

House Rules

In case of **emergency** keep calm, leave the house immediately and follow the instructions given by the staff. Use emergency exits! Do not use the elevators!

Our animals are very disturbed by **knocking**, **flash photography** and being **touched**. Help to make a stress-free, close to nature life for the animals by keeping your **noise** down just as keeping your distance from the glass surfaces and the animals in the tropical house.

Feeding and **touching** of animals in areas without barriers is prohibited, for example in the **crocodile park**, **tropical house** and **Australia walkabout**. Please stay on the path - do not enter the animal areas. **Consuming food** and drinks in these areas is **forbidden**. Animal **meetings** and feedings, for example during the Katta experience, are only allowed during **guided tours**! It is allowed to softly touch the fish in the **koi** and **nibble fish** tank - please **wash** your hands afterwards! No holding or raising the animals out of the water.


In many areas in our house there are high **tropical temperatures** - please be aware!

The **carrying** of bicycles, kick scooters, kickboards, roller skates, inline skates, skateboards, and e-scooters is **not permitted** in our zoo or on the terrace. Using **selfie sticks** is **prohibited** as well.

Please consider other visitors and act with care. **Willful damage** to our house will be reported to the police!

Let people with physical disabilities enter the **elevators** first. Where health permits, we recommend using the stairs. Don't touch the elevator doors – risk of injury!

Children are not permitted to visit the house alone and may not use the lifts unless accompanied by an adult.

Strollers  must be parked in the reserved spots and are not to be left in the circulation routes or exits.

Objects that constitute a **risk** to the security of the building are prohibited. Placing objects on the balustrade or throwing objects from our **terrace** on the 11th floor is strictly prohibited and immediately reported to the police!

All **rubbish** shall be disposed of in the bins provided!

Pets are **not permitted** in our zoo! **Exception: Assistance dogs** registered in your disability pass wearing an identifying vest (+immunization card). They are not permitted on the 2nd, 4th, 9th floor and 9.1, because of free-roaming animals.

Smoking is not permitted in the entire zoo area, exceptions are the terrace on the 11th floor and the outside stairs on the 4th floor.

Last **admission**: 30 minutes before closing time.

Failing to comply with our house rules, visitors will be asked to leave the house; in severe cases this could also result in a permanent refusal of entry and a report to the police. Haus des Meeres is not liable for any injury or damage to persons or property whilst on the premises.

By purchasing a ticket visitors accept and comply with the House Rules.

The Management

