

General terms and conditions

Event Department of Zurich Zoo



1. Prices, fees and conditions

Please refer to the price list to be found on the following site: www.zoo.ch/events.

Free entrance tickets and annual membership cards cannot be used for guided tours. Following the event, a corresponding invoice will be issued and sent out to the customer.

Without an answer, within 7 days following the date of issuing, the general terms and conditions of the Event Department of Zurich Zoo will be considered as having been accepted.

2. Purpose and lease of the premises and infrastructure of Zurich Zoo

Various different locations (animal enclosures and housing, cocktail locations, restaurants) can be leased for cocktail parties and banquets. Basically, this is possible in the evenings, after the closing of Zurich Zoo (Nov. – Feb. 17:15 to 22:30; March – Oct. 18:15 – 22:30) and only in combination with a guided tour (all participants pay). Exceptions: Restaurant Siesta; locations "Rio Grande" and "Amazons".

The visitors of Zurich Zoo must respect the private sphere of all the inhabitants of the adjacent buildings. In order to avoid causing any risks or danger to human beings and animals, the conditions applying to the animal housing zones must be respected.

Zurich Zoo attaches great importance to an as nature-near housing of the animals as possible. Consequently, the animals are able to choose for themselves in which part of their housing they wish to linger. Correspondingly, it is impossible to guarantee that cocktail or banquet guests be able to be in the proximity of the animals or see them at all times.

2.1 Lease of the Masoala Restaurant

After the closing of Zurich Zoo, groups of up to 180 persons may book guided tours of the Zoo (minimum of 50 persons will be billed). In exceptional cases, the location may be leased as of 16:00 (contribution to corresponding expenditures of CHF 3,000 / h (excl. VAT)). The lease will become due for payment when the location is booked.

Technical equipment: Main hall: beamer, 1 hand-held microphone, 1 microphone at the speaker's desk, hi-fi installation (radio/TV/DVD/CD).

Restaurant: 1 hand-held microphone, multiple CD player. To avoid disturbing the animals, it is forbidden to operate light shows or light fixtures in the restaurant or in the Masoala Rainforest. For the same reason, it is forbidden to play loud music in the restaurant. The main hall may be leased for presentations, disco parties or performances (maximum volume of 80 dB).

Delivery of supplies: Possible as of 17:30 and exclusively via the night entrance to the Masoala Rainforest. No alterations or modifications may be made to the Information Center, because it is home to a permanent exhibition.

Parking spaces: As of 19:00, visitors may use the parking spaces at the night entrance.

Prolongation: For events lasting after 24:00, a corresponding request for prolongation must be submitted to Zoo Restaurants GmbH (according to the separate general terms and conditions of Zoo Restaurants GmbH).

2.2 Lease of the Nature Workshop Studio

The Nature Workshop Studio can be leased on a daily basis, from 8:30 – 17:30, for groups of up to 30 persons. The precise number of participants may be indicated up until 48 hours prior to the event. This number will then be taken into account for the billing (minimum number of participants). The handing over of the keys is subject to both parties signing the corresponding confirmation of reception of the keys (customer and Zoo employee). In the case of loss of the keys, the customer will be billed CHF 200.-.

2.3 Lease of the cocktail sites and animal enclosures or houses

Prices and applicable hours, as offered, to be found under the following web address: www.zoo.ch/apero. Only for lease in combination with guided tours.

3. Bookings

Bookings are to be made in due time (up until 2 weeks prior to the date of the event at latest). Please contact the Event Department at tel. no. 044 254 25 33 or event@Zoo.ch

4. Regulations governing changes and annulations

4.1 Guided tours:

Changes: The Event Department must be informed of changes to the number of participants at least 2 weeks prior to the guided tour taking place. After this time, in the case of a *reduction of the number of participants* leading to a reduction of the number of guides planned, the fees of those guides no longer needed will be billed to the customer (CHF 120.- per guide). If the customer so desires, in such a case, the initially planned number of guides can be maintained for a smaller number of participants.

In the case of a greater number of participants, up until 2 weeks prior to the event, the necessary number of additional guides can be guaranteed. After this period, the provision of additional guides is subject to availability.

Bookings may only be changed up until 15 days before the guided tour. Booking changes are subject to a fee of CHF 50.-. Following expiration of this period, the conditions of Cancellation will apply.

Cancellation: Up until 15 days prior to the guided tour: CHF 100.-. 14 – 8 days prior to the tour: 50%; 7- 2 days prior to the tour booked: 75%; and on the day of the guided tour: 100% of the sum, according to the order confirmation (at least CHF 100.-).

Delays: In the case of delays of up to 20 minutes, the delay will be deducted from the arrival time convened. In the case of delays of over 20 minutes, the guided tour can no longer take place and will be fully billed (100%) to the customer, according to the amount confirmed.

4.2 Cancellations of bookings of the Masoala Restaurant, animal houses, and the Nature Workshop Studio:

Cancellations up to 30 days prior to the event are subject to a charge of CHF 100.-; cancellations 29 – 15 days prior to the event will be billed to the customer at 10%; cancellations 14 – 5 days before the event at 50% and cancellations 4 – 0 days before the event at 100% of the sum convened in the order confirmation (lease and costs of the guided tour; minimum of CHF 100.). The date of the event can only be changed up until 30 days prior to the event and is subject to a charge of CHF 50.-. Following expiration of this period, the cancellation conditions will apply.

5. Cancellation by the Event Department of Zurich Zoo

If the Event Department of Zurich Zoo or one its operational units have reason to assume that the event booked by the customer will endanger either the smooth operation of the Zoo or the safety or reputation of Zurich Zoo, the event may be cancelled at no cost for the Zoo.

6. Catering, music, artists, lighting

Catering will be ensured exclusively by Zoo Restaurant GmbH. If special circumstances apply, Executive Management of Zurich Zoo may decide.

Musical or other artistic performances may not take place in the animal houses or in the exterior enclosures of the animals. There are various different locations (interior and exterior) belonging to the Zoo that may be used to this effect.

7. Event Management at Zurich Zoo

The Zurich Zoo Event Department will monitor adherence with the contractually convened stipulations governing execution. During the event, as a rule, a member of the Zurich Zoo Event Department and / or of Zoo Restaurants GmbH shall serve as the contact and be in attendance. The basic lease comprises two hours of service (consultation,

inspection of the premises, organization). Any discussions and services going beyond this time limit will be offered and billed separately in line with the hours of work involved.

8. Regulations governing use

Zoo Restaurants GmbH will make available the basic infrastructure for cocktails and banquets. Everything else is subject to express customer wishes. Various different furnishings and decoration material can be leased.

Technical equipment can be leased from Zurich Zoo's technical equipment partner.

Wardrobes are available to the guests in the animal housings and in the restaurants. Zurich Zoo does not assume any liability for clothing deposited at the wardrobes.

Deliveries take place in winter (Nov. – Feb.), as of 17:00 and in summer (March – Oct.), as of 18:00 and exclusively via the delivery routes designated as such. No lifting ramps, ladders, or similar transportation means are available. After the event, the equipment must be removed before 8:30 the next morning. For use on Zoo territory, a request for permits for the corresponding vehicles must be submitted and approved of in advance.

No advertising or logos may be positioned or posted on Zoo territory, except if the entire Zoo territory has been leased and / or provided the event takes place exclusively after the opening hours of Zurich Zoo.

A cleaning company commissioned by Zurich Zoo AG will carry out the cleaning of the premises. The cleaning costs are comprised in the lease.

9. Nocturnal events / noise

In particular, we would like to draw your attention to the fact that - to avoid causing any nuisance to the inhabitants of the adjacent buildings referred to as "Im Klösterli" - all forms of noise producing must be avoided.

Everything agreed upon with the Event Department of Zurich Zoo must be respected. The customer accepts the full responsibility for any infringements to this regulation as well as any claims of third parties as well as agreeing to assume any possible additional costs thus accrued.

10. Damage, insurance

In all cases, the customer shall assume the liability for all damage to rooms, locations, furnishing, equipment, and the surrounding area. The costs of damaged or missing objects will also be borne by the customer.

Equipment that the customer supplies is to be insured against any possible kind of risk. As the lessor, Zurich Zoo AG refuses all liability.

11. Staying in Zurich Zoo after closing of the Zoo

Visitors may only remain on the premises of Zurich Zoo after the closing of the Zoo if either a Zoo guide or a staff member of Zoo Restaurants GmbH accompanies them.

12. Court of jurisdiction

The parties convene, as the applicable court of jurisdiction, Zurich.