General Terms and Conditions (GTC)

of Zoologischer Garten Berlin AG

Dear Guests, we want to make your visit to Zoo and Aquarium Berlin an unforgettable one.
Please be considerate of other guests and of the special requirements of our animals.

Furthermore, we ask you to carefully follow the rules below, which are part of our General Terms and Conditions (in the following GTC), in order to avoid any misunderstanding and to avoid any violation of the rules. (Status: 02.11.2026)

A. SCOPE OF THE GTC

Exclusively the following General Terms and Conditions (hereinafter „GTC"), in the version valid on the date of the signing of the contract, apply to all business relationships between you and Zoologischer Garten Berlin AG (hereinafter the „Zoo Berlin" or only „Zoo" or also „Berlin Aquarium" or „Aquarium"). The GTC apply equally to Berlin Aquarium, being a fully integrated part of Zoologischer Garten Berlin AG, even if the GTC do not explicitly refer to the Aquarium.

The GTC apply to all services provided by Zoo Berlin, including services of Zoo Berlin, which are sold in the name and for the account of third parties. Deviating terms and conditions will not become content of the contract, even if Zoo Berlin does not explicitly object to them.

The following conditions are divided into a Part **B**, which defines, among other, sales of admission tickets and vouchers, and a Part **C**, which defines the terms of admission and Zoo Rules.

B. TERMS OF CONTRACT

I. Definitions

1. The terms listed below, which are used in the GTC, are defined by Zoo Berlin as follows:
   - "Article" means all day tickets, group tickets, annual passes, free tickets, vouchers, and tickets for guided tours and events, which are sold by Zoo Berlin.
   - "Admission ticket(s)" means all Articles granting permission to visit Zoo Berlin (day tickets, annual passes, group tickets and free tickets).
   - "Day ticket(s)" means admission tickets granting admission for a single visit to Zoo Berlin according to the admission date or period of validity printed on the day ticket.
   - "Annual pass(es)" means admission tickets granting admission for the length of the contract period for optionally frequent visits to Zoo Berlin.
   - "Group ticket(s)" means admission tickets granting admission for members of groups consisting of one or more persons to visit Zoo Berlin.
   - "Free ticket(s)" means admission tickets given away for free by Zoo Berlin and granting admission to the holder for a single visit to Zoo Berlin within the period of validity printed on the free ticket.
2. The terms defined in the following GTC apply in addition.

II. Contractual partner

The contractual partner in a purchase of Articles is Zoologischer Garten Berlin AG. Postal address:

Hardenbergplatz 8
10787 Berlin

Phone: +49 30 25401-0
Email: info@zoo-berlin.de

Director: Dr Andreas Knieriem
Chair of the Supervisory Board: Frank Bruckmann

III. Conclusion of contract via the online shop

1. Your booking represents an offer to Zoo Berlin for the conclusion of a contract. You will place a binding offer to conclude a contract only when you click the "Buy" button. You can cancel the booking process or change the entered information at any time before clicking on this button. The booking can be made in German or English. The contract language is German.
2. If you book a reservation with Zoo Berlin, it will send you an email confirming the receipt of your booking. The same email will also contain the purchased Article. Immediately upon completion of the booking, the booked Articles will also be available for download on the relevant online shop page. Your offer will be accepted and the purchase contract concluded effectively by transmission of the order confirmation and the booked Articles (for annual passes and annual passes with subscription by transmission/downloading the receipt for picking up the ticket).
3. You give your agreement that invoices – at the choice of Zoo Berlin – can be sent to you electronically by email to your email address or by post to the postal address you have entered for the booking.
4. Zoo Berlin does not offer any Articles for purchase to minors. Articles for children can also only be purchased by adults.

IV. Prices, default

1. Prices and discounts apply as published on Zoo Berlin website and posted on site at Zoo. The statutory value added tax is included in the price for taxable sales.
2. Persons who are eligible for discounts are pupils (16+ years of age), students, trainees, federal volunteer service members, recipients of unemployment and welfare benefits, and people with serious disabilities (50% disability or more, 16+ years of age). The discount is valid only upon presentation of appropriate proof. The verifications must be issued to the person's name, provided with a (current) period of validity, and be issued by a public authority/institution. A photo ID must also be presented upon request. People with serious disabilities, who are 15 years of age or younger, get free admission. The same applies to an accompanying person of a person with a serious disability, who has a B/H note entered on their identification card (max. 1 accompanying person in each case).
3. Children below the age of 4 years do not have to pay for admission. Children up to the age 3 years require a free admission ticket, which can be obtained in the online shop or on site at Zoo.
4. When purchasing individual Articles, you have the possibility to make a voluntary additional payment as a contribution to species protection – the amount depends on the respective Article. The species protection contribution goes to 100% of the species conservation contribution is used to support the "BERLIN WORLD WILD" species conservation programme. More information is available at the following link: www.zoo-berlin.de/en/species-conservation/worldwide.
5. The purchase price is due on the conclusion of the purchase contract. The payment options you can select will be displayed to you during the booking process. In the case of payment on invoice, the purchase price is due 14 days after receipt of the invoice.
6. If you are in default of payment, Zoo Berlin will be entitled to demand payment of default interest in the amount of 5% per year above the base interest rate published by the European Central Bank.

V. Admission rules

1. Zoo may only be entered with a valid admission ticket at the marked entries during the regular opening hours, except for special events. Admission tickets must be validated or scanned at the designated scanning stations upon entry.
2. Admission tickets must be carried at all times during the visit and presented upon request. For admission to Zoo or Aquarium, Zoo Berlin reserves the right to validate discount eligibilities (e.g. proof of age).
3. The purchase of an Admission Ticket does not establish a claim for receiving a particular service (e.g. presentation of certain kinds of animals, access to certain animal houses or the use of particular attractions). Zoo Berlin reserves the right to restrict access to certain areas of Zoo out of consideration for its animals or for other justified reasons (e.g. maintenance and construction work, weather conditions, special events, etc.) and, for annual passes, the identity of the holder.

VI. Admission tickets and vouchers

1. Day tickets

1. By purchasing a day ticket, you acquire the right for single admission to Zoo according to the admission date or validity period printed on the day ticket. Each day ticket is provided with an individual barcode and/or QR code, which is activated for the single admission to Zoo Berlin. The purchase of a day ticket with a validity period extending beyond one day does not establish a right to the daily opening of Zoo Berlin during the validity period.

2. When you leave Zoo, the day tickets will lose validity. Readmission – even within the general validity period of the admission ticket – is excluded. The selection of a time window for admission may be required for the purchase of a day ticket. Admission will then be granted only within the time window you have selected.

3. Combined day tickets are valid for Zoo Berlin and Aquarium. The admission date or validity period printed on the admission ticket applies equally for Zoo and Aquarium. With a validity period longer than one day, Zoo and Aquarium can be visited only on the same date – during the validity period. The premises of Zoo Berlin and Aquarium must not be exited in between the visits to the two venues, and the direct passageway between Zoo and Aquarium must be used for transfers between the venues.

4. If the service is not used during the validity period of the admission ticket, you will have no claim for a refund of the purchase price or admission on another day.

5. When using a day ticket, this can be credited proportionately on the day of the visit when purchasing an annual pass, provided that the user of the day ticket is the same person as the holder of the annual pass. Guests receive a 20% discount on presentation of a single day ticket (Zoo or Aquarium) and a 30% discount on all annual passes on presentation of a combined ticket (Zoo and Aquarium). The discount must be applied on site at the annual pass booth during regular admission times.

2. Annual passes

1. An annual pass entitles the holder to enter Zoo an unlimited number of times during the contract period within the regular opening hours (does not apply to evening and special events). Annual passes must be presented in the original at the admission checkpoint or be registered at the scanner. They are not transferable and valid only in combination with a current photo ID. For children, proof of affiliation is required; accepted documents include, for example, a birth certificate, child ID card, proof of child benefit entitlement, etc. As an alternative to presenting a photo ID, the holder may have a biometric scan of their face taken and authorise Zoo Berlin to store this data and use it for comparison on future visits. The purchase of an annual pass does not establish a right to the daily opening of Zoo Berlin during the validity period. Zoo Berlin is entitled to refuse admission to the holder of an annual pass due to statutory capacity restrictions or make admission dependent on the booking of a certain time window for admission.

2. When annual passes are purchased via the online shop, the annual pass will be issued – which is required prior to the initial use – against presentation of the receipt for picking up the ticket. Further information on the issuance process is noted directly on the receipt for picking up the ticket.

3. The person eligible for admission must be personally on site for the purchase of an annual pass on site at the annual pass booths or for picking up an annual pass purchased via the online shop. To personalise the annual pass, Zoo Berlin may take a photo of the person eligible for admission and print it on the relevant annual pass. The annual pass shall remain the property of Zoo Berlin. Minors must be accompanied in all cases by a legal guardian for the issuance of annual passes or a corresponding authorisation with a copy of the ID card must be presented. The authorisation must state the name, address, and date of birth of the child.

4. For issuance of annual family tickets, each family member must be present and a family identification is required for each child (e.g. birth certificate, notice of child benefits). Annual family tickets are valid only for parents and their own children or children living at the same address, but not for additional family members. The family certificates must always be presented in their originals. Annual family tickets can be used separately by holders at any time, whereas children under the age of 12 must always be accompanied by a person of legal age, who is responsible for supervising the child. Annual children's passes (including those that are part of the annual family passes) are valid for children between the ages of 4 and 15 years. The date when the annual pass is issued is the reference date for the age.

5. Before the annual pass is issued, Zoo Berlin will check the information you have provided on the purchase, e.g. address data, age, and other documents that justify discount eligibility. You have to present the documents or identification cards required for this purpose without request on the issuance of the annual pass.

6. Holders of an annual pass will get a 50% discount on day tickets for Aquarium and Tierpark Berlin (except for the "discounted" day ticket category) if these venues are not already included by the annual pass you hold. The discounted day tickets are valid exclusively for personal use by the holder of the annual pass. Holders of annual passes additionally receive a 10% discount in the restaurants and souvenir shops on the premises of Zoo Berlin. To redeem the discounts, the annual pass must always be presented in the original. If the service is not used during the validity period of the annual pass, you will have no claim for a refund of the purchase price.

a. Annual pass without subscription

1. The annual pass without subscription has a contract period of 12 months. The validity period of the annual pass begins on the date of purchase (meaning, it will be valid from the date of purchase and not only as of the date of issuance if you buy it via the online shop).

2. Annual passes can be extended for up to three months after expiration of the present annual pass at the annual pass booths on site or at the following link: www.zoo-berlin.de/extension.

3. For annual family passes, the passes of all family members will be extended collectively in all cases. It is not possible to extend annual passes of individual family members. If a family member should no longer meet the conditions for an annual family pass (e.g. because of their age – the start date of the new validity period applies as reference date), the relevant ticket will not be extended, but the annual passes of the other family members will be extended normally.

4. Discounted annual passes cannot be extended.

5. Annual passes will always be extended 1:1 according to the present services and personal data. If there are any changes, a new annual pass must be purchased. The prices and conditions announced on the website of Zoo Berlin on the date of the extension apply to the extension of the annual pass.

6. It is possible to upgrade an annual pass at any time at the annual pass booth. Zoo Berlin allows early cancellation of the existing contractual relationship in the case of annual pass upgrades. A new contract for the desired annual pass will then be concluded. The remaining, pro rata purchase price resulting from the early cancellation of the previous annual pass will be refunded in the form of a voucher.

b. Annual pass with subscription

1. The annual pass subscription has a minimum contract term of 24 months and can only be purchased via the online shop. The annual pass subscription is valid from the date of purchase. After expiry of the minimum contract term, the subscription will be extended indefinitely. You have the option of cancelling the subscription at the end of the minimum contract term with one month's notice. Cancellation of the contract must be made in writing (observed deadline: receipt of termination by recipient) to: ticket@zoo-berlin.de or Zoologischer Garten Berlin AG, Hardenbergplatz 8, 10787 Berlin, or via the corresponding form on Zoo Berlin website (www.zoo-berlin.de/en/faq)

2. If the annual pass subscription is cancelled during a running billing period, you will get a pro rata refund of the paid annual price. Example: If you cancel after half the billing period, you will be refunded half the annual price. The refund will always be paid to the bank account, which is stored for the direct debit of the subscription price. With your agreement, Zoo Berlin can refund the pro rata annual price in the form of a voucher.

3. You will pay the annual price for the annual pass subscription in advance for every 12 months. The payment for the first 12 months will be made by direct payment as soon as you buy the subscription, using the payment method you have selected. You will issue a direct debit authorisation (SEPA direct debit mandate for recurring payments) to Zoo Berlin for the subsequent billing periods. There is no other payment method. Direct debits will always be withdrawn on the 15th of the first month of the new billing period. A notification e-mail will be sent approximately two weeks in advance. Zoo Berlin will also inform you of the periodic direct debit interval when you issue the SEPA direct debit mandate. If your account should not have sufficient funds or if a direct debit is returned for other reasons, Zoo Berlin will have the right to block your annual pass with immediate effect until the payment is made in subsequence. You will bear the fees resulting from a returned direct debit.

4. You have to specify an email address when signing up for the annual pass subscription. Zoo Berlin will communicate with you exclusively via the provided email address. You consent in particular to authorising Zoo Berlin to send you invoices electronically by email to the email address you have entered for the booking.

5. Extraordinary cancellation of the subscription within the minimum contract period is only possible if a higher-priced subscription product is purchased (e.g. changing from an adult annual pass Zoo to family annual pass Zoo). In the case of extraordinary cancellation, proof of purchase of the new annual pass subscription is to be sent to abo@zoo-berlin.de. A partial refund is usually issued in the form of a voucher.

3. Vouchers and free tickets

1. Vouchers can be redeemed for day and annual passes, as well as guided tours of Zoo, Aquarium and Tierpark Berlin (not including gastronomy or souvenir shops).
2. Day ticket vouchers can be redeemed exclusively for the selected day ticket to Zoo Berlin or Aquarium (for the value specified on the voucher).
3. Annual pass vouchers can be redeemed exclusively for the selected annual passes to Zoo Berlin, Aquarium and Tierpark Berlin (for the value specified on the voucher). The validity period of the annual pass will begin only upon redemption of the voucher.
4. Vouchers for guided tours and events can be redeemed exclusively for the respectively selected events in Zoo Berlin or Aquarium (for the value specified on the voucher). Admission is not included.
5. If you make the purchase online, upon receipt of payment, the vouchers will either be sent to you by email or made available for download.
6. Vouchers are valid for three years from the date of the sale. They can be redeemed at the ticket booths on site or in the online shop during the booking process. It is not possible to use another voucher for payment when buying a voucher. Zoo Berlin does not pay out the value of the voucher. Remaining balances will be credited. The remaining balance can be queried online at: shop.zoo-berlin.de/en/voucher-query. The vouchers of Zoo Berlin are not personalised. If the voucher is lost, Zoo Berlin will therefore neither issue a replacement voucher nor accept any liability.
7. As relates to the purchase of vouchers, Zoo Berlin will not accept any liability for financial losses resulting from abuse of the vouchers, unless such damages are due to an intentional or gross negligent breach of duty by Zoo Berlin or its vicarious agents.
8. Special offer vouchers (coupons/vouchers not sold but issued by Zoo Berlin or its cooperating partners in special offers with a certain validity period) are valid only during the indicated period and can be redeemed only once. Individual Articles may be excluded from the special voucher offer. Extension or payment or any combination with other rebates/discounts is excluded. The terms printed on the special offer vouchers apply in addition.
9. Free tickets are valid over a longer period. They are valid for all groups of persons (e.g. adults, children or as discounted admission ticket). Besides the terms applicable for the day tickets, the terms printed on the Free tickets apply. Furthermore, it is not possible to get compensation of any kind for Free tickets.

VII. Right to revoke bookings via the online shop

1. Instruction on the right of revocation

a. Right of revocation

1. You have the right to revoke the contract within fourteen days without a statement of reasons. The revocation period is fourteen days from the day on which you or a third party appointed by you, who is not the carrier, have taken the Articles into possession.
2. To exercise your right of revocation, you must inform Zoo Berlin in a clear statement (e.g. sent by letter sent by post or email) of your decision to revoke the contract. To do so, you can but are not required to use the revocation template form below. The revocation is to be addressed to:

   Zoologischer Garten Berlin AG, Hardenbergplatz 8, 10787 Berlin
   Phone: +49 30 25401-0, Email: ticket@zoo-berlin.de
3. To observe the revocation period, it is sufficient if you send the notification of the exercise of the right of revocation before the expiration of the revocation period.

b. Consequences of revocation

1. Zoo Berlin will inform you by email of the receipt of the notice of revocation.
2. If you revoke this contract, Zoo Berlin shall return all payments to you, which it has received from you, including the delivery costs (except for the additional costs incurred because you have chosen a different delivery type than the one offered by Zoo Berlin, which is the most efficient standard delivery), without delay and at the latest within fourteen days from the day on which the notice of the revocation of the contract was received by Zoo. The same payment method will be used for this repayment as you have used in the original transaction, unless it was explicitly agreed otherwise with you, in no case will any fees be charged to you for this repayment.
3. Please bear in mind that upon receipt of the revocation notice, Zoo Berlin will block the Article that has already been sent out, so that it will not be necessary to return the aforementioned Article to Zoo Berlin.

c. Revocation form

1. You can use the revocation form below for a revocation:

   To: Zoologischer Garten Berlin AG, Hardenbergplatz 8, 10787 Berlin
   Phone: +49 30 25401-0, Email: ticket@zoo-berlin.de

   I/We (*) hereby revoke the contract I/we (*) have concluded for the purchase of the following Article (*) / the performance of the following service (*)
   booked on (*)/received on (*)
   Name of the consumer/s
   List of revoked Articles
   Relevant order number
   Address of the consumer/s
   Signature of consumer/s (only for notification on paper)
   Date
   (*) strike if inapplicable

2. Exclusion of revocation

1. A right of revocation does not apply to distance selling agreements for the performance of services relating to recreational activities, if the contract provides for the performance on a specific date or within a certain period (Sec. 312g (2) sent. 1, no. 9 BGB [German Civil Code]). The right of revocation, therefore, does not apply to Articles purchased online, which are booked for a certain date or a certain period.

VIII. Shipping/print at home

1. Zoo Berlin offers Articles via its own website exclusively in the so-called print-at-home procedure. Zoo Berlin will send the Articles via email to the email address you entered during the online booking process or make them available to you for downloading them yourself.
2. For redemption/use on site, you have to present a printout of the Articles or a machine-readable version on your mobile end device. No costs for shipment will be charged.

IX. Reservation of title

1. Until the complete settlement of all due receivables, the delivered Articles will remain the property of Zoo Berlin. If payments are not made, Zoo Berlin can demand that you return the Articles or the Articles can be deactivated.
2. Zoo Berlin is not obligated to send you a payment reminder before blocking the Article.

X. Rebooking/cancellations

1. Day tickets, guided tours or events purchased online and on site are excluded from cancellation or rebooking. This also applies to annual passes and Vouchers purchased on site.

XI. Warranty, liability limitation

1. Except in the case of a breach of essential contractual duties, Zoo Berlin shall be liable for damages only if and insofar as it or its vicarious agents have fault by reason of intent or gross negligence. In the event of a breach of essential contractual duties, Zoo Berlin shall be liable for any culpable conduct of its legal representatives, executives, or other vicarious agents. Essential contractual duties are duties, the fulfilment of which is characteristic of the contract and upon which you may rely.
2. In case of property and financial damages caused through negligence, Zoo and its vicarious agents shall be liable only in the case of a breach of an essential contractual duty, whereas limited in the amount to the damages, which were predictable at the signing of contract and which are typical of the contract.
3. The foregoing liability exclusion shall not apply in the case of expressly given warranties of Zoo Berlin nor in case of damages resulting from the injury to life, body or health, nor in the case of compulsory statutory provisions.
4. You will be held liable for damages resulting from a failure to observe these GTC or in the event of any other gross negligent or intentional conduct by you or the persons under your supervision (children, people under your guardianship, etc.)
5. Assignment of claims arising from any liability of Zoo Berlin is excluded.

XII. Unexpected closures/restrictions

1. In the event that admission during the validity period of the admission ticket, a booked guided tour or an event cannot take place due to an unavoidable, extraordinary circumstance in or in the direct vicinity of Zoo Berlin, such as weather warnings, natural disasters, armed conflicts or terrorist attacks, pandemics, epidemics or other virus outbreaks (e.g. SARS-CoV-2) or any related to orders by authorities, the following shall apply:
   - Day tickets bound by a specific date can be rebooked to another day for the visit. Day tickets with a validity period beyond a date can be extended for the period of the closure.

- Free tickets cannot be extended or refunded.
- The validity period of annual passes will be extended for the period during which Zoo had to close for one of the reasons named in this section.
- The validity period of combined annual passes, which grant admission to Zoo and Aquarium, will be extended at the rate of 1:2. This means that for two days of closure of either Zoo or Aquarium for one of the reasons named in this section, the annual pass will be extended by one day.
- The validity period of Combined annual passes, which grant admission to Zoo, Aquarium and Tierpark Berlin, will be extended at the rate of 1:3. This means that for three days of closure of either Zoo, Aquarium or Tierpark Berlin for one of the reasons named in this section, the annual pass will be extended by one day

2. Alternatively, a voucher for the amount of the day ticket price (or the price of the guided tour or event) or a proportional value of the annual passes can be issued for the duration of the impossibility as regards the annual pass. Starting from a closure of Zoo Berlin/Aquarium, holders of annual passes can claim the aforementioned compensation for closures lasting for at least 30 consecutive days. The same applies to the holders of day tickets with a validity period covering more than one date.

3. You have to claim compensation for the unexpected closures via the following email address: ticket@zoo-berlin.de, compensation cannot be granted on site. It is up to you to waive the compensation in support of Zoo.

4. The Infection Protection Ordinance of the State of Berlin or other public restrictions on admissions may require a limitation of the number of visitors and therefore temporary restrictions to the effect that Zoo Berlin cannot grant admission and permit staying on the premises at all times. Admission and staying on the premises in these cases can only be permitted depending on the available capacities. This can also involve that besides a concrete admission time window, a concrete time for the end of the visit must also be defined for admission tickets. In addition, the use of an annual pass may be made dependent on the prior booking of a time window according to the planned visit time.

XIII. Transfer of Articles/services

1. The resale and any commercial use for Articles/services is prohibited. Resale or transfer of an annual pass (with and without subscription) to other persons is not permitted. A violation of these terms will result in the loss of the right to admission according to the admission ticket without compensation. Zoo Berlin reserves the right to file a criminal complaint or claims of damages.

XIV. Unauthorised use/violations of the GTC and / or the Zoo Rules

1. The premises of Zoo Berlin may be entered only with a valid admission ticket at the designated entries. You are responsible for the selection and use of the correct admission ticket. Multiple printouts and other reproductions for the purpose of abuse are prohibited. This also applies to unauthorised transfers of personalised Articles and untruthful statements regarding the circumstances granting eligibility for discounts (in particular Children's, Family, Group tickets and reduced prices). Zoo Berlin reserves the right to verify the truthfulness of the statements made in the purchase, e.g. stated age and other information granting eligibility for discounts. If proof is not presented, a full-price admission ticket must be purchased prior to admission.

2. Articles purchased illegitimately or used improperly will be voided and withdrawn. Persons having illegitimately purchased or improperly used Articles or having violated these GTC and / or Zoo Rules can be banned from visiting Zoo and be ordered to stay away from the premises. Holders of an annual pass may also have their annual pass confiscated. The purchase price will not be refunded. Zoo Berlin reserves the right to file a criminal complaint and claims of damages.

XV. Loss of the admission ticket

1. Zoo Berlin is not liable for the loss of admission tickets.

2. Any loss or theft of the annual pass (with and without subscription) must be reported immediately to Zoo Berlin (by email to ticket@zoo-berlin.de or by reporting it to the ticket booths on site). Zoo Berlin will permanently block the ticket in question. You will subsequently receive a new annual pass/replacement ticket from the annual pass booths on site against payment of a fee.

3. You will be held liable if you do not immediately report the loss of your annual pass and if your ticket is abused in consequence of this. The purchase of a replacement ticket is excluded in such a case. If fraud is attempted with the relevant ticket still before the loss is reported, the withdrawn and blocked annual pass can be unblocked and reissued only against a fee. The fee can be equal the price as new of the respective ticket.

4. The ticket can only be given to the respective annual pass holder in person (against presentation of a photo ID) at the annual pass booths during the opening hours.

5. A pro rata refund of the annual pass value is excluded in all cases of lost tickets.

XVI. Changes to the contract

1. General changes

1. Zoo Berlin has the right to change individual parts of the service and/or these terms, provided that these changes are minor or objectively justified or made for necessary legal or regulatory reasons ("general changes"). Objectively justified general changes can be made for legal or regulatory reasons, for safety reasons, for the purpose of the further development and optimisation of existing features of the offers and to add more offers, reflect progress, and ensure the continued existence of Zoo Berlin, and guarantee the welfare of the animals.

2. Changes of the annual pass subscription price

1. Zoo Berlin has the right to adjust the price of the annual pass subscription at its equitable discretion and according to factually justified and objective criteria. If you live in Germany or if German law applies, Sec. 315 BGB remains unaffected. An increase of the price for the annual pass subscription will come into consideration and a reduction of the price must be made (collectively: "Changes of the Annual Pass Subscription Price") to pass on the cost increases and/or cost savings arising for Zoo Berlin, which have an effect on the concrete expenses of Zoo, for example, due to changes in the law, orders by authorities, general price developments, which are incurred for the required costs of the care for the animals, production, other general costs, such as costs for external service providers, wage increases and/or changes in taxes and fees. A change of the Annual Pass Subscription Price will be made only to the extent to which the costs and/or taxes and/or expenses of Zoo Berlin rise or fall on the whole. Zoo Berlin will therefore pass on cost increases to you only if and insofar as these are not compensated by other cost reductions.

2. Zoo Berlin will not make any change of the annual pass subscription price, which alters the contractual balance between Zoo's offer and the price you pay for it with the Annual Pass Subscription.

3. Effective date of changes

1. If Zoo Berlin makes a general change or changes to the annual pass Subscription Price (collectively: "change" or "changes"), it will notify you in text form (by email or post) of the changes and their reasons, within an appropriate period for this purpose of at least 30 days before the changes take effect. You can reject the changes or cancel the contract. You have to give Zoo Berlin notice of cancellation within the aforementioned period in writing by email or post. A cancellation period of 14 days applies. In case of cancellation during a running billing period, you will receive a pro rata refund of the paid amount (cf. Section VI.2.b).

2. Your agreement will be deemed given if you have not rejected the changes during a period of 30 days after receipt of the notice of changes. The changes will then take effect from the date Zoo has notified you in text form (by email or post). A change of the annual pass Subscription Price will not take effect before the due date of the next payment for the annual pass subscription.

3. At the beginning of the notice period of at least 30 days, Zoo Berlin shall inform you of the applicable period for objecting to the changes and of your right to cancel the contract.

4. Any changes, including other changes, which are based on your explicit prior agreement, remain unaffected by this provision. In case of expressly agreed changes to the contract, you can send your agreement exclusively by email to Zoo Berlin. If a change proves to be invalid, void or unenforceable for any reason, the validity and enforceability of the remaining changes or conditions will not be affected by this.

4. Change of personal data/death

1. If personal data, e.g. address, bank details, or family status changes, the contractual partner(s) and/or holder(s) of the annual pass(es) are required to notify of such changes. Address: Zoologischer Garten Berlin AG, Hardenbergplatz 8, 10787 Berlin or by email to ticket@zoo-berlin.de.

2. In the event of death of an annual pass holder/contractual partner, the respective heirs are obligated – in order to terminate the annual pass subscription – to present a copy of the death certificate to Zoo Berlin. A transfer of annual passes to heirs or other persons is excluded. Annual passes (including subscriptions) will expire on the death of the annual pass holder/contractual partner upon presentation of the death certificate stating the date of death. Zoo Berlin will refund the purchase price pro rata to the heirs.

XVII. Withdrawal or termination by Zoo Berlin

1. If you do not fulfil your payment obligation, Zoo Berlin is entitled to withdraw from the contract or terminate the contract.

2. In addition, Zoo Berlin reserves the right of withdrawal or termination of the contract, if
   - Force majeure or other root causes outside of the control of Zoo Berlin (e.g. fire, strike) make the performance of the contract unreasonable, insofar as the circumstances are expected to persist at the time when the purchased Article is valid. Insofar as Zoo Berlin has your contact details, you will be informed immediately in this case of the prevention from the performance of the service and any payments you have already made will be refunded immediately;
   - You object to a change of the contract pursuant to Section XVI;
   - Zoo Berlin has justified reason to believe that by your booking, you can pose a risk to the undisturbed course of business or damage to the public reputation of Zoo Berlin.

3. You will not be entitled to any damage compensation claims for withdrawal/termination. Any payments already made will be refunded by Zoo Berlin (if applicable, on a pro rata basis). If the withdrawal/termination by Zoo Berlin results from the reasons named in Section XVII.3, Zoo Berlin will hold a claim for damage compensation for a breach of duty.

4. If termination by Zoo Berlin is based on the reason named in Section XVII.2, the notice period will be 14 days. The notice period will begin as soon as your objection to the change of contract was received and Zoo Berlin has given you notice termination. In case of termination during a running billing period, you will receive a pro rata refund of the paid amount (cf. Section VI.2.b).

XVIII. Severability clause and miscellaneous provisions

1. If a provision of these GTC should be or become invalid, the validity of the remaining provisions shall remain unaffected by this. In this case, the Parties shall replace the invalid or impracticable provision with a valid provision that comes closest to its economic purpose. The same applies in case of an omission in the provisions.

2. Zoo Berlin refers to other web pages via links on its website. The following applies to all of these links: Zoo Berlin explicitly declares that it has no influence whatsoever on the design and the contents of the linked pages. Zoo therefore expressly disclaims all contents of any pages of third parties that are linked on www.zoo-berlin.de/en and excludes appropriation of these contents. This disclaimer applies to all displayed links and all contents of the pages to which these links refer.

3. The place of jurisdiction for all claims relating to a purchase is Berlin if the contractual partner is a business, a legal entity of public law or a public-law investment fund.

4. German law applies to the exclusion of the UN Convention on Contracts for the International Sale of Goods. Compulsory regulations of the country in which the consumer maintains his/her place of habitual abode remain unaffected.

5. You have a right of set-off only if the counterclaims have been established as final and absolute. You have a right of withholding only to the extent that the counterclaim is based on the same contractual relationship.

6. Deviating agreements or side agreements made before or on the conclusion of the contract require the written form for validity.

7. Zoo Berlin will not store the contracts concluded for the admission tickets after the conclusion of the contract and it will also not make them accessible to you in retrospect.

C. TERMS OF ADMISSION AND ZOO RULES

I. General information

1. Zoo premises are private premises. Zoo exercises the right of undisturbed possession over the entire premises including the buildings erected on them. The Board of Directors may transfer its authorities to other employees of Zoo/Aquarium. The instructions of Zoo/Aquarium employees for maintaining Zoo operations or enforcing the GTC must be followed at all times.

2. Zoo Berlin and its employees do not assume any duties to supervise persons requiring supervision. Please inform the persons entrusted to your care of the GTC before walking about the premises. Zoo urgently appeals to you to fulfil your duties of supervision to prevent accidents, damages and similar from the outset. In the case of visitor groups with persons requiring supervision, the guide person with the duty to supervise the group will be required to inform Zoo Berlin – on site in the service centre or the ticket booth – of his/her name, the institution or school to which the group belongs, and the mobile phone number of the mobile phone he or she carries along.

3. Zoo/Aquarium may generally not be used as an event venue. Events of any kind require the prior written approval from Zoo Berlin.

4. Violations of the GTC or instructions from the employees will generally result in a warning and in repeated or serious cases, in an order to stay away from the premises. Serious cases include, in particular:
   - carrying of weapons and objects that can be used as weapons;
   - threats and use of physical violence;
   - intentional property damages, vandalism;
   - theft;
   - unruly behaviour;
   - littering in buildings and outdoor facilities;
   - offending and insulting visitors and personnel;
   - possession and consuming drugs as well as cannabis products as defined by the narcotic law;
   - carrying and consuming alcohol outside of the designated gastronomy areas;
   - beggary.

5. The personnel at the entry gates is authorised to search people – including by means of technical equipment – to see if they represent a security risk due to the consumption of alcohol and drugs or for carrying weapons or dangerous or fire-hazardous items. The search will also extend to the items carried along. Persons who are clearly under the influence of alcohol or drugs or who otherwise represent a security risk will be refused admission to the premises and have to leave the premises, respectively. The same applies to persons who have been ordered to stay away from the premises. There is no right to a refund of the admission price. Any criminal act on Zoo premises will result in Zoologischer Garten Berlin AG filing a complaint with the police.

6. Anyone who does not leave the premises in spite of a corresponding order by the employees of Zoo/Aquarium, must expect a criminal complaint for trespassing. The admission price will not be refunded in these cases.

7. Some parts of Zoo Berlin are under video surveillance. The corresponding areas are visibly marked.

II. Opening hours

1. General visits to Zoo/Aquarium are permitted only during the opening hours. These hours are always published on the official website and at the entries. Exceptions from this are guided tours or special events organised by Zoo/Aquarium.

2. Outside of the opening hours, staying on the premises is permitted exclusively for approved events and guided tours. Zoo will not be liable for accidents occurring outside of the opening hours and the times during which access is exceptionally permitted. In case of a violation, Zoo Berlin reserves the right to file a criminal complaint for trespassing.

III. Admission

1. Zoo/Aquarium may be entered only with a valid admission ticket through the following entries:
   - Entry gate at Elefantentor, Budapester Straße 34, 10787 Berlin
   - Entry gate at Löwentor, Hardenbergplatz 13, 10787 Berlin
   - Entry gate at Aquarium, Budapester Straße 32, 10787 Berlin

2. The use of Zoo/Aquarium including its paths is at your own risk.

3. Children younger than 12 years of age and persons, who are not mature enough to observe the GTC or who require permanent supervision due to their mental and physical condition, have to be accompanied on Zoo premises at all times by a person, who is responsible for their supervision and of legal age.

IV. Safety information

1. For your own safety, please observe the present warnings and signs.

2. Do not leave the visitors' paths, please respect barriers, do not climb over fences or ditches, and do not access the green areas. It is prohibited to enter the animal enclosures. Do not place, lift or hold your children on or over the enclosures.

3. Visitors and anyone except for personnel are prohibited from entering operating areas such as feed preparation rooms, maintenance rooms, areas of animal care, etc. Violations will be prosecuted to the fullest extent of the law.

4. It is prohibited to stay in Zoo after dark.

5. Barbequing and the handling of open flames is prohibited. Fire and police regulations must be observed without exceptions on Zoo premises. Flammable, explosive, toxic or corrosive substances may not be brought onto the premises.

V. Interaction with the animals

1. The animals of Zoo Berlin receive carefully selected feed adjusted to their needs. To prevent any hazard to the health of the animals, an absolute prohibition of feeding the animals applies at Zoo. Many plants are poisonous to certain animals – therefore, please also do not feed them any plants. At some animal enclosures, you can purchase special feed from feed vending

machines for the animals living there – this is the only feed that you may directly give the animals there. In all cases, you must respect the relevant information signs on site.

2. Zoo Berlin reserves the right to remove guests from Zoo, who violate the feeding prohibition, and to also ban them from future visits to Zoo.

3. Animals also need rest. Therefore, do not try to get the attention of the animals by shouting or knocking on glass panes or similar. It is prohibited to hold and throw objects into the enclosures. Do not hold sticks, umbrellas or other objects within the reach of the animals. Further, refrain from using radios or similar noise-generating sound sources.

4. Petting and touching the animals is generally prohibited. An exception are the animals in the explicitly marked petting zoo.

VI. Bringing along pets

1. It is prohibited to bring pets to Zoo and Aquarium. Exceptions are seeing-eye dogs and guide dogs with appropriate identification.

VII. Use of play equipment

1. The age restrictions and information on use must be observed without exception for the use of play equipment, playgrounds and similar facilities.

2. Zoo Berlin does not accept any liability for damages caused by violations or other improper use of the play equipment, unless the damage was caused due to deficient information on use or the improper condition of the facility.

VIII. Consideration and order in the Zoo

1. Smoking is prohibited in animal houses, accessible animal enclosures and other marked places.

2. Bringing bicycles, roller skates, roller blades, skateboards, scooters, segways, electric cars for children, motorised vehicles and similar to Zoo premises is prohibited in the interest of the safety of the other visitors. Driving balance bikes, tricycles and toddler scooters is permitted on Zoo premises for children up to and including the age of 5 years.

3. Means of transport that are recognisable as and serve exclusively as medical aids (e.g. wheelchairs or rollators) may be used on Zoo grounds. Other (e.g. electric) means of transport that are not recognisable as, and do not serve exclusively as, medical aids, but which are demonstrably necessary for mobility purposes (on presentation of a severely disabled person's pass with the 'G' and/or 'aG' symbol, or alternatively of a medical certificate), may only be used on Zoo grounds with an exemption permit. Bicycles, e-scooters, road-registered vehicles, and vehicles with combustion engines are not permitted.

4. It is permissible to bring handcarts or sleds to Zoo. These handcarts may not be brought into animal houses (which includes Aquarium Berlin) and accessible animal enclosures.

5. Bringing along and using balls, frisbees, and balloons, as well as "selfie sticks" is prohibited in the interest of the safety of the animals.

6. It is prohibited to bring along and consume alcoholic beverages. Alcoholic beverages purchased in Zoo may be consumed exclusively in the area of the respective gastronomy. It is prohibited to take these beverages into Zoo outside of the gastronomy area.

7. It is prohibited to write, paint or paste things on structures, other facilities or paths.

8. Please help keep Zoo clean – use the available wastebins and avoid littering of the visitors' toilets. Do not dispose or drop hygiene articles on the floors. Please use exclusively the wastebins available for disposal.

9. Searching wastebins and/or collecting deposit bottles is expressly prohibited.

10. Relieving oneself outside of the toilet facilities is prohibited.

IX. Damage report and loss of property

1. All facilities at Zoo are neatly groomed and monitored. Should you experience a loss nonetheless, please report the damage event by email to info@zoo-berlin.de or to the personnel on site. Please also make a report if there is a reason to believe that an incident might cause a loss at a later time.

2. Items lost on Zoo grounds (including cash) shall, as a general rule, become the property of Zoo. The finder's rights under Sections 965 et seq. of the German Civil Code (BGB) shall not apply. Lost and found items are kept at Zoo's own lost property office and, provided the original owner can be clearly identified, returned to them. Information on found items can be requested via info@zoo-berlin.de or at the service centre on site. For found items that are not collected, Zoo cooperates with the lost property office of the State of Berlin. Zoo guests who find items on the grounds are requested to hand them over immediately to the staff on site.

X. Liability on guided tours

1. Zoo Berlin does not accept any liability for financial losses occurring during guided tours and other bookable events, which may be caused to persons in the course of a guided tour behind the scenes on Zoo premises, unless these are caused through intent or gross negligence by Zoo Berlin or its vicarious agents. Any liability for damage compensation beyond this is excluded. Liability for culpable injury to life, body or health, and pursuant to the statutory provisions remains unaffected.

2. The party causing the damage will be liable for any losses caused to members of the visitor groups. Visitors are prohibited from reaching towards the animals, initiating direct contact with the animals, and climbing over enclosures or other barriers to get to the animals. All other actions such as feeding or intentional touching of the animals are permitted only on instruction from the personnel of Zoo Berlin or its vicarious agents.

XI. Filming and taking photographs

1. Audio, film, photo and video recordings may be made exclusively for private purposes. Recordings for business and commercial purposes are permissible only upon the prior approval by Zoo Berlin. The same applies to the commercial exploitation of such recordings (contact address: presse@zoo-berlin.de).

2. Flash is prohibited in some animal houses and in some areas of Aquarium Berlin – please observe this.

XII. Advertising, sale and acquisition

1. Advertising, the offering of merchandise and services against payment or free of charge, and conducting opinion polls or counts on Zoo premises are permissible only with prior written approval by Zoo Berlin.

2. Displaying or handing out information material of any kind without the prior written agreement of Zoo Berlin is also prohibited.

3. Collecting donations, performing music, acquiring club members or customers, and political events are prohibited without the prior written agreement of Zoo Berlin.

Berlin, 02.11.2026

Dr. Andreas Knieriem
Director, Zoologischer Garten Berlin AG