

## FAQ about the Nuremberg Card

### PURCHASING A CARD

- May I purchase a Nuremberg Card when staying in a private home, holiday apartment, caravan or motorhome or while camping?

*In order to purchase a Nuremberg Card, a guest stay in a commercial enterprise in Nuremberg or Fürth (hotel, inn, guest house or campground) is required. Holiday apartments and private caravans or motorhomes are not included.*

- When I purchase a Nuremberg Card, must I show proof that I am staying in commercial accommodations?

*No, proof of accommodation is not required when purchasing a Nuremberg Card.*

- Is a rebate available for the Nuremberg Card (for students, senior citizens or the handicapped)?

*No, there are no rebates available for the purchase of a Nuremberg Card.*

- May I purchase a Nuremberg Card for a school class with children under the age of 12?

*No. The Nuremberg Card for children is only available for families in which the parents purchase a Nuremberg Card for adults.*

- When I purchase a Nuremberg Card, must I indicate the date on which it will be used?

*No, that is not necessary. You must enter the first day of use on the reverse side of the Nuremberg Card.*

- Can I purchase a Nuremberg Card before I arrive in Nuremberg?

*Yes. Within the EU, you can purchase a Nuremberg Card in our online shop. Please be aware that the Nuremberg Card will be sent to you by post. Processing time takes at least four business days.*

- I live outside the EU: Can I still receive a Nuremberg Card by post?

*Yes, we can mail a Nuremberg Card to destinations outside the EU. In this case, shipping charges are much higher. Please send your order for a Nuremberg Card by e-mail to [info@ctz-nuernberg.de](mailto:info@ctz-nuernberg.de). The card will be shipped only after prepayment.*

- How long does it take to receive a Nuremberg Card by post?

*If you order a Nuremberg Card by post, please plan on a processing time of at least four business days (By standard mail within Germany; shipping outside of Germany will take longer).*

- How much does it cost to receive a Nuremberg Card by post?

*You can find a general overview of shipping costs at <http://tourismus.nuernberg.de/shop/lieferung>*

- Where can I purchase a Nuremberg Card within Nuremberg?

*The cards are available at Tourist Information (Königstraße 93 or Hauptmarkt 18), at the information stand at the airport, in many hotels in Nuremberg and Fürth and at the Knaus Campingplatz at the Dutzendteich.*

- If I would like to purchase a Nuremberg Card in Nuremberg, should I order it online before I arrive?

*No, our sales offices always have Nuremberg Cards available. There is no need to order in advance.*

- Where and when can I purchase a Nuremberg Card at the Airport Nuremberg?

*You can purchase a Nuremberg Card at the main information center in Departures Hall 2. It is open daily from 6:00 am to 11:00 pm.*

## VALIDITY

- Is there a time limit to begin use of a Nuremberg Card?

*No, there is no time limit to use Nuremberg Cards. If, however, between the purchase and use of a Nuremberg Card the purchase price has changed, you must exchange your previously purchased Nuremberg Card for a current card in one of our Tourist Information centers and pay the difference.*

- Is the Nuremberg Card valid for two days or 48 hours?

*The Nuremberg Card is valid for two consecutive calendar days, not for 48 hours.*

- Is there a Nuremberg Card available for one day or three or more days?

*No, the Nuremberg Card is only available for two consecutive calendar days.*

- How do I activate my Nuremberg Card?

*You do not need to activate your Nuremberg Card. You must simply write in the first day of use and sign on the reverse side of the Nuremberg Card.*

- For which public transportation zones is the Nuremberg Card valid?

*The Nuremberg Card is valid for the underground/subway, trams and buses within Nuremberg, Fürth and Stein (Zone A). You can find an overview of Zone A here [https://www.vag.de/fileadmin/user\\_upload/06\\_dokumente/Netz/Verkehrsnetz\\_gesamt\\_Nbg\\_Fue\\_stilisiert.pdf](https://www.vag.de/fileadmin/user_upload/06_dokumente/Netz/Verkehrsnetz_gesamt_Nbg_Fue_stilisiert.pdf)*

- May I ride to the Playmobil-FunPark with my Nuremberg Card?

*Yes, the trip with public transportation to the Playmobil-FunPark is included in the Nuremberg Card.*

## **MUSEUMS AND ATTRACTIONS**

- For which museums and attractions is my Nuremberg Card valid?

*With the Nuremberg Card, you have free admission to more than 40 museums and attractions. A detailed list of participating museums and attractions can be found in our flyer, available at - [https://tourismus.nuernberg.de/fileadmin/dokumente/planen/vor\\_der\\_reise/Download-Center/Downloads\\_2020/Flyer-N%C3%BCrnberg-Card.pdf](https://tourismus.nuernberg.de/fileadmin/dokumente/planen/vor_der_reise/Download-Center/Downloads_2020/Flyer-N%C3%BCrnberg-Card.pdf)*

- May I visit special exhibits in the museums with my Nuremberg Card?

*The Nuremberg Card is valid for regular admission into the museums. If there is an extra charge for special exhibits, that must be paid at the museum.*

- May I visit a museum or attraction more than once with the Nuremberg Card?

*No. You may only visit a museum or attraction once with the Nuremberg Card.*

- Is the Nuremberg Card valid for admission to the zoo?

*Yes, admission to the Nuremberg Zoo is included in the Nuremberg Card.*

- Is the Nuremberg Card valid for admission to the Playmobil-FunPark?

*No, admission to the Playmobil-FunPark is not included in the Nuremberg Card.*

## TOURS

- Are city tours included in the Nuremberg Card?

*No. City walking and bus tours must be paid separately.*

- May I reserve my free tickets for the rock-cut cellars, art bunker, casemates and underground water lines in advance?

*No. You can receive a free ticket in person at our Tourist Information centers at Königstraße 93 or Hauptmarkt 18. Free tickets for the rock-cut cellars are also available at the brewery shop at the Hausbrauerei Altstadt Hof. When you pick up your tickets, you must choose an entry time for the tour.*

- Where in Nuremberg can I receive my free tickets for the rock-cut cellars, art bunker, casemates and underground water lines?

*You can receive a free ticket in person at our Tourist Information centers at Königstraße 93 or Hauptmarkt 18. Free tickets for the rock-cut cellars are also available at the brewery shop at the Hausbrauerei Altstadt Hof. When you pick up your tickets, you must choose an entry time for the tour.*

- May I take part in the tour “Red Beer in Deep Cellars” with the Nuremberg Card?

*Yes, but you must pick up a free ticket. You can receive a free ticket in person at our Tourist Information centers at Königstraße 93 or Hauptmarkt 18 or at the brewery shop at the Hausbrauerei Altstadt Hof. You must also pay an additional 3 Euros per person at the Hausbrauerei Altstadt Hof for the tasting included in the tour. When you pick up your tickets, you must choose an entry time for the tour.*

## OTHER INFORMATION

- Are there other rebates available with the Nuremberg Card?

*No, there are no additional rebates available with the Nuremberg Card.*

- Is there a digital version of the Nuremberg Card available or do I always need the original Nuremberg Card?

*No, there is no digital version of the Nuremberg Card available. To use the Nuremberg Card, you always need the original.*

- Can I receive the Nuremberg Card by email?

*No. There is no digital version of the Nuremberg Card. To use the Nuremberg Card, you always need the original.*

- If I lose my Nuremberg Card, can I receive a substitute card?

*No. If you have lost your Nuremberg Card, you must purchase a new card.*