

PARK REGULATIONS

Dear Visitor,

Welcome to the Dolfinarium! Our aim is to ensure that while you are our guest you will have an unforgettable experience in our park.

All our staff make every effort to make your visit to our park as pleasant as possible. Because there are many other visitors to the park besides yourself, and because the welfare of our animals is extremely important, there are a number of rules which apply to your visit here. When you enter the park you agree as a guest to abide by these rules.

1. Entrance

All visitors to the park must be in possession of a valid entrance ticket. You are requested to keep this ticket with you at all times and to show it to a member of staff if asked to do so. The entrance ticket is only valid on the day of issue (except for season tickets and tickets sold via third parties) and ceases to be valid when you leave the park. If it becomes necessary for you to leave the park for a short time on the day of your visit, you can go to the Reception and ask for a stamp on your hand. This stamp gives you the right to re-enter the park on the same day. The Dolfinarium reserves the right to at all times to refuse entrance to visitors, if for example they are under the influence of intoxicating substances (alcohol or drugs) or if they are causing a disturbance or threatening to do so.

2. General

You visit the park at your own risk. Parents/accompanying adults are responsible for the behaviour of their children. You are expected to comply with any instructions given by our staff members. We kindly but firmly request that you respect the natural environment and habitats of our animals. Therefore we expect you to keep to the paths, roads and plazas. Please place all your litter in the bins provided which you will find distributed throughout the park. Fire regulations prohibit all pushchairs/buggies in DolfijndoMijn, De Zotte Zeeleeuwen, the Filmtheater and the Walrussewal. You may leave these, at your own risk, in the places provided. Smoking is not permitted during the shows/demonstrations, while queuing, or in any of the buildings. This is clearly stated throughout the various buildings.

3. Safety of our animals

In connection with your own safety and that of our animals, it is strictly prohibited for visitors to enter the animal habitats, whether on land or in the water. You are also earnestly requested not to throw anything in the water. Any contamination of the water can be life-threatening to our animals. For this reason the use of glassware is restricted to the restaurant/café areas.

4. Accompanying articles

Visitors may not bring any weapons or dangerous articles (or articles deemed as such by our staff) into the park. The use of intoxicating substances/drugs is not permitted. The use of balls and other play equipment is only permitted on the beach. Balloons, with the exception of helium balloons, are not permitted in the park. Radios and other audio equipment may only be used if they do not cause any kind of nuisance to other visitors. Scooters, bicycles, tricycles, skates and any other form of transport, with the exception of wheelchairs, are not permitted in the park.

5. Animals/pets

Animals and pets are not permitted in the Dolfinarium. This is for the safety of the pets as well as the park animals. We do not have any facilities for taking care of animals/pets. Guide dogs which are still being trained are not permitted in the park. Fully trained guide dogs may be permitted with prior permission only, and on presentation of a recognised certificate.

6. Clothing

You are requested to wear suitable clothing. By this we mean that your upper body is clothed and that you are wearing shoes. Bathing costumes are of course permitted on the beach, but not elsewhere in the park. Topless sunbathing is not permitted on the beach.

7. Photography and filming

You are allowed to take photographs and film throughout the park, provided this is for private use and does not hinder other visitors. Audio and/or visual material may not be published without the prior written permission of the Board of Management of the Dolfinarium. Visitors to the park may be filmed or photographed. The Dolfinarium reserves the right to publicise such material at any time.

8. Attractions

Our park has been designed to be able to accommodate very large numbers of visitors in each section. However, it is possible that, during very busy times, or when you are only visiting for part of a day, you may have to make a choice of which shows/demonstrations you want to see. It is also possible that circumstances may force us to close certain attractions/ environments. The Dolfinarium cannot be held responsible for any damage or disappointment resulting from this.

9. Damage

Our park is carefully maintained. However you may find yourself confronted with an unsafe situation or damage. Please report this to the Reception as soon as possible so that we can take action. It is of course also possible that you have unintentionally caused some damage yourself. Again, we ask you to report this to the Reception before you leave the park.

10. Liability

Any damage suffered during your visit to the park must be reported to the Reception before you leave. No compensation will be given for any damage reported at a later time. The Dolfinarium accepts no liability whatsoever for any damage sustained by the visitor unless this damage is a direct result of gross negligence or an intentional act or omission on the part of the Dolfinarium or a member of our staff. Neither does the Dolfinarium accept any liability for the loss of, or damage to, property left in the care of the Dolfinarium. This exemption from liability does not apply in cases where the Dolfinarium receives a relevant remuneration from an insurance company or third party for the incurred risk.

11. Promotions and sales

The promotion and sale of services and/or products within either the park or the approach road is not permitted without the prior written permission of the Board of Management of the Dolfinarium beforehand.

12. Removal

Our staff are authorised to remove from the park any visitor who does not comply with the aforementioned park rules or who causes a disturbance or is threatening to do so. In the event of this occurring, such a visitor has no right to any form of compensation.

13. Parking

The parking spaces on and near the Boulevard are not owned by the Dolfinarium, but are commercially operated by the Municipality of Harderwijk. The Dolfinarium would like to expressly emphasise that these are all operated on a pay-and-display basis. You must purchase a car parking ticket from one of the machines in the car parks beforehand. The municipal authorities inspect the car parks very regularly. The Dolfinarium accepts no liability whatsoever for any damage or disappearance of cars or articles from cars, nor for parking fines and suchlike.

14. Catering

The uniform Terms of Supply for catering firms apply to all catering deliveries. These are available on request.