



GTC ring-tailed lemur experience

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1. General

The purchaser of the ticket, hereinafter referred to as “Purchaser”, expressly declares that by making his/her purchase order he/she is aware of the following terms of Haus des Meeres Aqua Terra Zoo GmbH, hereinafter referred to as “HAUS DES MEERES”.

2. Payment and procedure

Upon receipt of the ticket(s) order, the contract on the purchase of the ticket(s) comes into force: The Purchaser then chooses a date and time as well as the corresponding number of tickets and the category. The acquisition of a lemur ticket does not entitle you to enter the HAUS DES MEERES – your admission tickets can be ordered online or bought on site at the ticket office. The Purchaser has the obligation to immediately pay the fee stated on the website for the ticket(s). After successful transaction, an e-mail is sent to the e-mail address provided by the Purchaser 60 minutes after the completed payment, which includes a list of the ordered ticket(s) along with the fee.

The HAUS DES MEERES is entitled to additionally check the identity as well as the correctness of the Purchaser’s ticket category to be redeemed. The Purchaser is responsible for any forwarding of the tickets carried out by the Purchaser him/herself and cannot make any claims against the HAUS DES MEERES in this respect.

To ensure smooth procedure, the Purchaser must get in touch with the ticket office upon arrival at HAUS DES MEERES and go to the arranged meeting point in good time.

3. Cancellation

The Purchaser is entitled to cancel the purchase of tickets up to 24 hours ahead of the booked time by phone or by e-mail; 100% of the purchase price is refunded. After this period, ticket cancellations or reimbursements are no longer possible.

Purchasers nevertheless have the duty to inform the HAUS DES MEERES that they are unable to attend the scheduled event.

4. Rules of conduct

The instructions given by the staff must be followed; the Purchaser will be educated on how to behave by the staff before the close encounter with the lemurs.

Purchasers are told not to stroke or touch the animals, be considerate in terms of noise (mobile phones muted), follow the hygiene rules, not to use flash, and, additionally, only offer the food provided by the staff. The instructions also include exact rules on how to interact with the animals. If the rules of conduct are violated, the lemur experience may be prematurely terminated.

5. Liability

Participation is at the Purchaser's own risk; the Purchaser must estimate whether the physical and mental constitution of all persons permits participation. The HAUS DES MEERES assumes no liability for injuries, damaged objects or clothing. The terms and conditions of participation are communicated to the Purchaser in the context of the purchase order and the instructions and must be signed. Children must be at least 6 years old and accompanied by a participating adult; pregnant women participate in the encounter at their own risk. The liability disclaimer is kept for 3 months.

6. Data privacy

The Purchaser agrees that his/her personal data, i.e. name, contact person, address, telephone number and e-mail address, are collected, stored and processed for the purpose of contract fulfilment as well as for own promotion purposes, for example for sending offers and newsletters (in paper and electronic form) by means of automated processing. The consent can be revoked at any time in writing by e-mail.

Unless mandatory statutory regulations to the contrary exist, in particular such regulations pertaining to consumer law in the case of a contract concluded with a consumer, the exclusive place of jurisdiction for all disputes arising from this agreement shall be the court competent for such cases in 1060 Wien (Vienna). Unless mandatory statutory regulations to the contrary exist, 1060 Wien shall also be the place of fulfilment. Austrian law shall exclusively apply, excluding any reference to a foreign legal system. Should any individual provisions in these terms of use be or become invalid, this will not affect the validity of the other provisions.
As of: May 2023