

Visitor Rules

STEZKA KORUNAMI STROMŮ KRKONOŠE s.r.o.

Each visitor is obliged to familiarize themselves with the Visitor Rules prior to entering the TreeTop Walk and the area of the Natural children's park and to observe all its provisions.



1. Entry to the TreeTop Walk is only possible during the opening hours and with a valid ticket.
2. Children under the age of 12 can enter the TreeTop Walk only when accompanied by an adult.
3. Adults are responsible for the safety of children they are accompanying.
4. Entry to the TreeTop Walk and the entry and use of the adventure attractions are only at the risk of visitors.
5. The visitor takes note that the Operator is entitled to check their luggage before entering the TreeTop Walk, as well as during their stay on the TreeTop Walk in order to find out whether there are any dangerous objects in the luggage endangering the safety, health or life of other visitors or if there are any animals in the luggage. The visitor is obliged to open his / her luggage and show its contents upon request. A visitor whose luggage will be identified with objects likely to jeopardize the safety, health or life of other visitors, or a visitor whose luggage will carry an animal, will not be allowed to enter the TreeTop Walk or will be asked to leave the TreeTop Walk without any admission refund.
6. For safety reasons, the adventure attractions (adrenalin stops) can be used only by one person at a time.
7. The visitor is obliged to report any injury sustained on the TreeTop Walk or in the area of the Natural Children's Park to the Operator of the TreeTop Walk at the ticket office immediately after its occurrence. The TreeTop Walk Operator is not responsible for accidents resulting, in particular, from the negligence of the visitor's caution or from the lack of the supervision over persons the visitor is under an obligation to supervise.
8. The TreeTop Walk Operator is not responsible for items left unattended in the TreeTop Walk area, including the area of the Natural children's park and sand pit, because these areas are not intended for it.
9. The TreeTop Walk is provided with fire escapes, which are marked with the  sign at the individual locations of the TreeTop Walk. The visitors are obliged to use these fire escapes only in case of a fire or when ordered by the Operator. When using the fire escapes in a fire, visitors are required to follow the instructions of the Operator and the fire brigade.

The visitors of the TreeTop Walk are prohibited from:

- Staying on the TreeTop Walk out of opening hours
- Entering the TreeTop Walk with animals (special boxes for animals are prepared at the entrance; the visitors can happily leave their pets there during their visit)
- Entering the TreeTop Walk on roller or in-line skates, scooters, bikes or in ski boots
- Entering the areas that are not intended for visitors
- Leaning over the railing
- Throwing any items from the TreeTop Walk and the viewing tower
- Disposing rubbish outside designated areas
- Smoking, opening fire and manipulating with open fire
- Entering the TreeTop Walk under the influence of alcohol or any other narcotics or toxic substances and using alcohol or other narcotics and toxic substances while on the TreeTop Walk
- Unauthorised use of fire escapes
- Entering the TreeTop Walk with dangerous object that could endanger the safety, life or health of other visitors (e.g. knives, other weapons, objects that can be used as weapons, explosives, etc.).

11. In case of violation of the law and regulations as well as the Visitor Rules, an Employee of the Operator is entitled to order the visitor out from the TreeTop Walk without the right to the admission refund or prevent the visitor from entering the TreeTop Walk without the right to the admission refund. The Operator is authorized to take any other necessary measures.
12. In the event of a sudden weather change (thunderstorms, windstorms, etc.), the visitors are required to follow the instructions of the Operator's staff and leave the TreeTop Walk immediately without the right to the admission refund.
13. The Operator alerts visitors of the TreeTop Walk that the ticket office area is monitored by the CCTV system during the opening hours of the TreeTop Walk and that a video record is made. The video record will only be used in an event of a loss, theft or damage to the property of visitors or the Operator or in other similar events in this area. In this case, the video record will be handed over to the relevant state authorities, especially to the Czech Police.
14. Further information on the rights of visitors according to Act No. 101/2000 Coll., On the Protection of Personal Data, as amended, can be found at www.uouu.cz.

Toboggan:

- Riding on the toboggan is intended for children from the age of 6, using a special cushion, and for one person at a time. The toboggan is closed in an event of adverse meteorological conditions.

Natural Children's Park:

1. A visitor of the Natural children's park is obliged to familiarize himself with the relevant provisions of the TreeTop Walk Visitor Rules prior to entering the area of the Natural children's park and to observe these provisions, as well as the extract from the Visitor Rules placed on the information board directly at the grounds of the children's park.
2. The Natural children's park and sandpit in the premises of the TreeTop Walk, as well as the play elements located on these attractions by the Operator are intended for adults and children from 3 years of age.
3. When using the play elements in the Natural children's park, it is essential for each individual to respect its apparent structural features, especially its load, as well as taking into account their own physical abilities and health. Persons with disabilities shall consider entering the Natural children's park depending on the type and degree of disability.
4. When using the play elements in the Natural children's park, it is forbidden to consume food or beverages, chew or use the play elements with other objects in the mouth.
5. Adults are responsible for the safety of the children that they are accompanying when using the Natural children's park in the TreeTop Walk premises. The TreeTop Walk Operator shall be not responsible for any visitors' health or life damage, in particular occurring as a result of non-observance of the Visitor Rules provisions or due to the negligence of the visitor's caution, or by the overestimation of the visitor's physical abilities, or by the negligence of the supervision over an under-aged or not fully legally competent visitor by a person obliged to supervise such person.
6. The visitors are obliged to use the Natural children's park and the sandpit only in suitable clothing and footwear. For safety reasons, it is advisable not to enter the Natural children's park and the sandpit while wearing wristwatches and jewellery; long hair must be tied up for safety before using the play elements. The Operator shall be not responsible for the loss or damage to clothing, footwear, wristwatches, jewellery or other garments in the premises of the TreeTop Walk when using attractions.
7. The Natural children's park is not a children's playground. People need to be secured by spotting when using the play elements. Each individual play element can only be used by one person at any one time.
8. It is forbidden to smoke in the premises of the Natural children's park, as well as to make fire or to move around with fire.
9. The rights and obligations of visitors and Operator not regulated by these Visitor Rules are governed, in particular, by Act No. 89/2012. Coll., The Civil Code, as amended, and the valid legal order of the Czech Republic.

10. In the event of a consumer dispute between the Operator and a Customer-consumer arising from the service contract that can not be settled by mutual agreement, the visitor-consumer may submit a proposal for an out-of-court settlement of such a dispute to a designated extrajudicial dispute resolution body, which is: Česká obchodní inspekce, Ústřední inspektorát - oddělení ADR, Štěpánská 15, 120 00 Praha 2, Email: adr@coi.cz, Web: adr.coi.cz

In emergency, please call the following numbers:

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| 112 European emergency number | 156 Municipal police |
| 155 Emergency service | 150 Fire brigade |
| 158 Police | |

Operator: STEZKA KORUNAMI STROMŮ KRKONOŠE s.r.o., having its seat at Krkonošská, PSČ 542 25 Janské Lázně, IČ: 04448618, registered in Business Register at the Regional Court in Hradec Králové Section C Insert 35860, **Responsible person:** Marie Jarkovská – director, Telephone: +420 601 089 032

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www.stezkakrakonose.cz