

# Information on Park Operation



## 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.

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

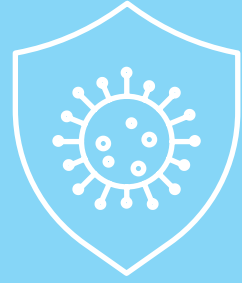
Yes, Taunus Wunderland is once more open again from 9:30 a.m. to 6 p.m. Please check out our official opening hours at [www.taunuswunderland.de](http://www.taunuswunderland.de) for more details.

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.

## 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.

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

The "3G rules" are also applying to our park's operation. Please prepare your certificate for a full recovery, a vaccination or a test - it will be checked at the entrance. Please note that this is valid for all guests over 6 years if they are already schooled. 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.

## CAN I BE TESTED ON LOCATION?

We currently (still) offer a test station. After October 11, the free "Bürgertests" are over and we need to charge you €15 per Test/Person (only cash payment accepted). Unfortunately, we cannot make any exceptions even if you still have the possibility to use a free "Bürgertest". In this case we'd like to advise you to use another testing facility.

The test station is open daily from 10a.m. to 1p.m.. Please note that there may be additional waiting times, if you want to get tested. Also, this is subject to change and we may close the test station if we consider it necessary. We will then update this document.

## WHAT ARE CONSEQUENCES FOR MY SEASON TICKET?

Owners of season tickets have to register for their visit in advance:

<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.

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## 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.

**Taunus  
Wunderland**  
The family park  
at the heart of nature!

We are looking  
forward to you!



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



Stand 18.05.2021

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!

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Datum Aufenthalts: \_\_\_\_\_

Zeit Deines Aufenthalts: Von \_\_\_\_\_ bis \_\_\_\_\_

Name: \_\_\_\_\_

Telefonnummer: \_\_\_\_\_

E-Mail-Adresse: \_\_\_\_\_