

BUDAPEST ZOO AND BOTANICAL GARDEN

VISITING RULES

10/2016



Pursuant to Article 3(2)(b) of the KÖM-FVM-NKÖM-BM joint decree no. 3/2001. (II. 23.) (on the detailed rules of establishment, operation and maintenance of zoological gardens and animal shelters) issued by the Minister of Environment Protection, the Minister of Agriculture and Regional Development, the Minister of Cultural Heritage and the Minister of the Interior, I hereby adopt the “Visiting Rules” of the Budapest Zoo and Botanical Garden here below:

1. The Budapest Zoo and Botanical Garden (hereinafter: the ZOO) is a public institution, a nature reserve created with the aim of presenting to the general public the wonders of nature as well as the risks jeopardising its survival, thereby allowing people to establish a relationship with their fellow living creatures and admire the diversity, as a factor from a cultural standpoint. The ZOO aims to participate in the work of the community protecting nature to save animals, plants and their habitats. The ZOO aims to preserve its primary place among the tourist attractions of Hungary, thereby providing an opportunity for pleasant recreation and family leisure time, and at the same time preserve and enrich its own historical heritage, as one of the greatest artistic and historic monument zoos of the world.
2. Visiting the ZOO is subject to payment of an entrance fee. The amount of the entrance fees and the available discounts are specified in a separate price table posted at the ticket office in a clearly visible place. If properly justified, the Director General may permit the issue of HUF 0 tickets; however, entries made with this discount shall also be considered as visits to the ZOO. Entrance by guests to events held in non-public areas of the ZOO, entrance only and verifiably for official purposes and those instances of other admissions permitted by the Director General of the institution shall not qualify as ZOO entries. At the same time, these entries shall also be fully subject to the currently effective “Visiting Rules”.
3. No repeat entry shall be allowed with a ticket already used for ZOO entry, hence a new ticket is required to be purchased if the visit is interrupted for any reason (health issues, unfavourable weather conditions, etc.). If the visit is interrupted, the ZOO is not obliged to reimburse the price of the purchased ticket.
4. The ticket shall entitle the Visitor to view the collections of the institution displayed for presentation and to use the other free services of the ZOO.
5. Purchase of the entrance ticket shall not entitle the Visitor to enter the areas closed off from the public or to infringe the bylaws set out in the “Visiting Rules”.
6. No bicycles, skateboards, roller skates or scooters using any propulsion are allowed on the area of the ZOO. Guarded bicycle storage is provided near the entrance, subject to payment of a fee.
7. The ZOO can only be visited during opening hours. Visitors are required to leave the ZOO as soon as possible after closing time. Those events which are organised by the institution for the general public outside opening hours (such as evening concerts, evening guided tours, other exceptional events) shall constitute an exception to the normal opening hours and during them the management of the institution shall separately determine the areas open for visiting and the available services .
8. The ZOO is open each day of the year, from mid-morning until the afternoon (it closes an hour before nightfall). The exact opening times are posted at the ticket offices and at the notice-

boards installed at the entrances and also on the website of the institution. The institution reserves its right to change the opening hours. Any possible changes shall be communicated at the ticket offices and through the loudspeakers. In the event of a Force Majeure event, the ZOO does not have liability for damages *vis-à-vis* the Visitors and reserves its right to decide at its own discretion whether it reimburses or reduces the price of the tickets.

9. The ZOO has the right to close off certain areas, buildings or exhibitions in certain cases (reconstruction, technical problems, events, film shoots, issues of animal health, etc). The ZOO shall announce these closed off areas on the website of the ZOO and at the entrances, if required. No subsequent compensation or ticket price reduction is allowed in such an event.
10. The ZOO does not take any liability for damages arising from losing any objects on the premises of the ZOO.
11. Leaders of children's groups shall be liable for ensuring that the Visiting Rules are observed by themselves and their group members on the premises of the ZOO. Leaders and helpers of children's groups must pay special attention to ensure the safety of the children's group they look after, in terms of their lives, risk of accidents and their property.
12. Visitors shall visit and use the playgrounds, the playground equipment, the petting zoo and the immersion attractions (where visitors can have direct connection with the animals) at their own risk and liability. Children under 14 can only visit these places under adult supervision.
13. Visitors acknowledge and are aware that the majority of the animals kept in the ZOO are dangerous (wild animals) and hence getting close to these animals poses increased danger to life and safety and the prohibition signs must be observed. Only animals not qualifying as dangerous (farm animals) are presented in the immersion attractions (where visitors can enter the animal enclosures), however, these animals, in particular if touched without the proper circumspection, can also be dangerous. We request you avoid this, and in any case, every visitor does so only at their own risk. The behaviour of the animals and their reactions to certain unexpected moves, sounds or even fragrances are totally unpredictable and hence even species otherwise seeming peaceful may bite or sting! Signs have been put up by the ZOO to warn of expressly dangerous animals.
14. In the event of any accident or extraordinary events, the employees of the ZOO must be notified; they shall take the measures required according to the respective action plan and shall notify the competent leaders of the institution. *(If first aid is needed, the currently effective instruction of the Director General must be followed, issued regarding first aid to Visitors.)* The first aid kit and the emergency call equipment are located in the places marked with first aid signs.
15. Certain parts of the ZOO are not open to visitors. These areas include, for example, the facilities providing the operating background, the and the zone around animals and other elements that are hazardous to people. Unauthorised access to closed-off areas, areas surrounded by safety rails and areas marked with "operational area" signs or prohibition pictograms shall be strictly forbidden. The ZOO does not undertake any liability for accidents resulting from entry to these areas.
16. Visitors are obliged to observe the rules intended to serve the well-being of animals. It is strictly forbidden to hurt, provoke or irritate the animals, or to put any unauthorised objects into the animal enclosure in any way whatsoever (for example by reaching into the enclosure with a selfie stick). In order to protect animal health and human health, feeding most of the animals is prohibited. However, certain animals are allowed to be fed with zoo biscuits, special fodder sold specifically for that purpose. Warning signs indicate the animals that can be fed.

17. Children under 14 can visit the ZOO only under adult supervision. Similarly, those people with disabilities whose movement, eyesight, hearing, mental or communication abilities are so seriously impaired that their visit may pose a risk to themselves or to other visitors can only visit the ZOO with an attendant. People with contagious diseases are not allowed to visit the ZOO!
18. It is prohibited to bring dogs, pets or other animals into the ZOO, since their presence represents an increased threat to animal health. Assistance dogs having the required documents and certificate of vaccination are an exception to this rule. These documents must be sent to the ZOO at least two working days prior to the planned visit by email to info@zoobudapest.com. The ZOO, as a response to this email, shall send a visiting permit or refusal. Assistance dogs must be kept on a leash and muzzled during the visit.
19. It is prohibited for Visitors to take the following objects into the ZOO: balloons, dangerous objects, any tool with a sharp or cutting edge, weapons, pyrotechnics tools or any other tools capable of frightening the animals or constituting a danger to the health or calm of the animals or disturbing the peace of mind of the visitors. Furthermore, it is prohibited to behave in a manner violating public order or public morals.
20. Visitors acknowledge that, for security reasons, the ZOO premises are controlled by surveillance cameras and the images are recorded. By purchasing tickets and/or passes, Visitors accept and consent that recordings can be made of them in this way during their visit. No claim may be raised in connection with this.
21. Smoking is allowed only at the designated smoking areas in the ZOO. It is strictly prohibited to throw any burning cigarette butts away or into the rubbish bins. The butt trays of the installed rubbish bins must be used for that purpose.
22. It is forbidden to disturb Visitors to the ZOO premises and near its entrance with the following activities:
 - a. distribution of flyers without permission,
 - b. collection of signatures for any purpose,
 - c. political or similar activities,
 - d. begging or any other similar activity.
23. The following persons may be excluded from the ZOO visit:
 - those who do not have a valid ticket or cannot give proof of paying the admission fee during a ticket check;
 - those who refuse to comply with the Visiting Rules, despite being given a warning;
 - those who behave in a blatantly scandalous or obscene manner and thereby may cause offence to the other Visitors;
 - anyone who is apparently under the influence of alcohol or other drugs;
 - anyone who, by their reckless behaviour, jeopardises their own safety or that of the others, the property of the institution or the health of the animals, in any way whatsoever.In these cases Visitors shall not be entitled to claim reimbursement of the price of the ticket.
24. No motor-vehicles shall be allowed onto the areas of the ZOO open to Visitors during opening hours. The vehicles and machinery required for the operations of the institution shall be an exception to this rule, as well as the on-duty vehicles of the police, ambulance and fire services. These vehicles must observe the Highway Code and the respective speed limits.
25. A "Customer Book" is available at the main entrance of the institution, wherein any Visitor of the institution can enter their opinions (complaints, praise or other comments). Possible complaints must be investigated within 30 working days and, if so requested by the complainant, they shall be notified in a letter on the measures taken to remedy the complaint.

26. Visitors have full liability for any damage caused by them.
27. The ZOO shall refuse all claims filed regarding damages resulting from the violation of the Visiting Rules by a Visitor.
28. Visitors to the ZOO may take photographs and record moving images for private purposes in the areas of the ZOO open for the general public, in compliance with the currently effective legislation.
Visitors are not allowed to fly drones or record images by the cameras installed on such drones over the area of the ZOO and in its airspace; furthermore, it is strictly forbidden to record images by reaching into the yards or enclosures of the animals (for example with a selfie stick) due to the increased safety risk involved. The written permission of the ZOO shall be required if the recordings are intended to be used for non-private purposes, in particular for commercial or business purposes. Photographs or moving images also showing the Visitors may be made within the framework of the ZOO's own documenting activities or the press activities carried out on the premises of the ZOO with the ZOO's permission. As far as these images are concerned, the Visitor, by purchasing the ticket or (if free admission is granted to them) by using the free admission, accepts that if they are included in the image with at least two other persons, it qualifies as a mass image, and if the image includes, in addition to the concerned Visitor, a ZOO animal, plant or building or facility, in a discernible manner, the concerned image does not qualify as their personal portrayal, but as a view of the ZOO, and hence no claim can be raised by the Visitor regarding making or usage of the given image on the grounds of right to personal portrayal. Visitors who do not want to be included in a discernible manner on mass photographs or views of the ZOO can indicate this at the main entrance at the start of their visit and the ZOO will accordingly not make any such images of them.
29. These Visiting Rules shall also be applied on the area of the Margaret Island Pet Zoo operated by the institution.

Our Visiting Rules were drafted with a view to protect the safety and health of our Visitors and the animals, plants, natural values and historic monuments situated in the premises of the ZOO. The Visiting Rules have been approved by the licensing authority.

Have a great time and pleasant visit at our ZOO!

Budapest, 22 August 2016

prof. dr. Miklós Persányi

Signed.

Director General of the Budapest Zoo and Botanical Garden

Supervisory bodies:

1. Municipality of Budapest, Mayor's Office
2. Regionally Competent Office of the National Tax and Customs Administration
3. Competent Branch of the Hungarian Authority for Consumer Protection
4. Mayor's Office of Zugló Municipality
5. Pest County Government Office, Department of Environment and Nature Protection