

Rules for Visitors

(General Terms and Conditions)

Visits to the Zoo are subject to the payment of an entrance fee. By purchasing an admission ticket, the Visitor accepts the provisions of these Regulations for Visitors (GTC), undertakes to comply with them and to accept the consequences of any breach of the rules. The ticket must be kept for the entire duration of the visit and must be handed over to the Zoo staff for inspection upon request. Payment of the admission fee does not entitle the holder to access to areas closed to the public.

The current opening hours of the Zoo are available at the ticket offices and on the following website: <https://sostozoo.hu/nyitvatartas>

The Zoo reserves the right to change the opening hours.

Information on ticket prices and discounts is available in a separate leaflet, which will be prominently displayed at the ticket office and on the official website: <https://sostozoo.hu/jegyek>, and on <https://ticketbase.eu/partner/nyiregyhazi-allatpark-nonprofit-kft-9>. Visits do not count as admission for guests of events held in non-public areas of the Zoo, admission for verifiable official purposes only and other cases authorised by the manager. However, such access is fully subject to the Visitors' Regulations in force at the time.

The conditions for electronic ticketing are available under the following link:

<https://ticketbase.eu/nyhzoo-aszf>

The admission ticket entitles the visitor to visit the Zoo's collection on display and to use other services free of charge. By entering the Zoo, the Visitor undertakes to comply with the rules and regulations in force in the Zoo. He/she acknowledges that he/she is obliged to observe and follow the restrictions, warnings and instructions issued by the Zoo staff, whether in writing, orally or otherwise, in accordance with these regulations and the law.

Entry Information:

Entering the Zoo premises by vehicle, bicycle, scooter or other means of electric transport, and bringing dogs or other animals into the Zoo premises is prohibited.

The above provision is exempted from the provisions of the Regulation No. 27/2009 (XII.3. (hereinafter referred to as the "SZMM Decree"), and in view of the provisions of Article 7/A (1) of Act XXVI of 1998 on the Rights of Persons with Disabilities and Ensuring their Equal Opportunities, an exception shall be made for properly trained dogs which are certified as having been trained, have a distinctive sign in accordance with Article 1 (2) of the SZMM Decree and are appropriately marked with the distinctive sign and the logo of the training organisation, and are in accordance with the detailed rules for the control of rabies as laid down in Decree 164/2008 (20.VII.20. (4) (1) (ac) of FVM Decree 164/2008 (VII.2008) and Article 8 (2) of FVM Decree 81/2002 (4.IX.2002) on veterinary tasks of zoonoses control, duly vaccinated against rabies or treated with a broad-spectrum anthelmintic, with a vaccination booklet, in accordance with Article 1 (b) of SZMM Decree.

The Nyíregyháza Zoo shall provide free of charge for the storage of dogs not meeting the above conditions arriving with visitors in the kennels set up for this purpose at the entrance during the visit, subject to the availability of free kennels.

It is forbidden to bring into the Zoo: balloons, objects that may cause accidents, stabbing and cutting instruments, weapons, pyrotechnics, any kind of mind-altering substances, or any other objects that may cause alarm, are dangerous to the health and well-being of the animals, or disturb the peace of the Visitors.

Information on stays:

Any person who:

Does not have a valid admission ticket or cannot provide proof of payment of the admission fee at the time of inspection;

If you are in possession of a valid admission ticket and cannot show it at the entrance or if you are not in possession of a valid ticket when you enter the premises:

refuses to comply with the "Visitors' Regulations" despite being warned to do so

recklessly endangers his/her own or others' physical safety or the Zoo's property or the health of the animals in any way

behaves in a flagrantly scandalous and indecent manner

behaves in a manner contrary to public order and morality

is visibly drunk, intoxicated or intoxicated by alcohol or other substances

In such cases, the Visitor may not claim a refund of the admission fee.

Children under the age of 14 may enter the Zoo only if accompanied and supervised by an adult. The accompanying adult is responsible for ensuring that the child complies with the rules of the Zoo. The accompanying adult shall remain with the child at all times during the visit and shall pay particular attention to the safety of the life, safety of the child in his/her care and the safety of the property of the child during the visit. The Zoo shall not be liable for any damage resulting from failure to do so.

The leaders of the children's groups are also responsible for the observance and enforcement of the Visitor's Regulations on the Zoo's premises. The leaders and chaperones of the children's groups must remain with the children's group at all times during the visit and must pay special attention to the safety of life, accident and property of the children's group they are leading throughout the visit.

Visitors acknowledge that the Zoo's animals include dangerous or highly dangerous species, which are considered to be extremely dangerous to approach. Compliance with the prohibition signs posted at the animals is mandatory. It is forbidden to enter or climb inside the barriers, fences or their lines intended to stop visitors. Szigorúan tilos az állatok tartására szolgáló,

kerítéssel, ráccsal, karámmal, hálóval, üveggel, fallal, vagy bármi egyéb módon elzárt terekbe benyúlni, belépni; testtel, vagy bármiféle tárggyal behatolni. Exceptions are made for certain specially marked animal exhibition spaces open to visitors. Touching animals in these areas can also be accidental and visitors should refrain from doing so, and visitors should do so at their own risk only if a Zoo staff member trained to assist is present. The behaviour of animals, their reaction to an unexpected movement, sound or even smell is unpredictable and even seemingly peaceful species are at risk of biting, fisting, nipping, etc.

The Visitor is fully liable for any damage caused by him.

Smoking is prohibited in the Zoo. The only exceptions to this rule are the designated smoking areas. It is strictly forbidden to throw burning cigarette butts or cigarette butts into the rubbish bin. For this purpose, use the litter bins in the designated smoking areas.

Visitors may only take photographs and video recordings for private purposes in the areas of the Zoo open to the public, in compliance with the legislation in force and with these Visitor Regulations.

The flying of drones, the use of recording equipment mounted on drones, the use of any device (e.g. selfie stick) to take pictures of animals in the Zoo and its airspace is strictly prohibited due to the increased risk of accidents.

The visitor acknowledges that the Zoo area is monitored by cameras for security reasons and that the recordings will be recorded for a period of time specified by law. By purchasing an entrance ticket, the Visitor accepts and agrees that he may be recorded in this way during his visit. Information on the location of cameras is available at the main entrance.

The use of the footage taken in the Zoo for non-private purposes, in particular for commercial or business purposes, is only possible with the written permission of the Zoo and following a contractual agreement to this effect. In this case, the person taking the photographs and the user of the photographs assume full financial and legal responsibility for the observance of the personal rights of the persons depicted in the photographs.

The Zoo's own documentation activities and press work on the Zoo's premises, with the permission of the Zoo, may include the taking of photographs and moving images in which visitors may appear. In relation to such photographs, by purchasing an admission ticket or, in the case of free admission, by making use of the fee waiver, the Visitor accepts that if he/she is included in the photograph with at least two other persons, it is considered to be a public photograph, or, that if, in addition to the Visitor, a zoo animal, plant or zoo building or facility is also recognisably visible in the picture, the picture is not a portrait but a zoo view, the preparation and use of which cannot be the subject of any claims based on the right to the portrait. For Visitors who do not wish to appear in a recognisable way in the case of crowd shots and zoo views, the Zoo will not take such shots, provided that the Visitor specifically requests this at the entrance at the start of the visit.

The Zoo's ticket office has a Customers' Book, which is used to record visitors' opinions (complaints, praise, other opinions) and in which any Visitor to the Zoo is entitled to make an entry.