

Budapest Zoo and Botanical Garden

Policy no. 9/2021

BUDAPEST ZOO

VISITING RULES

INTRODUCTION

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, the Visiting Rules of the Budapest Zoo and Botanical Garden are established as follows:

GENERAL RULES

1. The Budapest Zoo and Botanical Garden (hereinafter: the ZOO) is a public Institution, a nature reserve created with the aim of presenting the wonders of nature, as well as the risks jeopardising its survival, to the general public, 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, modern dissemination of knowledge and family leisure time, and at the same time for preserving and enriching 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 Visitor, by purchasing the ticket, accepts the provisions of these Visiting Rules as binding on themselves. Visitors are obliged to keep the ticket throughout the entire duration of their visit and present such ticket to the ZOO staff upon request. Payment of the entrance fee shall not entitle the Visitor to enter the areas closed off from the public or to infringe the rules set out in the Visiting Rules.
3. The price of the tickets and the available discounts are specified in a separate price table posted at the ticket office in a clearly visible place. 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.
4. 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.
5. The ticket shall entitle the Visitor to view the collections of the Institution displayed for presentation and to use the other free services. The Visitor, by entering the premises of the ZOO, undertakes to observe the rules effective here. The Visitor acknowledges that they must observe and follow any restrictions, warnings or instructions given by the ZOO staff based on the rules, whether written, verbal or otherwise.
6. Visitors are only allowed to move around on foot in the ZOO in the interests of the safety and peace of other Visitors. Exceptions are medical equipment necessary for the mobility of our fellow citizens with reduced mobility and equipment used to assist the mobility of small children (pushchairs, push ride-ons). When using a push ride-on, the parent or adult accompanying the child must ensure that the child does not endanger his or her own safety or the safety of others. Otherwise, if a Visitor complains, the ZOO staff may ask the parent to suspend the use of the push ride-on.

7. The ZOO can only be visited during opening hours. Visitors must leave the area before closing time. Those events that are organised by the Institution for the general public outside standard opening hours (such as evening concerts, evening guided tours and other events) shall constitute an exception to the normal opening hours, and during them 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 nightfall (it closes an hour before nightfall). The currently effective opening hours are displayed at the entrance of the ZOO and on the website of the ZOO (www.zoobudapest.com). The ZOO has the right to change the opening hours in justified cases. For instance, in the event of exceptional meteorological conditions (lightning, thunderstorms, windstorms, hurricanes, whirlwinds, etc.), serious technical obstacles (power cuts, etc.), livestock emergencies or terrorist threats. Any possible changes shall be communicated at the ticket offices and through the loudspeakers. In these cases the ZOO shall not have any liability for damages. In the event of service level reduction due to technical error or in case of a Force Majeure event, the ZOO reserves its right to decide at its own discretion whether it shall reimburse or reduce 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. Persons under the age of 14 visiting the ZOO are considered children and may only enter and remain on the premises if accompanied and supervised by an adult. The accompanying adult is responsible for ensuring that the child complies with the Visiting Rules. The accompanying adult shall remain with the child at all times during the visit and shall pay particular attention to the safety of the child in their care and the safety of the child's property throughout the visit. The ZOO shall not undertake any liability for damages resulting from failure of the above.

Leaders of children's groups shall also be liable for ensuring that the Visiting Rules are observed by themselves and their group members on the premises of the ZOO. The leaders and chaperones of child groups shall remain with the group of children at all times during the visit and shall pay particular attention to the safety of the children group led by them and the safety of the child group's property throughout the visit.

11. 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) of the ZOO at their own risk and liability. Children under 14 can only visit these places under adult supervision.
12. Visitors acknowledge that some of the animals living in the ZOO are dangerous or highly dangerous, which are extremely hazardous to approach. Observing the prohibition signs posted at the animals is obligatory. It is forbidden to enter or climb inside the barriers, fences or fence lines intended to stop visitors. It is strictly forbidden to reach out or enter or penetrate with a body part or with any object into any enclosure used for keeping animals that is enclosed by fences, bars, pens, nets, glass, walls or any other means.

An exception is made for certain specially designated animal exhibition areas open to the public, known as immersion attractions, where animals not classified as dangerous are shown to the public. Touching animals here can also be dangerous, so Visitors must refrain from doing so, and Visitors may do so at their own risk, even when a ZOO staff member trained to assist is present. The behaviour of the animals and their reactions to certain unexpected moves, sounds or even fragrances are unpredictable and hence even species otherwise

appearing to be peaceful may bite, ram, sting, etc.!

13. In the event of any accident or extraordinary event, 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, issued regarding first aid to Visitors, must be followed.) The first aid kit and the emergency call equipment are located in the places marked with first aid signs.
14. Certain parts of the ZOO are not open to visitors. These areas include, for example, the facilities providing the operating background, the zone around dangerous animals and other elements that are hazardous to people. Unauthorised access to closed-off areas, areas surrounded by safety rails and areas marked with “üzemi terület” (operational area) signs or prohibition pictograms is strictly forbidden. The ZOO does not undertake any liability for accidents resulting from entry to these areas.
15. 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 in any way (even by light or sound effects), or to put any unauthorised objects into the animal enclosure in any way whatsoever. 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 feed sold exclusively for that purpose. Warning signs indicate the animals that can be fed in this way.
16. Those fellow human beings 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.
17. Persons suffering from a contagious disease or showing signs of infection 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. The owner is obliged to ensure that the dog does not endanger the peace and physical safety of the ZOO animals and Visitors. Otherwise, the ZOO reserves the right to suspend the visit of the assistance dog immediately.
19. It is prohibited for Visitors to take the following objects onto the premises of the ZOO: balloons, dangerous objects, any tool with a sharp or cutting edge, weapons, pyrotechnic tools, any mind-altering substances and alcohol or any other device 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 for the duration specified by law. 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 prohibited on the ZOO premises. The only exceptions to this are the designated smoking areas. It is strictly prohibited to throw any burning cigarette butts away or into the rubbish bins. The butt trays on the installed rubbish bins must be used for that purpose.

22. Only the ZOO and organisations with a written agreement with the ZOO may engage in commercial, service, solicitation, advertising and fundraising activities within the ZOO's own fenced area, its own areas in the vicinity of its entrances, or on the pavement area along its perimeter fence.

With the exception of the above organisations, it is prohibited to:

- a. trade goods and products,
- b. perform any service activities,
- c. perform any solicitation or advertising activities,
- d. beg or perform any activities aimed at obtaining any donations or other profit or advantage,
- e. perform any political, activist or similar agitation and organising activities

including any sales or ticket-selling activities, dissemination of flyers without permission, collecting signatures for any purpose, or any other activity that causes any disturbance to Visitors or obstructs the flow of Visitors.

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;
- anyone who, by their reckless behaviour, jeopardises their own safety or that of others, the property of the Institution or the health of the animals, in any way whatsoever.
- those who behave in a blatantly scandalous or obscene manner and thereby may cause offence to other Visitors;
- anyone who is apparently under the influence of alcohol or other drugs.

In these cases, Visitors shall not be entitled to claim the 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 speed limit of no more than 5 km/hour.
25. A Customer Book is available at the main entrance of the ZOO, wherein any Visitor to the Institution can enter their opinions (complaints, praise or other comments). Possible complaints shall be investigated as soon as possible, but within 30 working days at the latest and, if so requested by the complainant, they shall be notified in a letter on the measures taken to remedy the complaint.
26. The ZOO does not accept any liability, financial or otherwise, for objects lost in the ZOO or getting into the animal enclosures. Found objects can be dropped off and picked up at the Information Pavilion at the main entrance to the ZOO. Found objects dropped off at the Information Pavilion will be kept for 3 months. A person who loses an object can take back their rightful property after providing an accurate description and credible identification, providing the respective object has actually been handed in by someone else. Any objects possibly fallen into the water or an animal enclosure may be attempted to be removed by the relevant staff at a time and in a manner dependent on the animals' schedule and the way the animal enclosure is managed, and the Visitor acknowledges that this may not be possible

immediately. The ZOO has established specific procedures for handling found objects.

27. Visitors have full liability for any damage caused by them.
28. The ZOO shall reject all claims filed regarding damages resulting from the violation of the Visiting Rules by a Visitor.
29. Visitors to the ZOO may take photographs and record moving images for private purposes in the areas of the ZOO open to the general public, in compliance with the currently effective legislation and these Visiting Rules.
30. 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.
31. The written permission of the ZOO or a prior contract agreement entered into for that purpose shall be required if the recordings made in the areas of the ZOO are intended to be used for non-private purposes, in particular for commercial or business purposes. In this case, the creator and the user of the photos shall assume full financial and legal responsibility for the observance of the personality rights of the persons in the photos.
32. 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 then it qualifies as a mass image, and if the image includes, in addition to the Visitor concerned, a ZOO animal, plant or building or facility, in a discernible manner, the image concerned 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 using the given image on the grounds of the right to personal portrayal. Visitors who do not want to be included in a discernible manner in 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.
33. The Visiting Rules of the Budapest Zoo and Botanical Garden also apply to the area of the Margaret Island Pet Zoo and the Once Upon a Time Park operated by the ZOO.

CLOSING PROVISIONS

34. These Visiting Rules shall enter into force after their approval by the licensing authority and will remain in force until 31 December 2025. As of the entry into force of these Visiting Rules, the previously issued Visiting Rules no. 5/2018 are automatically repealed.
35. The Visiting Rules were drafted in order to protect the safety and health of our Visitors and the animals, plants, natural features and historic monuments situated in the premises of the ZOO and the Margaret Island Pet Zoo. The Visiting Rules have been approved by the licensing authority.

Have a great time and pleasant visit at our ZOO!

Budapest, 26 May 2021

Roland Szabó
Chief Operating Officer

The image shows a handwritten signature in blue ink, which appears to be 'Roland Szabó'. To the right of the signature is a circular official stamp in blue ink. The stamp contains the text 'BUDAPESTI ÁLLATTARTÁSI ÉS NÖVÉNYTÁRT' around the perimeter and '1829' in the center, indicating the founding year of the institution.

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 – District Office of Érd, Department of Environment Protection and Nature Conservation*

Pest County Government Office

Stamp

Digital signature: Stamp of the Pest County Government Office

Date: 18/05/2021 -- 15:56:24 +02'00'

File no.: PE-06/KTF/20104-2/2021

Subject: information relating to the Visiting Rules of the ZOO

Reference number: -

Administrator: dr. Kinga Molnár

Phone: (06-1)478-4400

Annex: -

Budapest Zoo and Botanical Garden

Budapest,
Állatkerti krt. 6-12.
1146

To the Budapest Zoo and Botanical Garden!

In response to the request submitted to the Department of Environment Protection and Nature Conservation, Waste Management and Mining Supervision of the Pest County Government Office (hereinafter: the Nature Conservation Authority), filed on 22 April 2021, I hereby provide the following information:

The Budapest Zoo and Botanical Garden submitted its amended Visiting Rules to the Nature Conservation Authority. The amendment was required due to the pandemic situation and other changes and clarifications. The other policies of the Budapest Zoo and Botanical Garden are not affected by the amendment of the Visiting Rules.

The amended Visiting Rules of the Budapest Zoo and Botanical Garden comply with the provisions of 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 [hereinafter: KÖM-FVM-NKÖM-BM joint decree no. 3/2001 (II. 23.)].

Please acknowledge the information put forward in this document.

Budapest, 17 May 2021

Dr. Richárd Tarnai
Government Commissioner
for and on behalf of

István Galamb
Head of Department

This document is sent to: Recipient (KRID: 15490658)

2. Archives

Department for Environment Protection and Nature Conservation, Waste Management and Mining Supervision

1072 Budapest, Nagy Diófa utca 10-12.

Phone: (06-1) 478-4400

Fax: (06-1) 478-4520

E-mail: zoldhatosag@pest.gov.hu

Web: <http://www.kormanyhivatal.hu/hu/pest>

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