all about skill and humour: whether it's letter salad or anecdotes, you'll solve tricky puzzles together and master witty tasks. Look forward to an exciting group experience with a fun factor and grow together as a team.

Provider: aachen tourist service e.v.
Duration: 2.5 hours
Number of participants: max. 20 persons
Languages: DE

Price: €180 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!



Evening Stroll

After a long day you are invited to relax and discover the Old Town of Aachen at atmospheric twilight! Let us take you into the narrow winding alleys and pleasant places of the imperial town. From the Elisenbrunnen fountain and the Town Hall to the Bahkauv and the Cathedral - Aachen looks even more beautiful in the light of the setting sun.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES, IT, RU, PL, PT

Price: €170 per group
Extension: + €30 per 0.5 hrs.

Please note: Tours can be booked from 6 p.m.



Guided Tour of the Old Town

Get to know the many facets of the historic Old Town: winding alleys, historical places, fountains and old town houses. At a guided tour history is brought to life. Whether Aachen Cathedral, Town Hall or Dolls Fountain; we'll show you the most beautiful places of Aachen Old Town and tell you exciting stories.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES, IT, RU, PL, PT

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



Anecdotes, Legends & Stories

Little secrets and exciting stories bring you closer to Aachen's past. As not all of the city's history has been well documented, the Aacheners – clever, eloquent and helpful – have imaginatively filled in the gaps with legends and stories. On this entertaining tour, you will hear exciting facts about famous sights, but also where the Klappergasse got its name from and where the Bahkauv was up to mischief. Charlemagne, witches and devils are of course also included!

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE

Price: €150 per group
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!

Charlemagne

He is considered to be the mightiest man within Europe and one of the most significant medieval rulers. With the construction of his palatinate in Aachen, his intellectual and political centre of power was created. Around Cathedral and Town Hall you'll walk on the traces of the former Frankish ruler and get to know one of the most important historical personalities.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES, IT

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Tour of the Town Hall



Aachen Town Hall was erected on the foundation walls of the Carolingian King's hall. Built in the 14th century, it belongs to the most beautiful buildings in the historical market square. Experience the neo-Gothic exterior in all its facets, redesigned many times over the course of time. Immerse yourself in the fascinating history of the building and stroll through the richly decorated historic halls, including the famous Coronation Hall, the venue for the annual awarding of the International Charlemagne Prize of Aachen.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES, IT, RU, PL

Price: €150 per group plus entrance fee for the town hall (to be paid on site)

Really True? – The Lies Tour

Become active yourself! On your way along Aachen's sights you can listen to many stories and anecdotes about the imperial city. The tour guide will not always be too particular about the truth. Was the first chocolate actually invented in Aachen? Did the devil have his hand in the construction of Aachen Cathedral? Take your decision and make your choice with a green or red card whether you think the stories told by our tour guide are really true or not.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



Themed Tours

Our favourite city from a different perspective

From lively districts with historic architecture to urban street art and the city of science: These guided tours show you aspects of Aachen that you probably haven't seen before.

Image motif: View of the Imperial Abbey in Burtscheid

Guided Tour of the Old Town for School Classes

This exciting discovery tour through the historic Old Town is specially tailored to school classes. During the outdoor tour – compact and reduced to the essentials – the classes explore the most important sights, learn about the fascinating history of Charlemagne and find out how Aachen became the famous spa town. An ideal way to bring history to life outside of school!

Provider: aachen tourist service e.v.
Duration: 1 hour
Number of participants: 1 class + teacher's accompaniment
Languages: DE, EN, FR, NL, ES, IT

Price: €130 per group



Architect(o)ure

Churches, factories and town houses! From the Middle Ages to the present day, important buildings and different architectural styles have shaped the image of the imperial city. Sharpen your eye for the typical architectural forms of famous architects and get to know the building styles of the region during the guided tour that takes you on a journey through more than 1,200 years of Aachen's urban development.

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR

Price: €180 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



In the Footsteps of Franziska Schervier

Follow us in the footsteps of Franziska Schervier, daughter of a needle manufacturer, who defied her family's social status and went her own way. She recognised the problems of the socially disadvantaged in the 19th century, cared for the sick and provided housing for workers and education for their children. Be inspired by the story of the founder of the order and visit places where she worked, including the mother house, where nuns still help those in need.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE

Price: €120 per group

Please note: This tour is only available in German! Followed by a 30-mins mother house tour.





On Small Feet through Aachen

What scared the chicken thief, and how did the shell get into the wall? Didn't Charlemagne know how to write, why does the water in Aachen smell so bad, and how did the devil's thumb get into the gate of the Cathedral? This guided tour is designed to give children a new perspective of the city. It is geared to children between 5 and 11 years of age and is also suitable for kindergartens and primary schools.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 15 children + 1–5 accompanying adults
Languages: DE, EN, FR, NL
Price: €150 per group
Evening surcharge: + €20 after 6 p.m.

Our tip: Alternatively also bookable for 1 hour / €130



Burtscheid

During this walk you'll go on a time ride through the eventful history of Burtscheid as an abbey, a free imperial city and today a district of Aachen. Explore the historical centre of the "little brother" of our coronation city and marvel at two magnificent Couven buildings, the oldest medical spa in Germany as well as the highest octagon in the Euregio.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR
Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



Fountain Tour – Gurgling Waters

Numerous fountains are decorating the town, of which each single one tells its own story. At some places you can still see some of the formerly plenty streams flowing through the town, which were very important for Aachen's development. Follow the traces of the "blue gold" and learn why Charlemagne stands in a "pea bowl", why the Dolls Fountain not only invites to play and how Aachen became an elegant bathing resort in the 17th century.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES, IT
Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Our tip: During winter months many fountains are not operated.



CHIO Aachen

Take a look behind the scenes at CHIO Aachen, the world equestrian festival. Visit the stadiums and grandstands of this top international event in Aachen's Soers district. Every year, equestrian fans from all over the world flock here to watch the high-class competitions. The tour is rounded off with a visit to the CHIO Aachen Museum.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN
Price: €150 per group

Please note: This tour is only offered on weekdays outside of the weeks surrounding the CHIO.

The Frankenberg Quarter

Explore Aachen off the beaten tourist track! Join us on a tour of the Frankenberg district with its lively streets and pretty squares, as well as popular pubs and cafés around Frankenberg Castle. Follow in the footsteps of the upper middle classes in this showcase district from the Wilhelminian era and marvel at the wonderful historic buildings that still characterise the district today.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



The International Charlemagne Prize of Aachen

European history comes to life on this tour through the historic city centre! Every year, the Charlemagne Prize honours individuals who have made a significant contribution to understanding and cooperation in Europe. On this guided tour along well-known sights, you'll find out why the Charlemagne Prize was founded, what role the "Father of Europe" played and what significance the Charlemagne Prize still has today.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR

Price: €150 per group plus entrance fee for the Town Hall (to be paid on site)
Extension: + €30 per 0.5 hrs.



Along the Route Charlemagne

Discover Aachen on the traces of Charlemagne! By means of different stations, the Route Charlemagne, besides the topics "religion", "Europe" and "power", gives information on the development of Aachen as a European city. During this guided tour the individual stations and their meaning and importance for Charlemagne, Aachen and Europe are described and explained. The starting point of the route is the Centre Charlemagne - New City Museum at the Katschhof.

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES, IT

Price: €180 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



Future Lab Science Tour

13 places – 1.3 km of science! Gain an insight into science in Aachen and let yourself be carried away by research and technology in a city that combines tradition and innovation. Charlemagne laid the foundation for scientific activities – today, the city is influenced by its universities and their 60,000 students. You'll learn about projects in the fields of communication, energy, mobility and medicine.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



Global Aachen – The Work of Small Hands

Exciting aspects of the fair trade city: this tour through the Old Town encourages reflection on child labour, social injustice and social upheaval – buzzwords that are often used to describe the era of industrialisation in Germany. But what was the situation like in Aachen? And what impact did industrialisation have on the former cloth city? Find out lots of interesting information about the economic development of the city and its social consequences. This tour, which takes you to Katschhof and Lindenplatz, among other places, raises awareness of conscious consumer behaviour and shows how social behaviour has developed over the centuries.

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!



Global Aachen – Fair Trade City

Aachen has been a fair trade city since 2011 and has a wide range of shops and active aid organisations such as Misereor and Missio. On this tour you will discover how fair trade and sustainability have become an integral part of everyday life. The quality and the large selection of fair trade products – whether decorative items, handicrafts, baked goods, coffee and other delicacies, jewellery, clothing and much more – complement each other perfectly today. A stroll through the city centre will immerse you in the world of fair trade and sustainability and will inspire you to raise awareness for a fairer world while shopping!

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!



Global Aachen – Economic Ties

Discover interesting facts about the economic ties that Aachen has maintained since the Stone Age along well-known and lesser known places in the city centre. Due to advances in production technology, energy supply and transport conditions, but also due to the dynamic political landscape, these developed into global interdependencies. From flint mining in the Neolithic Age to trade relations with the Middle East in the Carolingian period and cloth production – economic co-operation has existed at all times. Today, the universities with their international contacts and research results are at the focus of globalisation.

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE

Price: €150 per group
Extension: +€30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!



Lousberg Tour

The highest hill in the city, which is called Aachen's "green lung" for good reason, is home to Europe's oldest citizens' park with ancient trees. Enjoy fantastic views over the city and learn more about the oldest traces of people in Aachen, because flint was mined here as early as the Neolithic Age. You will also learn why the devil despaired of the people of Aachen, why there is not only an acropolis in Athens and why an obelisk can be found here.

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE
Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!



Guided Pilgrimage Tour

Since the Middle Ages Aachen has been a famous pilgrimage site. The "Aachen Pilgrimage" takes place every seven years. The focus is put on clothes relics, which are assigned to Virgin Mary and Jesus Christ. At this guided tour you can search for traces left by pilgrims who came to Aachen as early tourists. In addition we'll tell you stories around Aachen Cathedral, of which some are sad, some are funny, from 1349 until today.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL
Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



Murders & Misdeeds

Discover Aachen's dark side with us! On this tour along mysterious and legendary sites in the imperial city, you'll hear dark legends and true stories of crimes large and small from days gone by. Aachen was a particularly gruesome place in the Middle Ages. Listen to stories about the exploits of Casanova, the ringing bells during dreadful executions, the black master builder of the choir hall, the bands of robbers, and the witches at the fish market.

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE, EN
Price: €180 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



Pontviertel

Aachen's "Quartier Latin" is called Pontviertel. This is where the students, who make up around a quarter of Aachen's population, meet in numerous cafés and pubs. From the market square, we'll take you along Pontstraße, one of the oldest streets in the city, past the founding house of the "Printen" bakery Nobis and past one of the largest international newspaper museums in Europe, up to Ponttor. A detour also shows you the main building of RWTH University and the architecturally impressive SuperC.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE
Price: €120 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!

Rongs öm Mönster än Stadthuus

The "Öcher" original! "Öcher Platt" – the regional dialect – belongs to Aachen like the famous Aachen Printen. The dialect is not only present in our city during carnival. After all, the Öcher, i.e. the boy or girl from Aachen is attached to home and loves traditions. This guided tour, in which Öcher Platt is spoken, invites you to take a leisurely and interesting walk through the historic old town and offers an authentic Öcher experience. We wish you "Vööl Pläsier"!

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE (Öcher Platt)

Price: €120 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German dialect (Öcher Platt)!



Strong Women in Aachen

Discover the influence of women in Aachen on this entertaining tour – from the time of Charlemagne to the present day! Get to know fascinating personalities, such as Elise from the Elisenbrunnen fountain and the beatified charitable triumvirate of the 19th century. Their courageous commitment and remarkable deeds have made a significant contribution to Aachen's history. Be inspired by the lives of these women, their strength and their commitment.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.



Street Art – City Centre

In the midst of individually designed shops and modern pedestrian zones, street art leaves behind impressions worth seeing as art in urban spaces, which are often perceived as a counterpoint to visually striking advertising. Join us on a tour through Aachen's city centre and discover what the scene has to offer. Look forward to graffiti by various artists such as Lake13 or Lazy65, who are among the pioneers of the local and regional street art scene.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE

Price: €120 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!



Street Art – Aachen North

In the former working-class neighbourhood, which is characterised by a variety of factory buildings, you will discover many exciting works of street art on this tour. Varied graffiti and large murals transform the once dreary walls and facades into colourful canvases and create a vibrant atmosphere. You can marvel at the large works of art on the wall of the former Peters cloth factory and on a 140 square meters wall between Bischofstraße and Eintrachtstraße.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE

Price: €120 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!



Street Art – University Quarter

After an introduction to the techniques and history of street art you'll get to know the artworks by Aachen muralist Klaus Paier, a pioneer of European street art, as well as subsequent generations of artists. Marvel at some of the works created by Klaus Paier in the 1980s, which are characterised by angular figures in bright colours, such as "Between the Days ...", "The Great War" or the "Lovers", all three of which are listed.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE

Price: €120 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This tour is only available in German!



Magical Christmas Time

Sparkling light, the smell of "Printen" – our kind of gingerbread – and mulled wine is in the air: In Advent season the historic Old Town becomes a bright and sensual Christmas world. Stroll through the wintry imperial city and get to know facts on the long tradition of German Christmas markets. The focus is of course put on stories and specialties of the former Printen market – today better known as Aachen Christmas Market.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES

Price: €150 per group
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: This guided tour only takes place during the time of the Christmas Market (from 9 days before the first Sunday in Advent until 23rd December).





Combined Themed Tours

For the complete Aachen knowledge: Expand our classic tour of the Old Town with additional content and get a comprehensive picture of Aachen's history!

Combined Tour of the Old Town and Town Hall

The historic Old Town of Aachen invites to go for a stroll. Let yourself be guided through narrow alleys and across historic squares through the 2,000 year-old history of Aachen. Experience all facets of Aachen, a modern city with beautiful historic town houses, many old and new fountains and innumerable stories all about the Cathedral and the "Rathaus" (Town Hall). In the 14th century the Town Hall of Aachen was built on the foundation walls of the Carolingian palace. Today, it is the location for the famous International Charlemagne Prize and at the same time the official residence of the Lord Mayor.

Provider: aachen tourist service e.v.
Duration: 2 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES, IT, RU, PL
Price: €180 per group + entrance fee for the Town Hall (to be paid on site)
Extension: + €30 per 0.5 hrs.

Please note: This tour can also be booked for 2.5 hours at a price of €210 per group.



You have probably already noticed that many of our guided tours can be extended to give you even deeper insights. There is an additional charge of €30 per half hour per group. These tours are marked with a corresponding note.

Combined Tour Centre Charlemagne and Old Town

In the course of this guided tour you'll dive into the history of the imperial city from the past to present times! In the Aachen City Museum Centre Charlemagne you get all necessary information on Aachen's urban development – starting with the early settlement from the 5th century BC to the European town of the 20th and 21st century. At a guided tour through the Old Town you can experience Aachen's history from close up and in addition learn interesting facts about Cathedral and Town Hall.

Provider: aachen tourist service e.v.
Duration: 2.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES
Price: €210 per group + entrance fee for the Centre Charlemagne (to be paid on site)
Extension: + €30 per 0.5 hrs.

Our tip: Combine this tour with a sweet or savoury snack at Café Karls.

Culinary Experiences

From savoury to sweet – Aachen's delicacies

With our culinary program ideas you will get to know local specialties as well as the most famous Aachen export, the Printe.

Image motif: The Hof

Visit the "Printen" Bakery Klein

The "Printe", a kind of gingerbread, is the "national biscuit" of Aachen. It is available in numerous variations: Hard and soft, with almonds or nuts, decorated with an icing, or covered with chocolate. On a visit to the "Printen" bakery Klein, you will learn everything about the famous Aachen speciality: What are the required ingredients? How is the dough prepared? How were "Printen" made in former times and how are they made today?

Provider: Printenbäckerei Klein
Duration: 1 hour
Number of participants: max. 45 persons
Languages: DE, EN on request

Price: €50 per group (payable on site)
Booking: +49 241 474350 or klein@printen.de

Please note: English tours on request. Several smaller groups can be combined. Free cancellation up to 4 weeks before the tour.

The Sweet Side of Aachen

Discover the most "delicious spots" of the imperial city! The Aachener Printen (kind of spicy ginger bread) are the pride of Aachen's bakeries – Printen are only manufactured in the district of Aachen! Around Cathedral and Town Hall this tour e.g. reveals where today's chocolate manufactures of Lindt, Lambertz and Trumpf had their origin and why there is often a pleasant sweet smell in the air. During the round tour small tastings of local specialties will be offered. At the end of the tour you are also presented some sweet delights in one of Aachen's cosy cafés.

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: max. 20 persons
Languages: DE, EN, FR

Price: €150 per group + €10 per person for the sweet speciality set
Extension: + €30 per 0.5 hrs.

Please note: The tasting of sweet specialties is attached to the guided tour of 1.5 hours.

Aachen's Culinary Specialties

Discover Aachen with all your senses! On our culinary city tour through Aachen's Old Town, you will not only learn interesting facts about Charlemagne's city, but you will also get to know the diversity of Aachen's cuisine at a total of nine stops. From savoury to sweet – everyone gets their money's worth here! Let yourself be spoiled by original "Öcher" samples!

Provider: aachen tourist service e.v.
Duration: 2.5 hours
Number of participants: max. 15 persons
Languages: DE, EN, FR

Price: €210 per group + €12 per person for the selection of local specialties



Aachen Cathedral

Germany's first UNESCO World Heritage Site

Aachen Cathedral is one of the main sights in Aachen. The architecture and furnishings emphasise the importance of the building. With its treasures and furnishings, it has been the first German UNESCO World Heritage Site since 1978.

Image motif: Aachen Cathedral

Aachen Cathedral



Aachen Cathedral, the seat of the Bishop of Aachen, is a building that has grown over 1,200 years. The collegiate church built by Charlemagne around the year 800 is still completely preserved today and forms the core of the church building. Until the 19th century, almost every style epoch added something new. The most important addition is the choir hall, completed in 1414. The Cathedral is the burial place of Charlemagne and Otto III and an important pilgrimage site throughout Europe. From 936 to 1531, it was the coronation site of German kings.

Provider: Domkapitel Aachen
Duration: approx. 45 min. + 15 min. walking time
Number of participants: max. 20 persons
Languages: on request

Price: €135 per group
(school classes €70)

Please note: Due to unpredictable church events (e.g. exequia) a booked tour can be cancelled by the cathedral chapter at short notice. Booking at tour@aachenerdom.de.



The Cathedral Treasury



The Aachen Cathedral Treasury contains one of the most important church treasures in Europe. The extensive collection focuses on goldsmithing and textile art. Works of art from 12 centuries bear witness to the long history of St Mary's Church in Aachen since Charlemagne. Outstanding works include the ancient Proserpine Sarcophagus, the Lothar Cross and the ivory situla from the era of the Ottonian emperors. The bust of Charlemagne and the Charlemagne reliquary contain relics of the holy emperor. Unique Romanesque and Gothic reliquaries contain the great Aachen shrine treasure, which attracted pilgrims from all over Europe.

Provider: Domkapitel Aachen
Duration: approx. 45 min. + 15 min. walking time
Number of participants: max. 20 persons
Languages: on request

Price: €135 per group
(school classes €70)
+ €4 (school classes €3)
entrance per person

Please note: Booking at tour@aachenerdom.de.



Combined Cathedral and Treasury Tour

Aachen Cathedral and the Cathedral Treasury are among the absolute highlights in Aachen – indispensable for every visitor to Aachen and culture lover. Get to know both on a combined tour!

Provider: Domkapitel Aachen
Duration: approx. 90 min. + 15 min. walking time
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL, ES, IT
(more on request)

Price: €230 per group
(school classes €140)
+ €4 (school classes €3)
entrance per person

Please note: Due to unpredictable church events (e.g. exequia) a booked tour can be cancelled by the cathedral chapter at short notice. Amounts already paid will be refunded. The cathedral is accessible with restrictions, the treasury is barrier-free. All prices valid for 2025. Current information at aachenerdom.de.



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Look forward to a unique bathing world and sauna landscape with a variety of pools, steam baths, and saunas at different temperatures.



THERMAL BATH
SAUNA
SPA

 **CAROLUS THERMEN**
BAD AACHEN



Museum Offers

Art and history

City history, pop art, 18th century home decor or mythical Middle Ages: the museums of the imperial city offer something for every taste.

Image motif: Couven Museum Aachen

Couven Museum

The Couven Museum features the development of the bourgeois culture of living in the 18th and 19th century. In Aachen's "best front room", you'll find a harmonious ensemble of Rococo, early Classicism, Empire style and Biedermeier period, Aachen Liège furniture of the 18th century, faiences, precious glass and porcelain. The Couven Museum, named after the famous architect Johann Joseph Couven, is located in a house built in 1787 which also belonged to the old apothecary family Monheim.

Provider: Cultural department of Aachen
Duration: 1 hour
Number of participants: max. 15 persons
Languages: DE, EN, FR, NL

Price: from €80 per group + entrance to the museum. Special prices for school classes (page 19).
Sunday/holiday surcharge: + €10

Please note: The museum is situated in an old town house.



Grashaus

The Grashaus is one of Aachen's oldest buildings and is of great historical significance as the first town hall of the city. It was also used as a court and prison. Many a delinquent was publicly beheaded in the courtyard. Groups can visit the beautiful old document room and the Gothic vaulted "chapel" on guided tours of the building's history.

Provider: Cultural department of Aachen
Duration: 1 hour
Number of participants: max. 14 persons
Languages: DE

Price: from €70 per group
Sunday/holiday surcharge: + €10

Please note: This tour is only available in German! The Grashaus is the "Europe" stop on the Route Charlemagne. It is an extracurricular learning centre and offers workshops on the topic of Europe for school classes from grade 7 onwards. Costs (2 hours): from €230.



International Newspaper Museum

The "Internationales Zeitungsmuseum" (International Newspaper Museum) offers in an impressive residential house from the 15th century one of the most recent and informative presentations on the international world of media of the 21st century. With articles like "From Event to Information" or "Lie and Truth" it conveys media competence in a clear and contemporary way. The worldwide unique collection is based on a stock of 400,000 international newspapers from five centuries.

Provider: Cultural department of Aachen
Duration: 1 hour
Number of participants: max. 15 persons
Languages: DE, EN, FR, NL

Price: from €80 per group + entrance to the museum. Special prices for school classes (page 19).
Sunday/holiday surcharge: + €10



Centre Charlemagne – New City Museum Aachen

The "Centre Charlemagne – New City Museum Aachen" in the heart of Charlemagne's former palatinate district between Cathedral and Town Hall brings to life the key stages of the city's history: ancient Aachen with its Roman monumental buildings, the Carolingian period, when Aachen became the centre of the Frankish empire, the city of coronations, the fashionable spa city of the Baroque era. However, the emergence into modernity up to the present day is also shown in many exciting exhibits, photos and multimedia presentations.

Provider: Cultural department of Aachen
Duration: 1 hour
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL
Price: from €80 per group + entrance to the museum. Special prices for school classes (page 19).
Sunday/holiday surcharge: + €10

Please note: School classes receive special prices for all museum programmes offered by the cultural department.
Price: €50 per school class group plus museum admission
Supplement for guided tours on Sundays and public holidays: + €5
 These museums also offer workshops for school classes. Further information can be found at museumsdienst-aachen.de.



The following applies to all museum tours offered by the cultural department of the city of Aachen: Appointments are possible from Tuesday to Sunday all year round on request. A surcharge applies for guided tours on Sundays and public holidays. Advice and booking is provided by the Museumsdienst Aachen.



Power & Myth – Charlemagne

Charlemagne was already a legend during his lifetime! He expanded his empire in countless wars and laid the foundations of European culture from Aachen – his favourite residence. On this guided tour through the "Centre Charlemagne – New City Museum Aachen", you will learn how the following centuries attempted to create their own image of the powerful ruler and harness his glory for their own purposes. Experience how his myth is reflected in the history of "his" city in a unique way.

Provider: Cultural department of Aachen
Duration: 1 hour
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL
Price: from €80 per group + entrance to the museum. Special prices for school classes (page 19).
Sunday/holiday surcharge: + €10

Advice and booking: Museumsdienst Aachen
E-Mail: museumsdienst@mail.aachen.de
Tel: +49 (0)241 432 4998
Service hours: Tue–Fri | 9 a.m.–2 p.m.
museumsdienst-aachen.de

Ludwig Forum Aachen



The Ludwig Forum Aachen is a museum for international, contemporary art. Since 1991, it has been located in the Bauhaus-style former umbrella factory, whose predecessor institute is the Neue Galerie, founded in 1970. In addition to temporary exhibitions, it presents around 6,000 square metres of exhibits from the world-famous art collection of Peter and Irene Ludwig with key works of American, European, but also Soviet, Eastern European, Cuban and Chinese art from the 1960s to today. As the parent institution of a global family of museums, the Ludwig Forum is characterised by a contemporary, interdisciplinary and diverse programme of exhibitions and events.

Provider: Cultural department of Aachen
Duration: 1 hour
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL

Price: from €80 per group
 + entrance to the museum. Special prices for school classes (page 19).
Sunday/holiday surcharge: + €10



Suermondt-Ludwig-Museum



The Suermondt-Ludwig-Museum displays art from antiquity to the present day in a magnificent city palace. In addition to a collection of arts and crafts, whose top pieces can be seen in the "Kunst- und Wunderkammer", the civic collection includes 900 sculptures, 1,500 paintings and more than 10,000 graphic sheets by renowned artists such as Dürer, Cranach, Rembrandt, Zurbarán, Liebermann and Macke. You can also marvel at the outstanding medieval collection, which is presented in newly designed themed rooms. A wide range of special exhibitions round off a visit to the "Salon" of the people of Aachen.

Provider: Cultural department of Aachen
Duration: 1 hour
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL

Price: from €80 per group
 + entrance to the museum. Special prices for school classes (page 19).
Sunday/holiday surcharge: + €10



Kunsthaus NRW Kornelimünster

With its collection and changing exhibitions, the Kunsthaus NRW offers an insight into the past, present and future of art in North Rhine-Westphalia. The state has been supporting young artists since 1948, including Karl Otto Götz, Ernst Wilhelm Nay, Günther Uecker, Gerhard Richter, Sigmar Polke, Katharina Sieverding, Andreas Gursky, Gregor Schneider and many more. The Kunsthaus is located in the magnificently painted rooms of the old imperial abbey of Kornelimünster. The abbots kept Jesus relics from the treasure of Charlemagne. Guided tours are available on the exciting history of the abbey as well as on the art collection.

Provider: Kunsthaus NRW Kornelimünster
Duration: 1 hour
Number of participants: max. 20 persons
Languages: DE, EN, FR, NL

Price: from €60 per group
Booking: +49 2408 6492
 or at info@kunsthaus.nrw.

Please note: Outside opening hours (Thu – Sun), guided tours can be arranged with a surcharge of €15.



Around Aachen

On the road in the Aachen region, the border triangle and the Eifel

The surroundings of Aachen also have a lot to offer. From excursions to neighboring cities in the border triangle to the Eifel National Park, everything is there for you.

Image motif: View of Aachen from the Lousberg

Guided Bus Tour of the City

On this leisurely bus tour, you will follow in the footsteps of the historic city walls. Away from the Cathedral and Town Hall, you will ride through the Frankenberg quarter with its old town houses, through the cosy spa quarter Burtscheid, past the imposing buildings of the RWTH and on to the university hospital Aachen, one of the most important examples of German high tech architecture. The city tour can also be combined with a guided tour of the historic city centre (total duration 2.5 hours).

Provider: aachen tourist service e.v.
Duration: 1.5 hours
Number of participants: according to bus capacity
Languages: DE, EN, FR, NL, ES, IT

Price: €150 per group in your own bus
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: The city tour does not take you through the historic city centre.

CityTour in the "Double-Decker Convertible Bus"

Discover Aachen from a different perspective on the all-electric double-decker convertible bus. In fine weather, the open seating area gives you a special feeling. The tour takes you to interesting sights away from Aachen's Old Town centre – such as the Carolus Thermen, the University Hospital, the chocolate factories Lindt & Sprüngli and even to the highest point of the Dutch mainland, the Dreiländerpunkt. There you can switch between Germany, Belgium and the Netherlands in just a few steps.

Provider: CityTour Willms
Duration: from 2 hours
Languages: DE, EN, FR, NL, IT
 (Audioguide: DE, EN, NL, FR, ES, IT, SWE, RU, JAP, CHI)

Price: on request
Number of participants: on request

Excursion to Eupen

You are interested in culture? Then you are exactly in the right place in the old cloth making town Eupen. Here you'll find everything a heart can desire: a magnificent historic old town, imposing merchants' houses, fountains, churches and gardens. Discover Couven's "Klösterchen" in the market square or the most popular building of Eupen: the Saint Nicholas Church of the German master builder Laurenz Mefferdatis.

Provider: aachen tourist service e.v.
Duration: 3 hours + breaks
Number of participants: according to bus capacity
Languages: DE, FR, NL

Price: €240 per group in your own bus
Extension: + €30 per 0.5 hrs.
Evening surcharge: + €20 after 6 p.m.

Please note: For groups of 21 people or more, additional city guide costs apply during the walking tour.



Excursion to Liège

Get to know the Belgian culture and the city of Liège on a stroll through the quarters of Féronstrée and Hors-Château. The princebishop's palace at the Place Saint Lambert and the shopping area with the oldest shopping mall in Belgium, the "Passage Lemonier", show the unique charm of Liège. This city is a successful blend of historical elegance and traditional industries.

Provider: aachen tourist service e.v.
Duration: 6 hours + breaks
Number of participants: according to bus capacity
Languages: DE, EN, FR

Price: €350 per group in your own bus
Extension: + €30 per 0.5 hrs.

Please note: For groups of 21 people or more, additional city guide costs apply during the walking tour.



Three-Country Bus Tour

Visit our European neighbours and get to know the three country corner Germany-Netherlands-Belgium in a few hours. The tour starts in Aachen and continues to Maastricht, where you can stroll through this city of arts and culture. In Belgium, you will visit the picturesque Val Dieu Abbey in Aubel, and return to Aachen through the "Butterländchen" (butter country).

Provider: aachen tourist service e.v.
Duration: 6 hours + breaks
Number of participants: according to bus capacity
Languages: DE, EN, NL

Price: €350 per group in your own bus
Extension: + €30 per 0.5 hrs.

Please note: For groups of 21 people or more, additional city guide costs apply during the walking tour.



Eifel Tour

Time for nature! This is travelling for travelling's sake – the tour takes you through the inspiring countryside of the densely wooded Eifel region. It includes a visit of the romantic Aachen district of Kornelimünster and the crafts town of Monschau – the "Pearl of the Eifel" – with its historical half-timbered houses and idyllic town centre.

Provider: aachen tourist service e.v.
Duration: 5 hours + breaks
Number of participants: according to bus capacity
Languages: DE, EN, NL

Price: €320 per group in your own bus
Extension: + €30 per 0.5 hrs.

Please note: For groups of 21 people or more, additional city guide costs apply during the walking tour.



Cultural Experiences

You shouldn't miss this

Unforgettable moments of a special kind – with these offers you can experience Aachen in a new way. With joint visits to performances, exclusive insights behind the scenes or a get-together afterwards with snacks and drinks: here, culture becomes a group event.

Image motif: Aachen Theatre | Production: "House of Karls"



An Evening at the Theater Aachen



Whether musical theatre, drama or concert, whether classical or modern, whether comedy or tragedy – Theater Aachen takes you into the realm of fantasy. Opulent operas with excellent voices and a brilliant orchestra, great plays with outstanding performers: A visit invites you to encounter stories and characters that touch and move. The Aachen Symphony Orchestra is one of the oldest orchestras in Germany. With 140 performances a year in concerts and special projects, it demonstrates enormous versatility.

Provider: Theater Aachen
Booking: +49 241 4784 244 or theaterkasse@mail.aachen.de
Duration: depending on programme
Languages: depending on programme
Price: depending on programme, groups of 15 or more receive a 20 % discount

Our tip: At Theater Aachen and Grenzlandtheater Aachen, you can book a guided tour behind the scenes and an introduction to the current production by individual arrangement in addition to attending the performance.

A Visit to the Grenzlandtheater



How about a special kind of theatre experience? Centrally and attractively located in Aachen's city centre, visitors to the Grenzlandtheater can look forward to a varied programme: From sophisticated comedy to the (modern) classic and contemporary drama and musicals – if you want to be entertained in an intelligent and varied way, the Grenzlandtheater Aachen is the right place for you.

Provider: Grenzlandtheater Aachen
Booking: +49 241 4746 111 or tickets@grenzlandtheater.de | grenzlandtheater.de
Duration: depending on the programme
Number of participants: max. 218 seats
Language: DE
Price: from €19,50, discounts for groups, pupils/students and from 50 % degree of disability

Please note: This experience is only available in German!



Black Table Magic Theater Aachen

At the Black Table Magic Theater you will experience a unique close-up magic show that will captivate you with amazing tricks and a mixture of humour and magic. With a maximum of 62 spectators and a combination of cards, balls, coins, ropes and mental miracles, every performance is a personal experience. The magician Christian Jedinat inspires and enchants you in his shows "Nicht blinzeln!", "Blackout" and "Kopfkino" with artistry and wordplay. For the show "Rarities" he has pulled out some particularly rare and impressive tricks from his bag of tricks.

Provider: Black Table Magic Theater

Booking: black-table.de

Duration: 2.5 hours incl. break

Number of participants: max. 62 persons

Languages: DE

Price: First row: €89, second row: €79, third row: €69, each per person and including champagne, drinks and tarte flambée during the interval

Please note: This experience is only available in German!

Our tip: The Black Table Magic Theatre can also be booked exclusively (62 seats). Costs from: €3.550. More information at black-table.de.



DAS DA THEATER – Culture for Everyone

The DAS DA THEATER is the largest private theatre in the Aachen region. It stands for sophisticated, entertaining and socially relevant theatre. Whether classics in a new guise or contemporary plays: The stories on the stage are thought-provoking, touching and often surprise with humour despite their profound themes. The lovingly staged, musical children's theatre for everyone aged 3 and up is also part of the repertoire. The highlights of each season include the theatre dinner at Gut Hebscheid and the open-air musical at Burg Wilhelmstein. The main venue is the theatre at Liebigstraße.

Provider: DAS DA THEATER

Booking: +49 241 161688 | theater@dasda.de

Duration: depending on the programme

Number of participants: individualised

Languages: DE

Price: depending on the programme, groups of 15 people or more receive a 10 % discount

Please note: This experience is only available in German! More information at dasda.de.



Events and Happenings in and around Aachen

There's a lot going on in Aachen! The presentation of the International Charlemagne Prize, the World Equestrian Festival, the Christmas market against the most beautiful backdrop and much more – such events can only be found in Aachen.

From high-calibre concerts and cool festivals to our event highlights such as the CHIO and Christmas market – there is something for everyone here. Enjoy the flair at the street festivals or treat yourself to culinary highlights at the wine festival. Aachen presents a diverse range of events that leave nothing to be desired. You can find all the current event highlights at our website: aachen-tourismus.de/aachen-entdecken/events or via the QR code.



Do you Need a Hotel for your Group?

We are happy to help you with your hotel search, tailored to your needs

Make it easy for yourself: let us take over the search and find the right accommodation for you. Whether you are looking for an individually managed family hotel, a comfortable city hotel with a stylish ambience, a quiet hotel in the countryside or budget-friendly group accommodation – we will advise you, obtain free offers for you and put you in touch.

Click here to go directly to the enquiry form:

aachen-tourismus.de/aachen-entdecken/fuehrungen-rundgaenge/gruppenanfrage



Our tip:

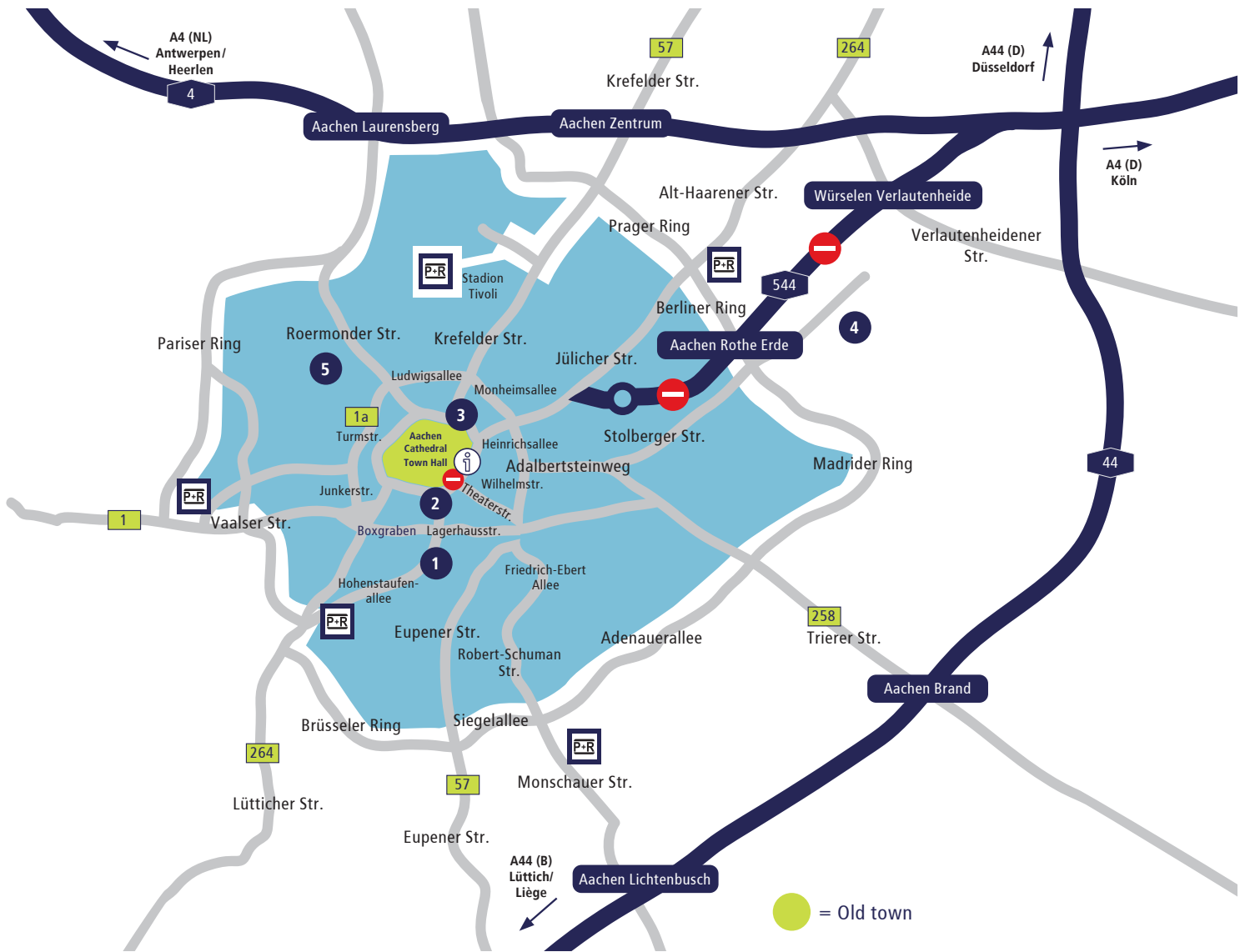
All-round carefree packages for Aachen explorers

Our packages are a charming alternative for small groups in particular, where you can get to know our city and all its facets in one package. You can find all the information at: aachen-tourismus.de/aachen-entdecken/pauschalangebote



Bus Parking Information

Important notes at a glance



- 1 Friedlandstraße 2–4**
 - Bus stop for max. three coaches
 - Parking from 9 a.m. – 6 p.m. for two hours with parking disc
- 2 Karmeliterstraße 1–3**
 - Stop for max. two coaches
 - Stops from 7 a.m. – 8 p.m. only for boarding and alighting (limited time)
- 3 Sandkaulstraße 4–10**
 - Stop for max. two coaches
 - Parking from 9 a.m. – 6 p.m. for two hours with parking disc (unlimited from 6 p.m. – 9 a.m.)
 - Exit stop for boarding and alighting
- 4 Wilmersdorfer Straße**
 - Bus stop for max. 12 coaches
 - Kiosk and toilets in the immediate vicinity
- 5 Bendplatz (Süsterfeldstraße)**
 - Free bus stop for coaches during the Aachen Christmas Market
 - Incl. drivers' meeting point

- Environmental zone**

Aachen's city centre is located in an environmental zone. Coaches require a green sticker to enter the city centre. Information at: aachen.de/umweltzone
- Park + Ride car parks**

4 out of 5 are located outside the environmental zone. Information at: aachen.de/parkandride
- Our Tourist Info**

Our Tourist Info Elisenbrunnen at Friedrich-Wilhelm-Platz may not be approached by coaches!
- Construction sites**

Due to construction work, the A544 and Theaterplatz are currently closed to traffic. Information at: aachen.de/in-aachen-leben/mobilitaet-verkehr

Status: August 2025

General Terms and Conditions

For our guided tours

The general terms and conditions refer to offers of the organizer aachen tourist service e.v. ("ats")

1. Validity and prices
The offers shown, including prices, are valid at the time of the respective new edition. We reserve the right to adjust our prices and validity at any time. For guided tours starting after 6 p.m., the ats charges an evening surcharge of €20 per group. The foreign language surcharge €30 is already included in the mentioned rates, the 1/2 hour extension costs €30 per group.

2. Performances and changes in performances
The ats reserves the right to use a suitable tour guide according to the required qualification. The execution of the guided tour shall not be bound to a certain tour guide. The ats also reserves the right, after conclusion of agreement, to use a different tour guide than the one originally mentioned, if this, under consideration of the interests of ats, is still reasonable for the guest.

3. Mutually agreed changes in performances
Changes on a guest's request shall only be possible during office hours and are only binding, if ats has confirmed these changes in writing. Alteration requests must be made in written or electronic form. If the agreed services, in particular date, time, foreign languages, etc., are changed by the guest more than 2 times, the ats shall be entitled to charge a processing fee of €5 per service and group. The guest's right to proof minor damage shall be unaffected.

4. Delays
In case of a delay, the guest shall immediately inform ats. In principle the duration of the guided tour will correspondingly be shortened by the delay time. If the tour guide's time allows it, the guided tour can be extended. At a time extension of 15 to 30 minutes, costs will be increased by €30, in case of an extension between 31 and 60 minutes by €60. If the guest/the group of the guest has not arrived after 30 minutes waiting time without notification, it will be assumed that the guided tour is not made use of. The costs shall be invoiced according to the paragraph "cancellations".

Organizer of the service:
(unless stated otherwise):
aachen tourist service e.v.
Markt 45-47
52062 Aachen

Tel.: +49 241 18029-0
Fax: +49 241 18029-30
info@aachen-tourismus.de
aachen-tourismus.de

VAT Reg. No.: DE121682057
District Court Aachen VR 1002

Key features of the service: Organisation of public guided tours
Event organiser liability insurance: R+V Allgemeine Versicherung AG,
Raiffeisenplatz 1, 65189 Wiesbaden
Scope of insurance: worldwide.
The contract is subject to German law.

5. Cancellations on the part of the guest
Withdrawal from contract (cancellation) shall only be possible during office hours of the ats and shall be made in written or electronic form. Until 7 days before execution of the service cancellation shall be free of charge. In case of cancellation until 24 hours before execution of the service, we will invoice 80 % of the order sum as well as the possibly occurring costs for ordered / mediated foreign services (bus, etc.). If the cancellation is made at a later point in time or the tour is not made use of, the full amount shall be invoiced. The guest's right to proof minor damage shall be unaffected.

6. Cancellations on the part of ats
The ats shall have the contractual right until 24 hours before execution of a booked tour, to withdraw from it or to cancel it. This can e.g. be the case, if a guide became ill and no substitute person could be found. In this case the booking fee shall not be charged or already paid amounts shall be reimbursed to the full amount.

7. Liability and limitation of liability
As an organizer for individual services ats shall be liable for intention and gross negligence. In case of slight negligence the ats shall only be liable, if an essential contractual obligation (cardinal obligation) is infringed. The claim for damages against ats, in case of slightly negligent infringement of contractual obligations, shall in principle be limited to a conclusion of the contract foreseeable possible damages typical for the contract concerned. These limitations of liability shall not be applicable to damages due to injury of life, body and health.

8. Photo, film and audio recordings
Recordings of the guided tour (photo, film or sound recording) shall only be permitted with prior express consent of the organizer/tour guide. Any publication of photos, film or sound recordings shall as well only be permitted after written consent of the organizer/tour guide. All copyrighted rights shall belong to the ats.

9. Online dispute resolution according to art. 14, paragraph 1 ODR-VO
The European Commission provides a platform for online dispute resolution (OS), which the customer finds at ec.europa.eu/consumers/odr/. The ats does not take part in any dispute settlement procedure of a consumer arbitration board and shall also legally not be obliged to take part in it.

Imprint

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www.sparkasse-aachen.de

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