

**Rules and regulations of Plopsaland De Panne (and Mayaland Indoor), Plopsa Indoor Hasselt, Plopsa  
Coo, Plopsa Indoor Coevorden, Holiday Park (and Holiday Indoor) and Majaland (Holiday Park  
Kownaty)**

### **Article 1 - General provisions**

- The campsite is situated on private property. The following agreements are intended to provide all guests with a fantastic day without any worries.
- The rules and regulations are based on courtesy, safety, respect for others and for the environment.
- Each visitor will be deemed to know the park rules and regulations and to abide by them. The park rules and regulations are available at the reception of the park and on the website. Each visitor entering the park (regardless of the nature of the ticket) agrees unconditionally with the park regulations and must behave accordingly.
- The management has the right to deny access to the park to any visitor who might prove to be a danger to the safety and health of the attendees (drunkenness, disruptive conduct, ...). In the event of non-compliance with these regulations, the visitor(s) will be asked to leave the park. In such case, the ticket will not be refunded. In case of repeated problems, access to the park could be denied permanently.

### **Article 2 – Parking**

- All motor vehicles are forbidden in the park, with the exception of the park's own vehicles. The national traffic rules apply in the car parks and, where applicable, the Plopsa/Holiday Park traffic regulatory signs.
- Visitors can only enter and exit the domain via the designated entrance and exit areas. The parking can only be exited via the designated and clearly indicated exit areas. The speed is limited to 15 km/h in the parking lot and pedestrians always have priority.
- A parking space in the parking lot of the park is against payment. Payment is made when you exit and only by means of a ticket system, or an annual seasonal ticket with a parking seasonal ticket. The tickets can be purchased at the designated locations that are clearly indicated in the park. It is forbidden to drive with multiple vehicles simultaneously under the barrier.
- A parking seasonal ticket is strictly personal and it gives a specified person (+18 years), with a valid driver's license and who is in possession of an annual seasonal ticket, the possibility to make use of the parking for one car per day, exclusively in combination with a park visit. The owner of the parking seasonal ticket must be present in the vehicle during the use thereof. It is not allowed to lend the parking seasonal ticket to third parties, or to use it in a different manner than stated in the conditions mentioned above. The management of the park reserves the right to withdraw a parking seasonal ticket at all times in case of abuse.
- It is forbidden to leave vehicles of whichever kind on the parking lot at night. Should this happen in any case, the park will be obliged to have the vehicle in question towed away for safety reasons, at the expense of the owner of the vehicle.
- Camping, barbecuing and/or picnicking is not allowed on the grounds of the park and the parking area.
- Every vehicle must be properly locked and it is forbidden to leave valuable objects visible inside the vehicle. The park will not be held responsible for theft, damage or an accident of or with the vehicles on the parking lot of the park.

- Children and/or pets must not be left inside the vehicle. In case of infringement, the competent authorities will be notified to free the children and/or the pets. The costs associated with the liberation will be charged to the offender.

### **Article 3 - Access to the park**

- Access to the park can only occur in the following way:
  - During the period when the park is open and during the opening hours of the park.
  - With a valid and original admission ticket, obtained legally via the prescribed channels. Said admission ticket will be accepted or rejected after inspection.
  - Via the clearly indicated entrance.
- The management reserves the right to change the opening period and opening hours of the park at all times and, if necessary, restrict access to the park to certain groups. The visitor is advised to consult the website before going to the park.
- Everyone who attempts to enter the park in a way that does not comply with the conditions described above will be fined with a payment equal to the entrance fee for an adult. An administrative fine will also be imposed additionally. Non-cooperation will result in the final removal from the park for the entire season. Visitors who have been denied access to the park will not be allowed to enter again. The management of the park reserves the right to withdraw an annual seasonal ticket or any other ticket at any time if there is a justified reason for this.
- The management has the right to execute backpack and bag inspections at the entrance of the park within the legal framework. If the visitor does not give permission for this check, he will be denied access to the park, unless the visitor is prepared to enter the park without the backpack/bag. However, the backpack/bag may not be left at the entrance of the park. The visitor remains responsible for the backpack/bag at all times.
- If the capacity of the park is exceeded, the park will have the right to refuse access to the park for additional visitors that day, without any compensation.
- Animals (with the exception of guide dogs and assistance dogs with an official dog jacket) are not allowed in the park. Dogs are allowed in Plopsa Coo and Holiday Park. However, they must always be on a leash. They may in no way whatsoever constitute a danger to other visitors. In case of doubt, the management can enforce that the dog must wear a muzzle. Failure to use a muzzle at the request of the management will result in the removal from the park. The owner/accompanist of the dog must ensure that the dog does not pollute or damage the park. The owner/accompanist of the dog should, if necessary, pick up the dog's droppings and ensure that the place where the dog has relieved itself is left behind in a clean condition. If the aforementioned is not used, the visitor and dog involved will be removed from the park. Dogs are not allowed to enter the attractions, the various food and beverage facilities and the indoor area in the Holiday Park under any circumstances whatsoever.
- Unaccompanied children must be at least 12 years old.
- A minimum of 1 supervisor is required per 10 children.
- Attraction supervision: if a child needs to be accompanied (indicated per attraction), the supervisor must be at least 15 years old and fully self-reliant.
- Specific regulations apply to people with disabilities and their supervisors. These regulations can be found in the "Guide for persons with disabilities and their supervisors", which is available at the reception.
- In case of difficulties with a group, the management of the park reserves the right to remove the entire group from the park.

- Each visitor will be responsible for his/her own items brought into the park, including, but not limited to, glasses, cap/hat, shoes, mobile or smartphone, backpack, buggy, etc. during the entire visit to the park (including when using the attractions). The park cannot be held responsible for eventual damage to and/or loss of these items under any circumstances whatsoever.

#### **Article 4 – Tickets and annual seasonal tickets**

- Access to the park is free for children who are shorter than 85 cm, from 85 cm and taller the entrance fee will be charged; this measurement is always done with shoes in a correct, but strict, manner. If, after the measurement at the cash register, there is a lack of clarity about the measurement, it is always possible to contact the reception desk for a measurement verification. However, the result of the measurement verification is always binding and will no longer be discussed. Children from 85 cm and less than 100 cm (1 meter) pay the child rate. Children from 100 cm (1 meter) pay the adult rate that is applicable to them.
- An annual seasonal ticket is strictly personal and may not be passed on to a third party. The management of the park reserves the right to withdraw an annual seasonal ticket at all times in case of abuse.
- Access in groups (for example, schools, associations, etc.) is always according to the current pricing of the current season. A group pays the special cash tariff for each person in that group. This cannot be combined with other benefits of any kind whatsoever. The rates for children are included in the group rate; it is therefore no longer possible to appeal to other rates and/or concessionary conditions.
- Sold entrance tickets will not be exchanged or taken back. Once purchased, the buyer waives any discussion in this regard. Lost tickets will not be replaced.
- Tickets will not be refunded on the spot under any circumstances whatsoever. Complaints, requests and suggestions for improvement in this regard can be addressed to [info@plopsa.be](mailto:info@plopsa.be), for Plopsa Indoor Coevorden, it should be sent to [info@plopsa.nl](mailto:info@plopsa.nl), for Holiday Park, it can be sent to [info@holidaypark.de](mailto:info@holidaypark.de), and for Majaland it can be sent to [info@majalandkownaty.pl](mailto:info@majalandkownaty.pl). It can also be sent by post for the Belgian parks to Plopsa, for the attention of: Customer Service, De Pannelaan 68, 8660 De Panne; for Plopsa Indoor Coevorden to Customer Service, Reindersdijk 57, 7751 SH Dalen, the Netherlands; for Holiday Park to Customer Service, Holiday-Park-Strasse 1-5, 67454 Hassloch/Pfalz, Germany; and for Majaland to Customer Service, Kownaty 17, 66-235 Torzym, Poland.
- The management reserves the right to amend the individual rates of the park at all times.

#### **Article 5 - Bicycles, motorcycles, vehicles of all kinds ...**

- All bicycles, motorcycles, roller-skates, skateboards, roller-blades, balance bicycles or any other means of transport are forbidden in the park, with the exception of the park's own cars, wheelchairs, prams and carts. Bolder carts are also not allowed in the 'Indoor parks' (Plopsa Indoor Hasselt, Plopsa Indoor Coevorden and Majaland).
- Motorized vehicles for the disabled - mobility scooters - are allowed in the park. Their speed must, however, be limited to a max. of 5 km/h (walking pace).
- At the entrance to Plopsaland De Panne, Plopsa Indoor Hasselt, Plopsa Indoor Coevorden, Holiday Park and Majaland is a clearly designated storage area for bicycles and motorcycles. All visitors to the park are obliged to leave their bicycle there. Visitors must secure their vehicles in such a way that it will hinder any attempt of theft.

- The park will not be held responsible for theft, damage or an accident of or with the bicycles or motorcycles that are in the described storage area.

#### **Article 6 - Wheelchairs, bolder carts and prams**

- Wheelchairs (free) and bolder carts (against payment) are made available in the designated and clearly indicated places. The number of wheelchairs and bolder carts is limited. An identity card is required as a guarantee for the provision of both wheelchairs and bolder carts. When a visitor does not wish to provide his identity card, a wheelchair or bolder cart can only be obtained against payment of a guarantee in the amount of 100 EUR (400 PLN in Majaland).
- Prams ("buggies") must be left at the designated places, or at places where they do not obstruct the passage and that are located outside the attraction areas (queues and waiting areas included). For safety reasons, prams could be removed. In the context of fire safety, prams and bolder carts are not allowed in the theatre halls. Prams and bolder carts can be placed in the Foyer in the Plopsa Theatre (Plopsaland De Panne), according to the available space and according to the specific instructions of a qualified staff member.
- The park cannot be held responsible for theft or damage to wheelchairs, bolder carts or prams that are left on the park domain. 'Buggy locks' are available against payment in order to be able to secure the prams at the places provided for this purpose.

#### **Article 7 – Storage cabinets and lockers**

- There are a limited number of storage cabinets (free for groups) and lockers (against payment) provided at, or in the vicinity of, the entrance of the park for the storage of valuable and other objects. The storage cabinets and lockers must be emptied at the end of the day; if not, they will be emptied by the park services.
- The park does not take care of guarding these storage cabinets and lockers and will not be responsible in case of theft or (attempted) burglary.
- It is forbidden to leave unguarded objects anywhere on the park grounds. Suspicious parcels that are left unattended will be removed by the park and/or the police services.
- The park cannot be held responsible for theft or damage to objects.

#### **Article 8 - Public order and morality**

- All visitors must respect the morality, public peace and quiet and well-being. No one should behave in such a way that will provoke criticism because of their behaviour, attitude or statements.
- Visitors are requested to wear non-offensive and appropriate clothing in the park. Visitors must always be identifiable. The wearing of at least a shirt or T-shirt, Bermuda shorts, shorts or skirt and footwear is compulsory.
- In the interests of visitors and for safety reasons it is forbidden:
  - To smoke in buildings and areas inside and in places where a smoking ban has been posted, as well as in all queues - both indoor queues and in the open air, all playgrounds, restaurants, shops, indoor areas and toilets;
  - To smoke, or to use, an electronic cigarette in any of the previously mentioned locations;
  - To loiter at the entrance to the park, or to be in the park in a state of drunkenness;
  - To bring loud music installations into the park;
  - To bring, or trade, fireworks, weapons, knives and/or other explosive material into the park;

- To bring drugs into the park and/or to consume or trade drugs in the park, to loiter at the entrance to the park or to be in the park in a state of drug intoxication, or even to make an attempt to encourage others to use it;
  - To engage in trading in the park;
  - To distribute or post printed matter and similar posters, or conduct opinion polls without the prior written permission from the park authorities;
  - To remove or damage objects that are the property of the park, park personnel or other visitors to the park;
  - To bother visitors and/or prevent the park personnel from executing their job, or to harass them, as well as express aggression towards other visitors and/or park personnel;
  - To conduct vandalism of any kind whatsoever, or engage in gang formation on the park grounds;
  - To hold meetings and/or give a speech, spread propaganda, collect membership fees, conduct fundraisings, distribute, exchange or offer items for free on the park grounds, without the prior written permission from the park authorities;
  - To enter service rooms or service roads, even if they happen to be unlocked;
  - To use, or take along, handsticks for (mobile) cameras, or selfie sticks, on the attractions. A GoPro camera is allowed, but only with a chest harness;
  - To display dangerous behaviour towards yourself and to others;
  - To have drones take off or land in the park, unless specific approval was given in this regard;
  - This list is drawn up non-exhaustively.
- Any visitor who commits an offense against the prohibitions listed in this article (Article 8), as well as their accomplices, will be removed from the park without any discussion and an administrative fine will be imposed.
  - Visitors who have been denied access to the park cannot re-enter it and cannot claim compensation under any circumstances whatsoever.
  - The visitors are personally responsible for the damage that they cause to other visitors, or to the installations of the park, due to carelessness, error or negligence. Persons under supervision are under the exclusive responsibility of their supervisors. The management will not be held liable for damage caused by other visitors.

### **Article 9 - Exiting the park**

- All visitors must leave the park at the latest at closing time; if not, their presence will constitute an offence and an administrative fine will be imposed. Leaving the park is henceforth definite.
- Visitors who wish to re-enter the park the same day will be obliged to request a stamp enabling them to re-enter the park the same day.

### **Article 10 - Access to the attractions**

- Visitors must adhere to the publicly posted instructions with regards to each attraction in terms of the access conditions, safety and practical organization. No discussions or redress will be possible against the aforementioned.
- It is strictly forbidden to take loose objects of any kind (glasses, handbags, mobile phones, scarves, selfie sticks, GoPro hand sticks, cameras, ...) onto the attraction in case of certain attractions. This is always displayed at the entrance of the attraction. Visitors are requested to leave these items in the designated shelves or bins in the depot before entering the attraction. The visitor remains responsible for these items at all times. The park will under no circumstances be held responsible for eventual damage to and/or loss of these items. If, in spite of the announcement of the prohibition to

take loose items onto the attractions, visitors still take certain items with them onto the attraction, the park cannot be held responsible for the eventual damage to and/or loss of these items.

- There may be a restriction with regards to weight, body size or age per gondola in case of certain attractions.
- Visitors should act as a normal, cautious person on all attractions. Otherwise, in the event of damage, further steps can be taken against this careless visitor.
- Certain attractions contain live animals. The animals are not wild by nature, but can always react in an unexpected way. Children must always be sufficiently supervised and the animals must be respected at all times. In the event that irregularities are detected, the employees of the park must be informed immediately.
- The personnel appointed by the park will be in charge of the attraction that he/she operates. The visitors must adhere to the instructions given by the respective operator.
- In certain weather conditions (wind, rain, thunderstorm, too low or too high temperatures, ...) certain attractions could be (temporarily) closed. This also applies in case of technical intervention and/or maintenance. The decision of (temporary) closure will be taken by the management and will not be open to discussion. The eventual closures due to the aforementioned reasons will not be communicated by the park in advance. The closure of one or more attractions can in no case lead to a partial or full refund of the admission ticket.
- The attractions will be opened alternately or later on less busy days/moments. This means that every attraction will certainly be operating for 50 percent of the time. The alternating or later opening of attractions will be indicated at the relevant attraction. The alternating or later opening of the attractions can in no case lead to a partial or full refund of the admission ticket.
- The operator may decide to deny someone access to the attraction if that visitor does not comply with the rules of this regulation. Specific regulations apply to people with disabilities and their supervisors. These regulations can be found in the "Guide for persons with disabilities and their supervisors", which is available at the reception.
- The visitor is obliged to follow the clearly marked queues and wait his turn. In case of abuse, access to the park could be denied.
- The entrances, exits and emergency exits of the park and the various attractions must never be obstructed.
- Prams must be left at the designated places, or at places where they do not obstruct the passages and that are located outside the attraction areas (queues and waiting areas included). For safety reasons, prams could be removed.
- Every visitor must leave the attraction after the ride. If he wishes to enjoy the attraction again, he must re-join the queue as described above.
- Smoking, using an electronic cigarette, eating and drinking is prohibited in all attractions and queues (both covered and in the open air).
- The queues of the attractions will be closed at the closing time of the park, unless otherwise communicated at the entrance of the attraction.

#### **Article 11 - Access to the shows**

- Visitors must adhere to the publicly posted instructions with regards to each show in terms of the access conditions, safety and practical organization. No discussions or redress will be possible against the aforementioned.
- The personnel appointed by the park is responsible for the show where he/she is appointed. The visitors must adhere to the instructions given by the respective employee.
- Each show area has a maximum capacity that cannot be exceeded, due to safety reasons.

- If the capacity of the space is likely to be exceeded, the personnel appointed by the park has the right to refuse additional visitors to the show in question, without any compensation being owed.
- The visitor is obliged to follow the clearly marked queues and wait his turn.
- The entrances, exits and emergency exits of the park and the various show areas must never be obstructed.
- In the context of fire safety, prams and bolder carts are not allowed in the theatre halls. Prams and bolder carts can be placed in the Foyer in the Plopsa Theatre (Plopsaland De Panne), according to the available space and according to the specific instructions of a qualified staff member.
- Each visitor must leave the show area after the show. If he wishes to attend the show again, he must re-join the queue as described above.

### **Article 12 – Neatness**

- Each visitor to the park undertakes to behave in an environmentally friendly manner during his visit to the park: all waste must be deposited in the designated and clearly indicated waste bins. Only the demarcated paths in the park can be walked in. Kindly respect the enclosures, plants, flowers and lawns.

### **Article 13 – Swimming**

- It is forbidden to swim or to bathe in the ponds, water basins or fountains.
- Swimming in the Amblève (Plopsa Coo) is also prohibited.

### **Article 14 - Hygienic provisions**

- A number of clearly indicated toilets are situated in the park. It is forbidden to execute sanitary needs in places that are not intended for that purpose.
- Child hygienic care is mandatory to be conducted in the designated and clearly indicated places only.
- It is forbidden to throw objects into the toilets. Sanitary pads, diapers, wet wipes and the like must be deposited in the sanitary rubbish bins.
- It is forbidden to smoke in the toilets and the sanitary blocks. The use of an electronic cigarette is also prohibited in these locations.

### **Article 15 – Lost objects**

- Each visitor is responsible for his own possessions. Found objects must always be deposited at the reception at the entrance of the park.
- The park cannot be held responsible for theft, damage or accidents of or with the lost objects.
- Declarations of lost objects can be sent by e-mail to the following addresses:
  - For Plopsaland De Panne (including Mayaland Indoor): [customerservice.pdp@plopsa.be](mailto:customerservice.pdp@plopsa.be);
  - For Plopsa Indoor Hasselt: [customerservice.pih@plopsa.be](mailto:customerservice.pih@plopsa.be);
  - For Plopsa Coo: [customerservice.psc@plopsa.be](mailto:customerservice.psc@plopsa.be);
  - For Plopsa Indoor Coevorden: [customerservice.pic@plopsa.nl](mailto:customerservice.pic@plopsa.nl);
  - For Holiday Park: [info@holidaypark.de](mailto:info@holidaypark.de);
  - For Majaland: [info@majalandkownaty.pl](mailto:info@majalandkownaty.pl).

It can also be sent by post for the Belgian parks to Plopsa, for the attention of: Customer Service, De Pannelaan 68, 8660 De Panne, for Plopsa Indoor Coevorden to Plopsa, for the attention of: Customer Service, Reindersdijk 57, 7751 SH Dalen, The Netherlands, for Holiday Park to Holiday Park, for the

attention of: Customer Service, Holiday-Park-Strasse 1-5, 67454 Hassloch/Pfalz, Germany, and for Majaland to Majaland for the attention of: Customer Service, Kownaty 17, 66-235 Torzym, Poland. The e-mail or letter must be sent to the park where the object has been lost.

- Recovered objects can, after contact with the respective Customer Service, be picked up at the Plopsa head office in De Panne, Belgium (for Plopsa Indoor Coevorden in Dalen, The Netherlands, Holiday Park in Hassloch, Germany and for Majaland in Torzym), or it will be returned to the owner, against payment of the shipping, packaging and administrative costs.
- Lost and found items are retained for a maximum of 2 months.

### **Article 16 – Children who get lost**

- Parents/supervisors can always go and collect children who got lost at the first aid post.
- When the parents/supervisors have retrieved children who got lost, they have to inform the first aid post accordingly.

### **Article 17 - Food & Beverage**

- The assortment of the various food and beverage outlets, as well as the selling prices, are clearly advertised at every point of sale of food and/or drink. No discussion and/or redress about the prices is possible.
- The park charges a deposit on all drinks purchased in the park that are in cans, bottles or beverage cartons, which can be fully recovered by the visitors after bringing in the empty packages and on presentation of the cash receipt.
- An overview of the ingredients used and the composition of the dishes, with regards to the allergens, can be requested in writing before a visit to the park via [info@plopsa.be](mailto:info@plopsa.be) for a visit to the Belgian parks, via [info@plopsa.nl](mailto:info@plopsa.nl) for a visit to Plopsa Indoor Coevorden, via [info@holidaypark.de](mailto:info@holidaypark.de) for a visit to Holiday Park, and via [info@majalandkownaty.pl](mailto:info@majalandkownaty.pl) for a visit to Majaland. More information can also be requested from the department manager on location.
- The park request visitors to request a cash ticket when purchasing items in the food and beverage outlets.
- Sold meals and/or drinks will not be exchanged or taken back. Once the meal and/or drink has been purchased, the buyer waives any discussion in this regard. In case of a complaint about the meal, the visitors must report this immediately to the department manager.
- The personnel appointed by the park is responsible for the point of sale where he/she is appointed. The visitors must adhere to the instructions given by the respective employee.
- A picnic can only be consumed in the designated location. It is forbidden to bring food packages and/or drinks packages in bulk into the park.
- Anyone who is guilty of (attempted) theft will be denied access to the park, or will be removed from the park. No discussion in this regard will be possible. An administrative fine will be imposed in addition to the value of the stolen goods. The management reserves the right to file a complaint with the officially competent authorities and assert its rights with regards to the stolen goods.

### **Article 18 – Shops**

- The assortment of the various shops, as well as the selling prices, are clearly advertised in each shop. No discussion and/or redress about the prices is possible.

- The park charges a deposit on all drinks purchased in the park that are in cans, bottles or beverage cartons, which can be fully recovered by the visitors after bringing in the empty packages and on presentation of the cash receipt.
- The park request visitors to request a cash ticket when purchasing items in the shops.
- Sold items will not be exchanged or taken back. Once an item has been purchased, the buyer waives any discussion in this regard.
- The personnel appointed by the park is responsible for the shop where he/she is appointed. The visitors must adhere to the instructions given by the respective employee.
- Anyone who is guilty of (attempted) theft will be denied access to the park, or will be removed from the park. No discussion in this regard will be possible. An administrative fine will be imposed in addition to the value of the stolen goods. The management reserves the right to file a complaint with the officially competent authorities and assert its rights with regards to the stolen goods.

#### **Article 19 - Fire or accident**

- In the event of fire, an accident, evacuation, etc., the instructions of the park representative or the law enforcement authorities must be followed strictly and without any discussion.
- In case of evacuation, the re-entry of evacuated buildings/attractions is not allowed without the permission of the park representative.
- All accidents and injuries must be reported immediately to the first aid post for registration, inspection and, if necessary, first aid care. The park cannot be held liable for accidents and/or injuries that are not reported to the first aid post immediately.

#### **Article 20 - Money & means of payment**

- Change money must be checked immediately at the checkout cashier. No complaints will be accepted in this regard afterwards.
- The following currencies are accepted: EURO, POUND (only at the reception of Plopsaland De Panne), US Dollar (only at the reception of Holiday Park) and PLN (only in Majaland).
- Denominations of 100 euros, 200 euros and 500 euros are only accepted at the reception.
- Other accepted payment methods in all parks are bank cards, Maestro, Visa, Eurocard-Mastercard and Carte Bleue Internationale. Sodexo and EdenRed (Restaurant Ticket ) Electronic Meal Vouchers are also accepted in certain restaurants and snack points in the Belgian parks.
- You can pay with the 'Plopsa' and/or the 'Holly' (and/or the 'Maja', only in Majaland), the internal currency of the park, or with a voucher, in a number of predetermined cases. These vouchers will not be taken back, paid out, replaced or extended.
- Cash withdrawals at the reception is limited to a maximum of 200 euros and only applies to park visitors, who must present a valid and original admission ticket in this regard.

#### **Article 21 – Processing of personal data**

- Kindly refer to the privacy statement on the website of the respective park for all information regarding the processing of the personal data of visitors to the park.

#### **Article 22 – Visual material**

- It is possible that pictures are taken or recordings are made (with cameras other than the security cameras - see below) during a visit to the park, which may be used later for communication purposes of the park. In principle, these images will not target anyone in particular. Only with the permission of the visitor in question - who may be implicit when he or she poses for a photograph or recording - will particular targeted images be made. The visual material is processed by the park, because it is necessary for the fulfilment of an obligation of general interest, or an obligation in the context of the exercise of public authority assigned to the park, or within the framework of the legitimate interests of the park, whereby it will always be ensured that the interests of the visitors will not be outweighed. The user rights of this visual material belong to the park, with the result that this material can be used by the park without any restriction. For more information about the processing of personal data that occurs in the context of this and for the rights that visitors can exercise in this regard, please refer to the privacy statement on the website of the respective park, to which reference has already been made in Article 21.
- Images are made by security cameras in the park, as well as on the parking lot. This is to protect the property of visitors and of the park. The user rights of this visual material belong to the park, with the result that this material can be used by the park without any restriction. The applicable legislation will naturally be complied with.
- Visitors who do not wish to have their photos/images used must explicitly make this known at the reception before they enter the park (the day of their visit). Such objections will have no impact on the images made by security cameras.

### **Article 23 – Useful tips**

- The employees are always open for questions or suggestions.
- Should one encounter situations that are perceived as strange or annoying, the employees will always be willing to explain or solve these situations.