

# User Handbook for the Nuremberg Booking System for Tourist Busses

In principle, tourist busses are not allowed to drive into the Augustinerstraße. However, if a bus is transporting guests with reduced mobility, one can apply for a special fee-based permit (according to §46 StVO). Each permit is valid only once and only for the requested date and time. This permit must be shown to the security staff at the Augustinerstraße. You can only apply for this permit through our new online booking system; you will also receive your permit online.

To use the booking system, please follow the procedure described below.

## Step 1: Registration

Registration takes place via the registration screen on the website of Nuremberg's SÖR. Please fill out all required fields which are marked with an asterisk (\*). Once you have filled out the registration form and have sent it in, you will receive a registration e-mail. Only when you have confirmed this e-mail is your registration complete.

## Step 2: Request a New Booking

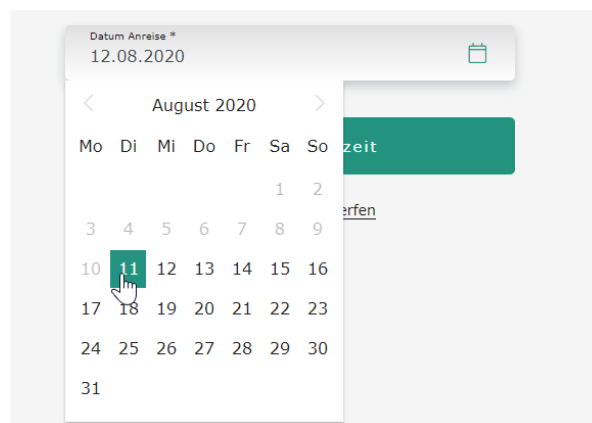
After you have registered, you can sign into our customer portal using your user data. You can now request a special permit via the menu option "New Reservation". When you request a permit to enter the Augustinerstraße, you must choose a time and date for the booking. The permit is only valid for this time and date.

### 2.1. Persons with Reduced Mobility

In the first step of reservation, you must confirm that you have persons with reduced mobility on board. This is necessary to receive a permit and to book an entry to the Augustinerstraße. If you have no persons with reduced mobility on board, your application will be denied. You will then receive a city map showing other valid bus parking areas within Nuremberg.

### 2.2. Arrival Information

In the second reservation step, you can choose your arrival date in a calendar. Only dates which are available will be displayed here.



### 2.3. Time and Number/License Plate

In the third step of registration, you must choose an arrival time and enter the number/license plate of the bus. Only times which are available will be displayed here.

Bus 1 Anreisezeit 07 20 Haltedauer 07:20 - 07:40

KFZ-Kennzeichen \*

Weiter zur Bezahlung

If the bus and therefore its plate is changed, you must also change this information in the menu option **“Manage Reservation”** after you have booked your permit.

### 2.4. Complete Order & Pay

There is a fee charged for this special permit according to the German Fee Schedule for Road Traffic (GebSt). The fee is currently 18 Euros.

In the fourth step of booking, you will see an overview of your reservation and can choose your method of payment. Please choose your method of payment and confirm your acceptance of our Terms and Conditions. When you click on **“Confirm and Pay”**, you will be transferred to a page where you may pay.

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## Zusammenfassung & Bezahlung

FÜR 1 BUS(SE) AM 22.12.2020

Details zur Reservierung				
Bus	Datum	Anreisezeit	KFZ-Kennzeichen	Preis
	22.12.2020	11:00 - 11:10 Uhr	XY	18,00 €
<b>Gesamt (netto)</b>				<b>18,00 €</b>

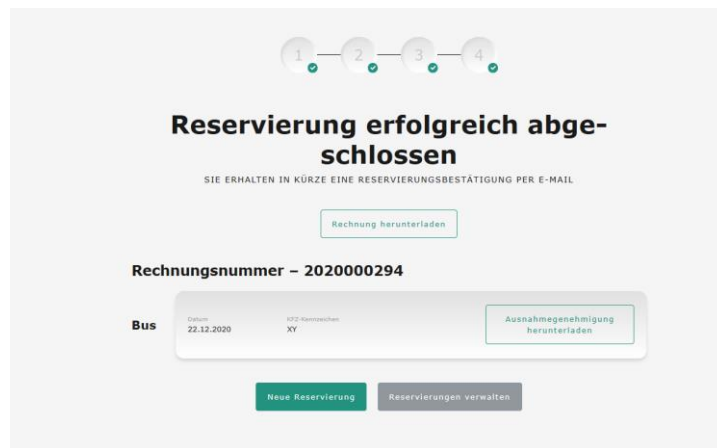
[Reservierung bearbeiten](#) Ihre Ausnahmegenehmigung steht nach der Bezahlung für Sie zum Download bereit. Bitte lassen Sie dem Busfahrer die Ausnahmegenehmigung für die Anfahrtskontrolle zukommen. Detaillierte Informationen über den Anfahrtsstandort sind auf dem Ticket oder in der FAQ zu finden.

[Reservierung verwerfen](#)

Bezahlung	
<b>Zahlungsart</b>	
<input type="radio"/>	Kreditkarte *
<input type="radio"/>	Giropay *
<input type="radio"/>	Paydirekt *
<input type="checkbox"/>	Ich habe die <b>allgemeinen Hinweise</b> gelesen *
<b>Verbindlich buchen</b>	

### 2.5. Completing Your Reservation

Once you have paid for your reservation, a page showing the confirmation of your reservation will appear. Here you can download your receipt and permit.



You will also receive a confirming e-mail with a receipt and the permit as a PDF attachment.

**IMPORTANT:** Please transfer the permit to your bus driver, so that the security personnel on site can check the validity of the permit.

### Step 3: Entry and Control

The permit allows a one-time entry to the Augustinerstraße, valid only at the time and date on the permit.

Entry (earlier or later), even with only a minute variation, is not possible. Waiting near the Augustinerstraße is also not permitted.

If you believe you will be delayed, we encourage you to change or cancel your reservation as soon as possible.

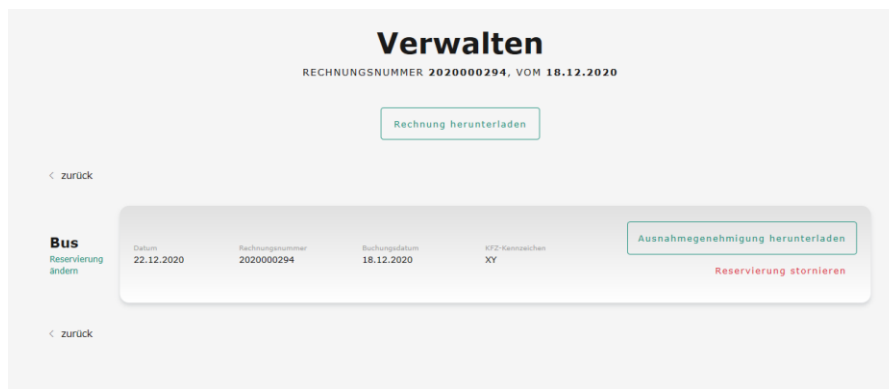
Once you enter the Augustinerstraße, you must have your valid permit ready and available (printed or on a mobile device) to show to the security personnel at the site.

### Changes / Changes to the Plate Number / Cancellations

#### Changes

Changes in time and date are possible and free-of-charge if alternative slots are available.

To do so, log into the customer portal and choose the menu option “Manage Reservation”. On the left side of this option, you can click on “Change Reservation” and change both the date and time of entry.



## Changing the Plate Number

If you will use a different bus than listed in your permit, you must change your license plate number. This also takes place using the [“Change Reservation”](#) option.

### Bus Reservierung ändern

ANKUNFT 22.12.2020, UHRZEIT 11:00 - 11:10

Datum Anreise \*  
22.12.2020

Anreisezeit  
11 00

Haltezeit  
11:00 - 11:10

KFZ-Kennzeichen \*  
XY

Änderungen speichern

## Cancellation

You may also cancel your reservation anytime on the [“Manage Reservation”](#) page. Please click on the menu option [“Cancel Permit”](#) oder [“Cancel Reservation”](#).

Please note: If you cancel your reservation, your fee cannot be refunded due to German law. If you will not use your reservation, we ask you to cancel as a courtesy to other drivers, so that they may use your time slot.

## Verwalten

RECHNUNGSNUMMER 2020000294, VOM 18.12.2020

Rechnung herunterladen

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<b>Bus</b>	Datum 22.12.2020	Rechnungsnummer 2020000294	Buchungsdatum 18.12.2020	KFZ-Kennzeichen XY	Reservierung storniert
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