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21.09.2026

Information for Annual Pass Holders

A new generation of annual passes

Dear Annual Pass Holders,

From 2 November 2026*, a new generation of annual passes will be introduced for Zoo Berlin and Aquarium Berlin. The new annual pass no longer has a printed photo, which makes it more sustainable and easier to use, because your photo no longer needs to be updated and stored as an image. The annual pass will, of course, remain personal and non-transferable.

For fast and easy entry, we will also offer automatic facial recognition. At the equipped turnstiles at the Löwentor, the Elefantentor and the Aquarium entrance, you can walk straight in without having to show valid photo ID. Using facial recognition is optional.

The design of the new annual pass is also dedicated to species conservation: the motifs feature endangered animal species. For every new annual pass issued, €2.50 goes directly to our species conservation programme. With your annual pass, you are helping to protect endangered species in the wild.

We will exchange your current annual pass for a new-generation pass free of charge until 30 June 2027. Exchanges take place at our annual pass desks at the Löwentor and the Elefantentor, where you will receive your new annual pass without a printed photo. Once you have given your consent to automated facial recognition, you are ready to go: the encrypted pattern for facial recognition is created at the turnstile. You can then enter without any check against photo ID.

If you exchange your current annual pass by 15 February 2027, you will receive a **Zoo day ticket as a thank-you**.

Using automated facial recognition is optional. No photo of your face is stored for entry. Instead, much like the facial recognition many people know from their smartphones, your face is captured and converted into an encrypted pattern. This pattern is linked to your annual pass number and stored securely. No other personal data, such as your name or address, is linked to the pattern. The pattern cannot be converted back into a photo of your face.

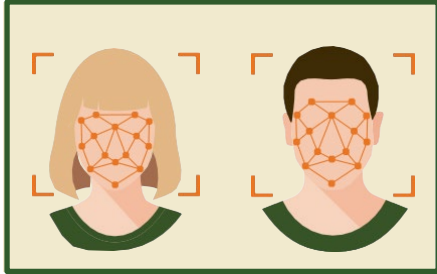
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Example illustration of how automatic facial recognition works: the system captures only the orange pattern and stores it in encrypted form. It is therefore not possible to convert it back into a photo.

You can withdraw your consent at any time. If you do, the stored pattern will be deleted. If you do not wish to use facial recognition, you can continue to use your new annual pass together with valid photo ID for entry.

For more information about the new annual pass, automatic facial recognition and data protection, please visit: www.zoo-berlin.de/en/annual-pass-update.

If you have any questions, our staff at the entrances will be happy to help, or you can contact us at info@zoo-berlin.de.

We look forward to your next visit to the Zoo!

Yours sincerely,

A handwritten signature in black ink, which appears to read 'Andreas Knieriem'.

Dr. med. vet. Andreas Knieriem
Director of Zoo, Tierpark and Aquarium Berlin

**With the introduction of the new pass generation, we are also updating our General Terms and Conditions as of 2 November 2026. You can view the new version in advance at www.zoo-berlin.de/en/terms-and-conditions-new and www.tierpark-berlin.de/en/terms-and-conditions-new. You have the right to object to the changes within 30 days by notifying us, or by terminating your contract.*