

Visitor Rules of ZOO Wrocław LLC (hereinafter ZOO Wrocław or ZOO)

1. Visitors are obliged to comply with the applicable law and the anti-epidemic guidelines of the Chief Sanitary Inspector, these Rules, signs and information boards located in the zoo, as well as instructions from the staff of ZOO Wrocław.
2. Purchased admission tickets must be retained at all times and must be available for inspection.
3. Visitors under the age of 10 must be accompanied by an adult chaperone
4. ZOO Wrocław Sp. z o.o. is not responsible for accidents and damages resulting from non-compliance with the Visitor Rules.
5. Visitors are liable for all damages and losses they caused. Parents / legal guardians are liable for all damages and losses caused by their minor children.
6. Visitors should strictly observe the instructions displayed on the information boards and warning signs in the Zoo Wrocław.

To ensure the safety of the visitors and health and wellbeing of the animals it is strictly prohibited to:

1. Bring in animals.
2. Enter the zoo's premises under the influence of alcohol, drugs or any other intoxicating substances.
3. Feed and disturb our animals.
4. Bring in balloons.
5. Make loud noises and use loud devices.
6. Throw any objects in animal exhibits (i.e. cages, enclosures, pools, tanks etc.)
7. Litter and destroy the greenery.
8. Bathe/swim in water tanks, pools etc.
9. Sell any items or distribute flyers without prior written authorization of Zoo Wrocław LLC.
10. Take photographs or record videos for commercial purposes or to perform any services without prior written authorization of Zoo Wrocław LLC.
11. Use camera flash.
12. Bring in pyrotechnic materials i.e. fireworks, firecrackers, rockets.
13. Smoke cigarettes beyond designated places.
14. Bring in alcoholic beverages and to drink alcohol outside the locations licensed to sell alcohol.
15. Bring in or ride bicycles, roller skates, scooters, roller blades, etc. These items must be left outside the Zoo in designated places. Zoo Wrocław is not responsible for the these items.

16. Drive motor vehicles without appropriate authorization.
17. Scale fences, cross or reach past exhibit barriers or to put any body parts through them. It is also prohibited to enter the non-public (staff-only) facilities and areas.
18. Sit on gates and fences and to place children on them.
19. Enter or stay in the Zoo beyond opening hours.

Due to the COVID-19 epidemic in the territory of the Republic of Poland:

1. On the premises of ZOO Wrocław Sp. z o.o. follow generally applicable restrictions, orders and prohibitions in relation to the state of the epidemic.¹
2. ZOO Wrocław Sp. z o.o. reserves the right to limit the number of people entering and staying on the premises of ZOO Wrocław Sp. z o.o. or any pavillion, i.e. temporarily stopping ticket sales and admissions or closing any pavilion.
3. It is recommended to purchase tickets online or in the ticket vending machines. Cashless payment is recommended.
4. At the Customer Service Office, the maximum number of people allowed inside is limited to four, excluding the staff.
5. Persons with COVID-19 symptoms or COVID-19 positive and those undergoing compulsory isolation or quarantine are prohibited to enter the premises of ZOO Wrocław.
6. Persons staying at Zoo Wrocław are instructed to carefully abide the rules of hygiene and practice good hygiene (including regular hand washing).
7. In the event of non-compliance with the rules, appropriate services will be informed and appropriate legal measures will be taken.

¹ Pursuant to the legal status as of the date of the adoption of these Regulations - the regulation of the Council of Ministers of 25 March 2022 on the establishing specific restrictions, orders and prohibitions in relation to the state of epidemic (Polish Journal of Laws of 2022, item 679 as amended).