

Information on Park Operation

Updated November 25, 2021



DEAR FRIENDS OF TAUNUS WUNDERLAND,

Your health and that of our staff is our top priority. Therefore, we are monitoring the spread of the corona virus with greatest care and react instantly.

We receive many questions every day. Thus, we would like to answer the frequently asked questions. We will keep you informed about the developments at the park via our homepage and social media (Facebook & Instagram). Please note that because of the dynamics of the current situation, we may not always be able to answer every individual question or e-mail.

IS TAUNUS WUNDERLAND OPEN AND WHICH RULES DO I HAVE TO RESPECT WHEN VISITING?

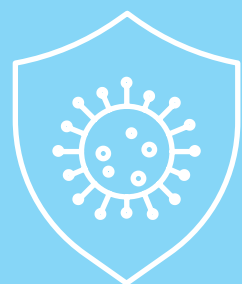
Yes, during wintertime Taunus Wunderland is open again from 11 a.m. to 8 p.m. and our attractions are in service from 11 a.m. to 7 p.m. Please check out our official opening hours at www.taunuswunderland.de for more details.

During your stay, you are asked to respect the general COVID-19 health and safety measures.

1. Stay at home if you have a fever or cough!
2. Keep your distance to other visitors at all times – 1.5 m at least!
3. Strictly observe our markings and signs!
4. All visitors older than 6 years have to wear a face mask: A mask is mandatory in all queue lines, at the park's entrance, in all indoor areas (also toilets and restaurants) and wherever you cannot keep your distance to other visitors.
5. Sanitization stations are available at many locations throughout the park - you may purchase masks and disinfectant at all cash desks.

The following attractions will remain closed due to official regulations: **Petting Zoo and Ball Baths** (subject to changes for incidence changes).

Please always respect the signs in the park. Some of the areas may be subject to special rules according to usage. E. g. many attractions are usable only by 1 person or 1 family at a time and others may only be used with extra distance regulations. Please always adhere to the instructions of the park staff.



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Playgrounds are open but we call upon the parents' own sense of responsibility to keep distance and adhere to general health and safety measures with their children and for themselves (subject to changes). Please also take special care to supervise your children, so that they also keep their distance to other guests.

ENTRANCE TICKETS / DAY TICKET

You must buy a day tickets in advance at our online ticket-shop. All tickets are binding in respect of your visit date. We will use process your personal information only for contact tracing.

All visitors who do not buy tickets in advance can **only** buy tickets on location if the park is not yet completely booked - **therefore, we highly advise against visiting us without online tickets.** If the park is fully booked, we cannot let you enter the park anymore. Without an online ticket you need to fill out a form or check in with the LUCA app. You can find the form on page 4 of this guide. Feel free to already fill it out.

DO WE NEED A TEST? / DO I NEED TO BE VACCINATED?

The "**2G rules**" are also applying to our park's operation. Please prepare your certificate for a full recovery or a vaccination - it will be checked at the entrance. This is mandatory for all guests over 18 years of age.

Attention, Attention! A quick or self test is only accepted anymore if you are under 18 years old or if you have medical conditions which make it impossible to be vaccinated.



We do accept the testing logbook of Hessen, if your child uses it. With the logbook, the date of the test does not matter as long as they are done regularly. It's also valid during holidays. If you do not live in Hessen, we also accept similar proofs of regular testing for your child, e.g. a letter by your school. Please note that this is valid for all guests over 6 years if they are already schooled.

CAN I BE TESTED ON LOCATION?

Unfortunately, we currently do not offer a testing possibility. Please make sure to gather a test result before coming to Taunus Wunderland.

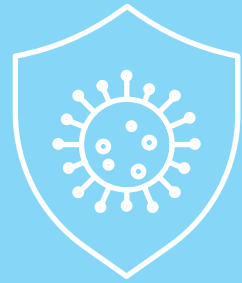
We also cannot supervise self-tests on location, since our staff would need to closely monitor hundreds of guests at a time. Surely you'll agree that this is not possible, so we cannot accept self-tests on location.

WHAT ARE CONSEQUENCES FOR MY SEASON TICKET?

Owners of season tickets have to register for their visit in advance online. If you do not register before visiting us, you will need to fill out the contact tracing form or check in using the LUCA app.

You can register here:

<https://jahreskarten.taunuswunderland.de>



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HOW CAN I BOOK TICKETS FOR MY BIRTHDAY GIRL/BOY?

Are you visiting with less than 5 paying guests? Then just book a ticket for kids below 100cm for your birthday girl/boy. At our cash desks, you then need to present the age verification.

If you want to enjoy our special price for birthday parties with more than 5 paying guests, please book a birthday table using our online reservation system. If you do not need the table as such, just make a small note of it in the comments section. This way, your birthday group is registered - all financial things are then taken care of at the cash desk here in Taunus Wunderland.

ARE RESTAURANTS AT THE PARK OPEN?

Yes. If you want to refresh yourself while visiting, you may do so in the food & beverages areas. Please note that, depending on the incidence numbers, we can only offer take away food and drinks and the indoor areas may remain closed.

MAY BARBECUE STATIONS BE BOOKED?

Yes, outdoor barbecue stations are open, subject to official distance rules. You may book them comfortably in advance at your home with our online booking-tool.



We are looking forward to you!



Informationen nach Art. 13 DSGVO zur Dokumentation Deines Besuchs ohne Online-Tagesticket



Stand 25.11.2021

Lieber Taunus Wunderland Freund,

danke, dass Du uns mit Deinem Besuch Dein Vertrauen schenkst.

Um Dich und uns vor einer weiteren Ausbreitung von Covid-19 zu schützen, dokumentieren wir Deinen Aufenthalt bei uns. Dazu notieren wir Deinen Namen, Deine Telefonnummer und Deine E-Mail-Adresse sowie die Zeit Deines Aufenthalts.

So können wir Dich im Fall der Fälle informieren, wenn Du bei Deinem Aufenthalt in unserem Freizeitpark mit einer infizierten Person Kontakt hattest. Sollte bei Dir eine Infektion festgestellt werden, können wir andere Gäste über die Gefährdung informieren. Dein Name wird in diesem Fall nicht genannt.

Erkrankt jemand aus unserem Team, kann es allerdings unter bestimmten Umständen erforderlich sein, Informationen an die zuständige Berufsgenossenschaft weiterzugeben.

Deine Daten werden nach 6 Wochen gelöscht.

Rechtsgrundlage für die Dokumentation ist Art. 6 Abs. 1 lit. f) der Datenschutzgrundverordnung (DSGVO). Dir steht das Recht auf Beschwerde bei einer Datenschutzaufsichtsbehörde zu.

Wir bitten Dich, von einem Besuch im Park abzusehen, sofern bei Dir mögliche Covid-19-Symptome vorliegen oder Kontakt zu Erkrankten besteht.

Bitte beachte auch die Hygiene Hinweisschilder im Park. Vielen Dank für Dein Verständnis!

Datum Aufenthalts: _____

Zeit Deines Aufenthalts: Von _____ bis _____

Name: _____

Telefonnummer: _____

E-Mail-Adresse: _____