Visitor Policy

of the Treetop Walkway and Natural Children's Playground

Treetop Walk Lipno

General Provisions

- **Upon entering the Treetop Walkway and the area of the natural children's playground, all visitors are obligated to familiarise themselves with this Visitor Policy and to comply with all provisions thereof.**
- Visitors shall bear in mind that, on the occasion of various events, the operator may make visual and audio recordings of them on the Treetop Walkway and the visitors grant their consent to such recording. Visitors further consent to the publication of photographs taken on the Treetop Walkway and in which they are shown on the website at www.stezkakorunamistromu.cz and on www.facebook.com/stezkakorunamistromu and, as the case may be, to the use and dissemination of such photographs for the advertising and promotional purposes of the operator by other means. Visitors are obligated to explicitly express to the operator their disagreement with the capturing of their likeness and with the possible use and dissemination of their captured likeness in writing prior to entering the Treetop Walkway or the area of the natural children's playground.
- The operator hereby notifies visitors that the area of the cash desks is monitored by a camera system during the Treetop Walkway opening hours and video recordings are made by such system. The video recordings thus obtained will be used only in the event of loss, theft or damage to the operator's or visitors' property or other similar incidents in this area. In such a case, the relevant video recording will be handed over to the appropriate state authorities, particularly the Police of the Czech Republic. The operator further informs visitors that the entire Treetop Walkway complex is monitored by a camera system.
- The operator offers goods and services that may be designated as non-transferable. In such a case, the visitor is notified of this by means of labelling of the service or goods as **"non-transferable."** At the same time, the visitor shall bear in mind that in the case of purchasing goods or services that are labelled as non-transferable, a photograph of the visitor shall be taken for the purpose of checking fulfilment of the non-transferability obligation upon the visitor's first passage through the control turnstiles and initial activation of the service or goods (hereinafter referred to as the **"reference photograph"**). The control turnstiles are equipped with cameras for this purpose. By passing through the control turnstile, the visitor gives the operator consent to the taking of photographs of his/her person. A person authorised by the operator shall regularly compare such reference photograph with the photographs taken when the visitor next passes through the control turnstiles (hereinafter referred to as the **"control photograph"**). The control photograph is automatically deleted upon obtaining each additional control photograph taken during each subsequent passage of the visitor through the control turnstiles. In the event that a discrepancy between the reference and control photographs is detected, the operator is authorised to suspend the purchased service or goods, which will thus be rendered unusable, without compensation for the price paid. In such a case, the visitor is entitled to address the reasons for the suspension of the service or goods through the complaints process.
- More detailed information on the rights of visitors pursuant to Act No. 110/2019 Coll., on Personal Data Processing, as amended, is available at www.uoou.cz.
- The operator is not responsible for belongings left on the premises of the Treetop Walkway or on the natural children's playground, nor is the operator responsible for items brought onto these premises.
- The rights and obligations of visitors and of the operator not regulated by this Visitor Policy are governed by, in particular, Act No. 89/2012 Coll., the Civil Code, and by the legal regulations of the Czech Republic in force.

Treetop Walkway

- Entry into the Treetop Walkway is possible only during opening hours and with a valid ticket.
- Ticket sales and entry into the Treetop Walkway end one hour before the end of the opening hours.
- Children under the age of 15 years are permitted to enter the Treetop Walkway only when accompanied by an adult.
- The legal guardian (parent, responsible guardian) or other adult designated by such legal guardian or accompanying children (supervision) is responsible for the safety and behaviour of children.
- Entry into the Treetop Walkway and adventure attractions and the use thereof are at the visitors' own risk.
- Visitors shall bear in mind that the operator is authorised to inspect visitors' bags prior to their entry into the Treetop Walkway or during their stay on the Treetop Walkway for the purpose of determining whether such bags contain items that could endanger the safety, life or health of other visitors or whether the bags contain animals. At the operator's request, visitors are obligated to open their bags and show their contents. A visitor whose luggage is found to contain items that could endanger the safety, health or life of other visitors, or a visitor whose luggage is found to contain an animal, will be denied entry to the Treetop Walkway or will be ejected from the Treetop Walkway without compensation for the entry fee.
- Due to safety concerns, adventure attractions (adrenaline stops) can be used by only one person at a time.
- The visitor is obligated to report any injury suffered on the Treetop Walkway or in the area of the natural children's playground without delay to the operator at the ticket office of the complex. The operator of the Treetop Walkway shall not be liable for injuries resulting from, in particular, the visitor's failure to exercise necessary caution or failure to supervise persons whom the visitor is obligated to supervise.
- The Treetop Walkway is equipped with fire escapes, which are marked by the operator at individual places on the Treetop Walkway. Visitors are obligated to use these fire escapes only in the event of a fire or when directed to do so by the operator. Visitors are obligated to follow the instructions of the operator and firefighters when using the fire escapes in the event of a fire.

Treetop Walkway visitors are prohibited from doing the following:

- Remaining on the Treetop Walkway outside of opening hours.
- Entering the Treetop Walkway with animals (special boxes for animals are prepared at the entrance, where visitors can leave their animals during the time of their stay without worry).
- Entering the Treetop Walkway on roller skates or a scooter, with a children's push bike or bicycle, or in ski boots.
- Entering spaces that are not intended for visitors.
- Leaning over rails.
- Throwing any objects from the Treetop Walkway and lookout tower.
- Throwing away waste outside of the places intended for such purpose.
- Smoking cigarettes (including e-cigarettes), start fires and handling open flame.
- Entering the Treetop Walkway under the influence of alcohol or other intoxicating or toxic substances and using alcohol or other intoxicating or toxic substances on the Treetop Walkway.
- Unauthorised use of the fire escapes.
- Bringing dangerous items that could endanger the safety, life or health of other visitors (e.g. knives and other weapons, objects that can be used as weapons, explosives, etc.) onto the Treetop Walkway.
- In the event of an illegal act or in the event of a violation of regulations or of this Visitor Policy, an employee of the operator is authorised to eject the offending visitor from the Treetop Walkway without compensation for the entry fee or, as the case may be, refuse entry to the visitor without compensation for the entry fee; the operator is further authorised to take other necessary measures.
- In the event of a sudden change of weather (storm, gale-force winds, etc.), visitors are obligated to follow the instructions issued by the operator's employees and immediately leave the Treetop Walkway.

Waterslide:

- The use of the waterslide is at your own risk and responsibility.
- The operator points out that the waterslide is self-service.
- The waterslide may be used independently only by persons taller than 120 cm or older than 6 years.
- Children shorter than 120 cm or younger than 6 years may use the waterslide only when accompanied by an adult (the child must lie between the adult's legs).
- One adult may accompany only one child shorter than 120 cm or younger than 6 years.
- Parents are responsible for their children.
- The operator does not accept liability for improper use.
- The operator reserves the right to close the waterslide at any time.

Adrenaline net:

- The operating rules of the Treetop Walkway, which are posted at the entrance to the Walkway, apply to the adrenaline net.
- The following rules apply to the adrenaline net:
  - The maximum number of persons on the net is 50.
  - Entry to the adrenaline net is at the visitor's own risk and the visitor must take his/her physical abilities into consideration.
  - Entry for children up to the age of 6 (six) years is permitted only when accompanied by their parents or a person over the age of 18 (eighteen) years, who is obligated to supervise the given child.
  - Entry with a pram or wheelchair is prohibited.
  - Before entering, it is necessary to put away objects that could become loose or fall in the course of using the adrenaline net and the visitor is obligated to secure such items so that they do not fall.
  - Entry to the adrenaline net is allowed only in shoes with flat soles.
  - For the purpose of ensuring the safety of visitors, the adrenaline net is monitored by a camera system.

Natural children's playground:

- The natural children's playground and the play elements installed within it are intended for adults and for children over the age of three years.
- Visitors are obligated to respect the instructions of the operator. Furthermore, visitors are obligated to behave in a polite and disciplined manner so as not to endanger others or themselves. Visitors are obligated to keep the natural playground clean.
- When using the play elements on the natural children's playground, the visitor is obligated to respect the obvious structural properties of each individual play element (particularly its load-bearing capacity), follow the instructions for its use if such instructions are posted at the particular play element, and take his/her own physical abilities and health condition into account. Persons with health problems shall consider their entry into the natural children's playground in relation to the type and severity of their health problem.
- The operator of the Treetop Walkway shall not be liable for any damage or harm to the health or life of visitors arising, in particular, as a result of non-compliance with the provisions of this Visitor Policy or caused by the visitor's failure to exercise necessary caution or by overestimation of the visitor's physical abilities, or arising in connection with the failure to supervise a minor or fully dependent visitor by a person who is obligated to perform such supervision. The visitor is obligated to report any injury suffered in the area of the natural children's playground without delay to the operator of the Treetop Walkway at the ticket office of the complex. The operator of the Treetop Walkway shall not be liable for injuries resulting from, in particular, the visitor's failure to exercise necessary caution or failure to supervise persons whom the visitor is obligated to supervise.
- Visitors are obligated to wear only appropriate clothing and footwear when using the natural children's playground. For safety reasons, it is advisable that visitors not enter the natural children's playground with a wristwatch or jewellery, and it is necessary to tie back long hair before using the play elements. The operator is not responsible for the loss of or damage to clothing, footwear, wristwatches, jewellery or other parts of clothing when using the attractions on the premises of the Treetop Walkway.
- Smoking cigarettes, including e-cigarettes, starting fires and handling open flame are prohibited in the natural children's playground complex. Consumption of alcohol and other intoxicating substances is also prohibited.
- Damaging and soiling the premises, facilities, equipment and play elements of the natural children's playground are prohibited.
- Entry to the natural children's playground complex with animals is prohibited.
- Use of the play elements of the natural children's playground is prohibited if their surface is icy or slippery or if defects in the equipment are detected.
- During periods hot weather, the surface of the metal components of the playground equipment on the natural children's playground may be heated to a temperature that can cause burns on contact. Adults supervising children are obligated to check the surface temperature prior to use.
- The supervising adult shall bear full responsibility for damage to the natural children's playground caused by his/her child and for damage resulting from failure to respect the operating rules.

In the event that a consumer dispute between the operator and the visitor/consumer arises from the contract on provision of services and such dispute cannot be resolved by mutual agreement, the visitor/consumer may file a motion for out-of-court settlement of such dispute with the designated entity for out-of-court settlement of consumer disputes, which is the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Prague 2, e-mail: adr@coi.cz, www.adr.coi.cz

In the event of an emergency situation, call:

112 | European Emergency Number
155 | Emergency Medical Service
158 | Police
156 | Municipal Police
150 | Fire Department

Operator: LIPNO SERVIS s.r.o.
with its registered office at Lipno nad Vltavou 307, Postal code 382 78, Identification no. 281 42 349
entered in the Commercial Register administrated by the Regional Court
in České Budějovice, Section C, File 20058
Responsible person: Matěj Kratochvíl – Executive Director, Tel.: +420 601 509 116

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