

Visitor Policy

Forest Kingdom

The Forest Kingdom public children's playground is in compliance with the ČSN-EN 1176-1 ED.2 (940515) standard.



General Provisions:

- Upon entering the Forest Kingdom, 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 in the Forest Kingdom and the visitors grant their consent to such recording. Visitors further consent to the publication of photographs taken in the Forest Kingdom and in which they are shown on the website at www.kralovstvileska.cz and on www.facebook.com/kralovstvileska 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 Forest Kingdom.
- The operator hereby notifies visitors that the area of the Forest Kingdom cash desks is monitored by a camera system during 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 Forest Kingdom 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 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.

Forest Kingdom

- Entry into the Forest Kingdom is possible only during opening hours and with a valid ticket.
- Ticket sales and entry into the Forest Kingdom end one hour before the end of the opening hours.
- Children under the age of 15 years are permitted to enter the Forest Kingdom 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 Forest Kingdom, adventure attractions and play elements and the use thereof are at the visitors' own risk.
- Before exiting the Forest Kingdom complex, the visitor is obligated to report any injury suffered in the Forest Kingdom without delay to the operator at the Forest Kingdom ticket office for the purpose of drawing up an injury record. The operator 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 operator is not responsible for belongings left on the premises of the Forest Kingdom.
- Smoking is prohibited in the Forest Kingdom. This applies to both regular cigarettes and e-cigarettes. Smoking is permitted only in the space designated and marked by the operator for such purpose. Consumption of intoxicating substances is also prohibited in the Forest Kingdom.

Forest Kingdom visitors are prohibited from doing the following:

- Remaining in the Forest Kingdom outside of opening hours.
- Entering the Forest Kingdom with animals (special boxes for animals are prepared at the entrance, where visitors can leave their animals during the time of their stay in the Forest Kingdom without worry).
- Entering the Forest Kingdom on roller skates or a scooter, or with a children's push bike or bicycle.
- Entering spaces that are not intended for visitors.
- Leaning over guard rails or other safety barriers on elevated areas of individual attractions or play elements.
- Damaging and soiling the premises, facilities, equipment, attractions, play elements, trees and bark (breaking of branches is also understood to constitute damage).
- Throwing away any objects outside of places designated for such purpose.
- Starting fires and handling open flame.
- Feeding animals with one's own food and entering their pens and enclosures.
- Bringing dangerous items into the Forest Kingdom 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.). The operator is authorised to inspect visitors' bags prior to their entry into the Forest Kingdom or during visitors' stay in the Forest Kingdom for the purpose of determining whether they contain such objects or animals. The visitor is obligated to cooperate with the operator in the event of such inspection.
- In the event of an illegal act or in the event of a violation of generally binding regulations or of any provision of this Visitor Policy, an employee of the operator is authorised to eject the offending visitor from the Forest Kingdom 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.

Forest Kingdom attractions, play elements and workshops:

- Individual attractions and play elements in the Forest Kingdom are intended for adults and children over the age of three years unless a different age range is expressly stated at the given attraction or play element. Children under the age of 15 years are authorised to use attractions and play elements only when under the continuous supervision of an adult who is obligated to supervise children.
- When using the attractions and play elements in the Forest Kingdom, the visitor is obligated to exercise an appropriate degree of caution, respect the obvious structural properties of the given attraction or play element (particularly its load-bearing capacity), follow the instructions for its use if such instructions are posted, and take his/her own physical abilities and health condition into account.
- Use of Forest Kingdom attractions and play elements is prohibited if their surface is icy or slippery, or if they are damaged.
- Visitors shall bear in mind that in hot weather, the surface of some of the play elements may be heated to a temperature that can cause burns on contact. Visitors (and adults supervising children) are obligated to check the surface temperature prior to use and, if appropriate, to not use the given play element.
- The adults in whose company children visit the Forest Kingdom and who supervise children are responsible for the safety of children when using the attractions and play elements in the Forest Kingdom.
- The operator 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 operator shall not be liable for any loss of visitors' personal belongings.
- Visitors are obligated to wear only appropriate clothing and footwear when using the attractions and play elements in the Forest Kingdom. The operator shall not be responsible for the loss or damage of clothing, footwear, parts of clothing or personal belongings inside the Forest Kingdom.
- 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; in particular, they are obligated to leave Forest Kingdom attractions and play elements designated by the operator.

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

158 | Police

150 | Fire Department

155 | Emergency Medical Service

156 | Municipal Police

Betreiber: LIPNO SERVIS s.r.o.

mit Sitz Lipno nad Vltavou 307, PLZ 382 78, Id.-Nr. 281 42 349

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www.kralovstvileska.cz