

# House Rules



In case of **emergency**, keep calm, leave the building immediately and follow the designated escape routes. In case of evacuation, prams/strollers and jackets must be left behind. Elevators must not be used in the event of a fire. All instructions given by staff must be followed - do not endanger other visitors!

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: Keep your **noise** down and keep your distance from the animals and the glass surfaces. It is not allowed to place or leave items in animal enclosures.

**Feeding or touching the animals on your own is strictly prohibited**. The consumption of food and drinks is not permitted in animal enclosures. Fish in the koi and nibble fish tank may be gently touched but must not be held or lifted out of the water. Please wash your hands before placing them into the water.

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

**Carrying or using bicycles, kick scooters, kickboards, roller skates, in-line skates, skateboards, and e-scooters is not permitted** as is playing with balls or balloons and the use of **selfie sticks**.

**Willful damage** to our house will be reported to the police!

People with physical disabilities enter the **elevators** first. **Don't touch the elevator doors – risk of injury!** Please use the elevator only in the direction you intend to travel.

**Children & Teenagers** under the age of 14 are not permitted to visit the house alone and may not use the elevators unless accompanied by an adult.

**Strollers**  may only be parked in reserved spots and are not to be left in the circulation routes or (emergency) exits.

Carrying weapons of any kind is prohibited. This applies in particular to knives, firearms, and objects resembling weapons. **Throwing any objects from terraces** will result in immediate expulsion from the premises and a police report.

All **rubbish** shall be disposed of in the bins provided! At the reverse vending machine on the 4th floor, single-use deposit containers can be returned.

**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 in animal enclosures on floors 2, 4, 9 and 9.1 due to free-roaming animals.

**Smoking** is not permitted in the entire zoo area; exceptions are the terrace on the 11<sup>th</sup> floor and the outside stairs on the 4<sup>th</sup> floor.

**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**

