

Park Regulations



Experience, learn, play and discover! The members of staff at Adventure Farm Molenwaard aim to make your stay unforgettable. These rules and guidelines were drawn up to make your visit and that of our other guests as pleasant as possible because the welfare of our animals is very important. By entering the park, you - as a guest - agree to these regulations.

1. Applicability

- 1.1 These park regulations are available for inspection at the cash point of Adventure Farm Molenwaard, they can be sent free of charge and can be consulted at www.Avonturenboerderij.nl.
- 1.2 In the event of any cases and/or situations not provided for in these regulations, Adventure Farm Molenwaard reserves the right to stipulate additional rules orally and/or in writing, to which the guests are bound.
- 1.3 In these regulations, the term 'the (park) premises' also refers to the catering establishments, the car parks and other locations at Adventure Farm Molenwaard.

2. General

- 2.1 Adventure Farm Molenwaard always reserves the right to remove a guest from the park if these regulations are violated or if it deems this necessary. Adventure Farm Molenwaard does not have a money-back arrangement in place.
- 2.2 Advertising, public surveys, counts, collections and offering goods and services on the park premises are not permitted, unless you have obtained written consent from Adventure Farm Molenwaard.
- 2.3 Propagating (religious) beliefs or holding demonstrations on the park premises are not permitted, unless you have obtained written consent from Adventure Farm Molenwaard.
- 2.4 During your stay on the park premises, you must act in accordance with public order, public morale and the rules that apply to the activity you are taking part in.
- 2.5 Smoking is not permitted on the park premises, with the exception of the designated areas.
- 2.6 Never obstruct the entrances, exits and emergency exits of the various buildings on the park premises.
- 2.7 You are not permitted to enter areas outside the indicated walking routes, paths, plazas and/or picnic areas. This way, we all respect nature and the habitats of our animals.
- 2.8 You are not permitted to touch plants, flowers, trees and shrubs.
- 2.9 You are not permitted to swim or bathe in the ponds, lakes and ditches of Adventure Farm Molenwaard.
- 2.10 You are permitted to bring dogs on a leash on the park premises. Dogs are not permitted at any of the activities, the animal enclosures, the Fien & Teun Theatre, the open-air theatre and eating establishments. Dogs should never be left alone. As a dog owner/supervisor, you must ensure the dog does not damage or soil the park premises. You must clear up your dog's droppings and leave the area where the dog has defecated clean.
- 2.11 Deliberately making noise and the audible use of radios, recorders and other sound carriers are not permitted. In the event of deliberate noise, our members of staff are authorised to confiscate the sound carrier.

3. Parking

- 3.1 General traffic rules apply in the car park. To prevent traffic disruptions, you must follow the instructions of our members of staff. You are not permitted to park your motor vehicle in a place other than indicated by our members of staff. If you fail to follow the traffic rules and/or instructions or fail to do so correctly, we are entitled to remove your motor vehicle from the premises at your expense and risk.
- 3.2 You can only enter and leave the car park via the appropriately, clearly marked route. The speed limit in the car park is 10 km/h and pedestrians always have right of way.
- 3.3 Cars must be parked in the indicated spaces in the car park of Adventure Farm Molenwaard; mopeds and bikes must be parked in the bike parking facility.
- 3.4 Please make sure your motor vehicle is properly locked and never leave any valuables in your vehicle.
- 3.5 You are not permitted to leave persons and/or animals in your motor vehicle.
- 3.6 Parking your motor vehicle in the car park of Adventure Farm Molenwaard or outside the park premises is entirely at your own risk. Adventure Farm Molenwaard is not responsible for any damage suffered. This also applies in case your vehicle is stolen, broken into, extreme weather conditions or other extraordinary events.
- 3.7 You can only leave the car park with a parking coin, which is available from the cash point.

4. Access

- 4.1 Entering the premises is at your own risk.
- 4.2 Children under the age of 10 can only access the park premises under the continuous supervision of an adult (at least 18 years of age).
- 4.3 Access to the park premises is allowed only with a valid entrance ticket or subscription. The right of access ends when you leave the premises. You may only re-enter the park premises in special cases that have been discussed with one of our cash point operators.
- 4.4 Your entrance ticket or subscription is only valid on the day of issue or for the period stated thereon.
- 4.5 If you have an entrance ticket or subscription, there is no money-back arrangement under any circumstances.
- 4.6 The validity of the entrance ticket or subscription for a specific time and/or date cannot be extended. However, you *can* purchase a new entrance ticket or subscription.
- 4.7 You are not permitted to reprint or trade securities, for example, entrance tickets or discount vouchers. Such instances will be reported to the police. If securities are resold, they will be invalidated by our employees.
- 4.8 Entrance tickets and/or subscriptions remain the property of Adventure Farm Molenwaard. They can be confiscated if the holder behaves inappropriately or acts contrary to these regulations.
- 4.9 Access to the park is reserved for pedestrians, with the exception of those using a wheelchair, pushchair or mobility scooter. (Walking) bikes, inline skates, scooters, skateboards or other vehicles are not allowed. Adventure Farm Molenwaard cannot be held responsible for theft or damage to wheelchairs, pushchairs or mobility scooters on the park premises. Mobility scooters are subject to a maximum speed of 5km/h.
- 4.10 Adventure Farm Molenwaard reserves the right to change opening days and/or times during the season, and possibly to limit access to the park premises to certain groups.
- 4.11 Adventure Farm Molenwaard is authorised to close (a) part(s) of the premises, without being obliged to pay any compensation to its guests.
- 4.12 No one is permitted to stay on the park premises outside opening hours.
- 4.13 You are not permitted to climb on or over walls and fences.
- 4.14 In connection with the safety of its guests, Adventure Farm Molenwaard reserves the right to close its doors in case of large numbers of visitors. This also applies to subscription holders. If you already have a valid entrance ticket on this relevant date, entrance tickets can be changed to another date, in the same seasonal year, of your choice. Adventure Farm Molenwaard accepts no liability for the travel costs incurred.

4.15 You must keep your entrance ticket and/or subscription in a safe place during your stay on the park premises and present it at the request of one of our members of staff. This may mean temporarily removing headgear, sunglasses or other face-covering clothing. Personal privacy is of course respected.

5. Safety and liability

5.1 You, as a parent or supervisor of children or groups, are responsible for those who visit the park premises under your guidance. Parents and supervisors (or the relevant organisation) are liable for damage caused by people entrusted to them.

5.2 Adventure Farm Molenwaard is not liable for any accident, loss, damage or theft. In the event of theft, the police will always be contacted.

5.3 You are responsible for your belongings. Guests must hand over items they found on site to our members of staff. Lost items are kept for a maximum of two months.

5.4 If you suffer damage or injury, you must report this to the cash point operator before departure. Adventure Farm Molenwaard is no longer liable if the report is made after leaving the park.

5.5 Our members of staff are permitted to inspect your coat(s)/bag(s).

5.6 Adventure Farm Molenwaard points out that camera surveillance is in place on the premises to protect your and our safety and property.

5.7 For your and our safety, you must follow the instructions of our members of staff.

5.10 In the event of difficulties with a group, Adventure Farm Molenwaard reserves the right to deny the entire group access to the park premises.

5.11 Persons who are under the influence of alcohol or drugs, or who trade or are in possession of drugs, will be refused or denied access to the premises without being entitled to a money-back arrangement.

5.12 Wantonness and/or vandalism, physical or verbal violence, or other undesirable behaviour towards other guests and/or members of staff of Adventure Farm Molenwaard will not be tolerated. Guests who engage in such behaviour will be immediately removed from the premises. The police may also be called in.

5.13 Carrying fireworks, weapons, knives or other dangerous objects/materials is not permitted. Adventure Farm Molenwaard reserves the right to remove anyone carrying such goods from the premises, possibly in collaboration with the police.

5.14 Waste must be deposited in the waste bins/containers on the premises. Alternatively, you take it with you.

5.15 You must always follow the fire regulations and instructions of the external emergency services and our members of staff. You are not permitted to lay a fire.

5.16 Our premises are carefully maintained. If you are nevertheless confronted with an unsafe situation and/or damage, please report this to one of our members of staff as soon as possible. Also if you unintentionally cause damage, please report this to one of our members of staff before you leave the premises.

6. Activities, entertainment and shows

6.1 The participation in all activities on the site, including the use of playground equipment and water play areas, is entirely at your own risk. Adventure Farm Molenwaard is not liable for improper use.

6.2 The member of staff appointed by the park is responsible for the activity or show where he/she is deployed. You must always adhere to the instructions given by this member of staff.

6.3 The Fien & Teun Theatre, the open-air theatre and the areas for various activities on the premises are subject to a maximum capacity that cannot be exceeded for safety reasons. If the capacity of the theatres and other areas is close to being exceeded, our members of staff have the right to refuse access to additional guests for the relevant performance or activity. In situations like this, no money-back arrangement applies.

6.4 For security reasons or in the event of technical failures, activities and shows may be closed during your visit. Our members of staff make every effort to reopen the activity and/or show as soon as possible. In situations like this, no money-back arrangement applies.

- 6.5 In the event of exceptional weather conditions (including strong winds, heavy rain, hail and thunderstorms), Adventure Farm Molenwaard is obliged to temporarily close activities and shows according to the appropriate safety procedures. In situations like this, no money-back arrangement applies.
- 6.6 Guests who jump the queue may be removed from the park premises.
- 6.7 At the Fien & Teun Theatre, the open-air theatre and various activities on the premises, pushchairs must be left in the places provided for this purpose or in places that do not obstruct the flow of traffic. Pushchairs can be removed for safety reasons. For fire safety reasons, pushchairs are not permitted in the theatres.
- 6.8 Each guest must leave the theatre after the performance. If you wish to attend the next performance, you can again queue at the theatre's entrance.

7. Animals

- 7.1 On the park premises and near the indicated places, you may encounter animals. Adventure Farm Molenwaard points out that the animals can show unpredictable behaviour, which can lead to personal injury or damage to your belongings. By entering the premises, you accept this risk. Adventure Farm Molenwaard is not liable for personal injury or damage caused by our animals.
- 7.2 You are not permitted to feed the animals in any way; if you brought any food, you must leave it at the park's entrance. The animals may be fed only at the indicated locations on the park premises and only with food that is sold at various locations on the premises.
- 7.3 You are not permitted to harass the animals in any way, such as lifting them or running after them.
- 7.4 You must wear closed shoes (no slippers, sandals, etc.) in the vicinity of animals.
- 7.5 You are not permitted to throw objects, liquids and other items into the meadows, animal enclosures and water. Any contamination of the soil and water can endanger the lives of our animals.

8. Clothing

- 8.1 You are not permitted to stay on the premises naked or with bare torso. Even at high temperatures, at least a shirt, shorts and shoes should be worn.
- 8.2 Access to the park can be denied if you wear inappropriate clothing that damages the good atmosphere at Adventure Farm Molenwaard.
- 8.3 For safety or hygiene reasons, additional restrictions may be imposed with regard to your clothing.

9. Hygiene facilities

- 9.1 Several clearly marked toilets are located on the park premises. You are not permitted to relieve yourself in places that are not intended for this.
- 9.2 Nappies must be changed in the designated and clearly indicated places.
- 9.3 You are not permitted to throw objects in the toilets. Sanitary towels, nappies, wet wipes, etc. must be deposited in the sanitary bins.

10. Catering establishments and shop

- 10.1 The range of the various catering and shopping facilities, as well as the sales price, is clearly stated in each point of sale. No discussion and/or recourse is possible about the prices.
- 10.2 Catering products/goods sold are no longer exchanged or taken back. Once the products/goods have been purchased, the guest waives all discussion about them. In the event of a complaint about the product/goods, the guest must immediately report this to our members of staff.
- 10.3 An overview of the ingredients used in our catering products, with regard to allergens, can be requested in writing before your visit at Info@Avonturenboerderij.nl. You can ask our catering staff for more information on site.
- 10.4 You are permitted to consume your own food and drinks on the park premises, but not in Eeterij Molenzicht and the associated terrace. You are not permitted to bring bulk food and/or drink packages into the park.

11. Photography and filming

- 11.1 You are permitted to take pictures and film in the park, but only for personal use.
- 11.2 Publication of images and/or sound material is prohibited, unless Adventure Farm Molenwaard has given prior written permission.
- 11.3 As a guest, you may be photographed or filmed. Adventure Farm Molenwaard always reserves the right to use this material for publication. If you do not want to be in the picture, avoid the location(s) where you see a film crew and/or professional photographer at work.

12. Force majeure

- 12.1 If Adventure Farm Molenwaard is unable to meet its obligations due to force majeure, no money-back arrangement applies.
- 12.2 In these general terms and conditions, force majeure is understood to mean, in addition to its meaning in the law and jurisprudence, all external causes, foreseen or unforeseen, over which Adventure Farm Molenwaard has no influence, but as a result of which the park is unable to fulfil its obligations. This includes in any case, but is not limited to fire, accidents, illness, pandemics, strikes, riots, war, government measures, power failures, other technical failures and transport restrictions.

13. Other

- 13.1 In the event of non-compliance with one or more rules included in the park regulations, Adventure Farm Molenwaard is authorised to remove guests from the park and/or to deny guests access to the park without further notice. In that case, the guest is not entitled to a refund and/or compensation. However, this does not change the fact that if Adventure Farm Molenwaard has to incur costs in this regard, it is entitled to recover those costs from the guest and/or to recover any (consequential) damage it has suffered and/or will suffer as a result of the guest's conduct.
- 13.2 Complaints can be reported to the cash point of the park before departure or by e-mail within two days after the visit at Info@Avonturenboerderij.nl. Adventure Farm Molenwaard strives to handle complaints within five working days of the report.
- 13.3 The park regulations are exclusively governed by Dutch law.
- 13.4 In all cases not provided for in these park regulations, management of Adventure Farm Molenwaard will decide.