

Park regulations of Plopsaland De Panne, Plopsa Indoor Hasselt, Plopsa Station Antwerp, Plopsa Coo, Plopsa Indoor Coevorden and Holiday Park

Article 1 - General provisions

- The park is located on private property. The following arrangements are designed to ensure all guests have a fantastic day without worries.
- The rules are based on courtesy, safety, respect for others and the environment.
- Every visitor is expected to know and abide by the park regulations. The park regulations are available at the park reception desk and on the website. Every visitor who enters the park (regardless of the type of ticket) unconditionally agrees to the park regulations and must behave accordingly.
- The management has the right to prohibit access to the park to any visitor who appears to pose a potential danger to the safety and health of those present. Inadmissible behaviour by a visitor may be: disturbing the peace, causing a nuisance, displaying transgressive behaviour, being under the influence of alcohol and/or drugs, non-exhaustive. In the event of failure to comply with these regulations, the management may claim a minimum fee of €50, unless otherwise stipulated.
- Failure to comply with these regulations will result in being asked to leave the park. In no case will the ticket be refunded. In case of repeated problems, access to the park may be permanently denied. In case of refusal to leave the park voluntarily, the intervention of the police will be requested.

Article 2 - Parking

- All motor vehicles are prohibited in the park, with the exception of the park's own cars. In the car parks, the traffic rules in force and, where applied, specific traffic signs apply.
- The car park can only be entered via the clearly marked roads provided for that purpose. The car park can only be exited via the designated and clearly indicated exits. In the car park, speeds are limited to 15 km/h and pedestrians and/or wheelchair users always have priority.
- A parking space in the park car park is charged. Payment is made when driving out and by means of a ticket system or a yearcard with free parking (except for Plopsa Station Antwerp). Tickets can be bought at the appropriate places clearly marked in the park or be paid at the barrier using the indicated QR code. It is forbidden to drive several vehicles under the barrier at the same time.
- A parking subscription is strictly personal and belongs to an individualised person (+18 years of age) with a valid driving licence and in possession of a yearcard allowing use of the car park for one car per day and only in combination with a park visit. The owner of the parking subscription must be present in the vehicle when using it. It is not allowed to lend the parking season ticket to third parties or to use it in any other way than described in the above-mentioned conditions. The park management reserves the right to revoke a parking subscription at any time in case of misuse.
- However, the parking subscription is not valid for the Plopsa Station Antwerp car park; a holder of a parking pass must also purchase a parking ticket there.
- It is prohibited to leave vehicles of any kind in the car park at night, except for the vehicles of hotel guests parked exclusively in the Plopsa Hotel car park (P1). If this does happen, the park will be obliged for safety reasons to have the vehicle in question towed away at the vehicle owner's expense.
- Each vehicle must be properly locked and without leaving any valuables behind. The park cannot be held responsible for theft, damage or accident to or with the vehicles in the park's car park.
- No persons and/or animals may be left in the car. In case of infringement, the competent services will be notified in order to free these persons and/or animals. The costs associated with the liberation will be charged to the offender.

- Plopsa is not a custodian of vehicles left in the car park and vehicle users are fully responsible for their abandoned vehicle.
- Camping, barbecuing and/or picnicking are not allowed in the park and parking areas.

Article 3 - Access to the park

- Access to the park can only be made in the manner described below:
 - During the opening period and opening hours of the park.
 - With a valid and original admission ticket, lawfully obtained through the prescribed channels. This said admission ticket will be accepted or refused after verification.
 - Through the clearly marked entrance.
- The management reserves the right to change the opening period and hours of the park at any time, if necessary to restrict access to the park to certain groups. Visitors are advised to consult the website before entering the park.
 - Anyone attempting to enter the park in a way that does not comply with the conditions described above will have to pay an administrative fee of at least €50 pp, plus the amount equal to the full value of an adult admission ticket. The management may decide to deny this visitor(s) access to the park on the same day and there is no recourse against this. Non-cooperation will result in permanent expulsion from the park for at least 1 year. The management of the park reserves the right to withdraw an annual subscription or ticket at any time if there is a valid reason or to definitively refuse access. There is no recourse against this.
- The management has the right to organise backpack and bag checks at the park entrance within the legal framework. During such a check, the contents are checked for, for example, but not limited to, security, dangerous objects. Upon finding any unauthorised items, the management may either deny the visitor access to the park or allow the unauthorised items to be discarded before entering the park. If the visitor does not consent to this check, they will be denied access to the park. The visitor remains responsible for the backpack/bag at all times.
- If the capacity of the park is exceeded, the park has the right to refuse additional visitors access to the park that day. These non-admitted visitors may not claim any compensation for this.
- Animals, with the exception of guide dogs and assistance dogs wearing official dog coats, are not allowed in the park.
 - Dogs are allowed in Plopsa Coo and Holiday Park. However, they must be kept on a lead at all times. They must not pose a danger to other visitors. In case of doubt, the management may impose you to make the dog wear a muzzle. Failure to apply the muzzle at the request of the management will result in expulsion from the park. The owner/guide of the dog must ensure that the dog does not soil or damage the park. If necessary, the owner/escort of the dog must pick up the dog's faeces and must leave the place where the dog has done its needs clean. Failure to do so will result in the visitor(s) and dog(s) concerned being expelled from the park. Under no circumstances may dogs enter the attractions, the various food and beverage outlets and the indoor Holiday Indoor area in Holiday Park.
- Unaccompanied children should be at least 12 years old. In case of doubt, the presentation of ID may be requested purely for verification of age.
- At least one supervisor is required per 10 children. Attraction supervision: if a child needs to be accompanied (indication per attraction), the supervisor must be at least 15 years old and fully self-reliant. If in doubt, the accompanying person's proof of identity may be requested purely for age verification purposes.
- Specific rules apply to persons with disabilities and their supervisors. These can be found in the "Guide for persons with disabilities and their supervisors", available at the reception.

- In case of difficulties with a group, the park management reserves the right to remove the entire group from the park.
- During the entire visit to the park (including when entering the attractions), each visitor remains responsible for their own goods brought into the park, including but not limited to glasses, cap/hat, shoes, mobile phone or smartphone, backpack, buggy, ... The park cannot be held responsible under any circumstances for any damage to and/or loss of these goods.

Article 4 - Tickets and yearcards

- Entry to the park is free for children under 85 cm, above 85 cm entry is charged; this measurement is always done with shoes in a correct but strict manner. If there is any uncertainty about the measurement at the ticket office, it is always possible to go to the reception for a new measurement. However, the result of the new measurement is always binding. Children from 85 cm and smaller than 100 cm (1 metre) pay the child rate. Children over 100 cm (1 metre) pay the adult rate applicable to them.
- A yearcard is strictly personal and may not be passed on. The park management reserves the right to revoke an annual pass at any time in case of abuse.
- Visitors can purchase an express pass, which is strictly personal and will allow faster access to some designated attractions depending on the park and equipped with a separate special entrance.
- Group admission (e.g. schools, associations, etc.) is always according to the current season's pricing. A group pays the special ticket price for each person in that group. This cannot be combined with other benefits of any kind. Children's rates are included in the group rate; no other rates and/or preferential conditions may be invoked.
- Sold admission tickets will not be exchanged or taken back. Lost admission tickets will not be replaced.
- Under no circumstances will tickets be refunded on site. For the Belgian parks, complaints, requests and suggestions for improvement should be addressed to info@plopsa.be, for Plopsa Indoor Coevorden to info@plopsa.nl and for Holiday Park to info@holidaypark.de. For the Belgian parks, these can also be sent by post to Plopsa to the attention of Customer Service, De Pannelaan 68, 8660 De Panne, for Plopsa Indoor Coevorden to Customer Service, Reindersdijk 57, 7751 SH Dalen, Netherlands and for Holiday Park to Customer Service, Holiday-Park-Strasse 1-5, 67454 Hassloch/Pfalz, Germany.
- The management reserves the right to change individual park rates at any time.

Article 5 - Bicycles, motorbikes, vehicles of all kinds ...

- All bicycles, motorbikes, roller skates, skateboards, rollerblades, balance bikes or any other means of transport are prohibited in the park, with the exception of the park's own trolleys, wheelchairs, prams and handcarts. However, box carts are not allowed in the 'Indoor Parks' (Plopsa Indoor Hasselt, Plopsa Indoor Coevorden, and where bans are indicated at all indoor activities).
- Motorised mobility scooters for users with disabilities - are allowed in the park. However, their speed must be limited to max. 5 km/h (walking pace).
- At the entrance to Plopsaland De Panne, Plopsa Indoor Hasselt, Plopsa Station Antwerp, Plopsa Indoor Coevorden and Holiday Park a clearly marked storage area is provided for bicycles and motorbikes. All park visitors are obliged to leave their bicycles there. Visitors must secure their bicycles in such a way that theft will be hindered.
- The park cannot be held responsible for theft, damage or accident to or with the bicycles or motorbikes located in the described storage area or any other place on park premises.

Article 6 - Wheelchairs, carts and prams

- Wheelchairs (free) and carts (paying) are provided in the designated and clearly marked areas. The number of wheelchairs and trolleys is limited. Both when wheelchairs and carts are made available, the identity card is issued and, in case of refusal, a deposit of €100 must be paid.
- Prams ("buggies") and carts must be left in the designated areas or in places that do not obstruct passage and are outside the attractions (queues and waiting areas included). For safety reasons, prams and carts may be taken away. Within the framework of fire safety, prams and carts are not allowed in the theatre halls. In the Proximus Theatre (Plopsaland De Panne) prams and pushchairs can be placed in the Foyer, according to the available space and specific instructions by an authorised employee.
- The park cannot be held responsible for theft or damage to wheelchairs, pushchairs or prams left on the park grounds. 'Buggy locks' are provided for a fee in order to secure prams in the places provided.

Article 7 - Storage cabinets and lockers

- At or near the park entrance, a limited number of storage cabinets (free for groups) and lockers (paying) are provided for leaving objects behind. The storage cabinets and lockers should be emptied at the end of the day; if not, they will be emptied by the park services.
- The park does not assume surveillance of these storage cabinets and lockers and is not responsible in case of theft or (attempted) break-in.
- It is forbidden to leave unguarded objects anywhere on park premises. Suspicious packages left unattended will be removed by the park and/or police services.
- The park cannot be held responsible for theft or damage to items.

Article 8 - Public order, morality and safety

- All visitors must behave with courtesy and decency, respect public order and not engage in any transgressive behaviour. No one should feel disturbed by any visitor's behaviour, attitude or utterances.
- Visitors are asked to wear non-offensive and appropriate clothing in the park. Visitors must be identifiable at all times. Wearing minimum a shirt or T-shirt and Bermuda, shorts, skirt or dress and footwear is mandatory.
- In the interest of visitors and for safety reasons, it is prohibited:
 - To smoke throughout the park, both indoors and outdoors, except for designated smoking areas. This general smoking ban also applies to electronic cigarettes;
 - Present oneself at the park entrance or be in the park under the influence of alcohol, drugs or other narcotics;
 - Bring loud music systems inside the park;
 - Bringing or trading in fireworks, weapons, knives and/or other explosive material into the park;
 - Bringing drugs, alcohol or narcotics of any kind into the park and/or consuming or trading them in the park, as well as presenting oneself at the park entrance or even attempting to incite others to use them;
 - Trading in the park;
 - Distribute or affix printed matter and similar notes, or conduct opinion polls without prior written permission from the park;

- Misappropriating or damaging objects owned by the park, park staff or other visitors to the park;
 - Harassing visitors and/or preventing park staff from carrying out their jobs or harassing them, as well as expressing aggression towards other visitors and/or park staff;
 - Committing vandalism of any kind or being guilty of gang affiliation, namely by behaving inappropriately and/or wantonly (non-exhaustive) in groups, on the park premises;
 - To hold meetings and/or make a speech, conduct propaganda, collect membership fees, conduct fundraising or offer items for free begging, bartering or sale on park premises without prior written permission from the park;
 - Enter service areas or service roads, even if they happen to be unlocked;
 - Use or carry hand held (mobile) cameras or selfie sticks in the attractions. However, a GoPro camera is allowed provided a chest harness is used;
 - Exhibiting dangerous behaviour to oneself and others;
 - Allowing drones to take off or land in the park unless specific approval was given;
 - This list is not exhaustive;
 - In all the above-mentioned situations, the park manager decides sovereignly to have this person or persons removed and/or to call the police for assistance. An administrative fee of at least €50 pp will have to be paid. There is no recourse against this.
- Visitors denied entry to the park cannot re-enter and cannot claim compensation for this under any circumstances.
 - Visitors are personally responsible for any damage they cause to other visitors and/or staff and/or to the park's facilities through carelessness, error or negligence. Persons accompanied are the exclusive responsibility of their supervisors. The management cannot be held responsible for damage caused by visitors.

Article 9 - Leaving the park

- All visitors must leave the park no later than closing time; otherwise, their presence is inadmissible and an administrative fee of at least €50 pp will have to be paid.
- Visitors wishing to re-enter the park on the same day are required to ask for a stamp that allows them to re-enter the park on the same day.

Article 10 - Access to the attractions

- Visitors must comply with the publicly posted instructions to each attraction, both in terms of access conditions, safety and practical organisation. There is no recourse against this.
- For certain attractions, it is strictly forbidden to bring loose objects of any kind (glasses, handbags, mobile phones, scarves, selfie sticks, GoPro handsticks, cameras, not exhaustive...) on the attraction. This is posted every time at the entrance to the attraction. Before entering the attraction, visitors are requested to leave these goods in the racks or bins provided in the station. The visitor remains responsible for these goods at all times. The park cannot under any circumstances be held responsible for any damage to and/or loss of these goods. If, despite the announcement of the ban on taking loose objects onto the ride, visitors nevertheless take certain goods onto the ride, the park cannot be held responsible for any damage to and/or loss of these goods.
- There may be weight, body size or age restrictions per gondola for certain attractions.
- On attractions, visitors should behave as a prudent and reasonable person. If not, further action may be taken against this careless and/or unreasonable visitor in case of damage.

- Certain attractions contain live animals. The animals are not wild by nature but can always react unexpectedly. Children should always be adequately supervised and the animals should be respected at all times. In case irregularities are observed, park staff should be notified immediately.
- Personnel appointed by the park manage and operate the attraction. Visitors must follow the instructions given by the operator.
- In certain weather conditions (wind, rain, thunderstorms, too low or too high temperatures, ...) certain attractions may be (temporarily) closed. This also applies in the event of technical intervention and/or maintenance. The decision for (temporary) closure is taken by the management and there is no recourse against it. The closure of one or more attractions cannot under any circumstances lead to a partial or full refund of the admission ticket.
- On less busy days and/or at certain times, attractions alternate between opening later or closing earlier. The alternating opening or closing of attractions is indicated at the attraction. The alternating opening or closing of rides later or earlier cannot under any circumstances lead to a partial or full refund of the admission ticket.
- The operator may decide to refuse someone access to the attraction if that visitor does not comply with the rules of these regulations. Specific rules apply to persons with disabilities and their supervisors. These can be found in the "Guide for persons with disabilities and their supervisors", available at the reception or on the website.
- Visitors are obliged to follow the clearly marked queues and wait their turn. In case of abuse, access to the park may be denied.
- The entrances, exits and emergency exits of the park and the various attractions should never be obstructed.
- Prams/carts must be left in the places provided for this purpose or in places that do not obstruct passage and are outside the attractions (queues and waiting areas included). Prams may be taken away for safety reasons.
- Each visitor must leave the attraction after the ride is over. If the visitor wishes to enjoy the attraction again, the visitor must rejoin the queues described above.
- Smoking, using an electronic cigarette, eating and drinking are prohibited in all attractions and queues (both the indoor and these outdoor ones).
- The queues of the attractions are closed at the park closing time unless otherwise communicated at the entrance of the attraction.

Article 11 - Access to the shows

- Visitors must abide by the publicly posted instructions at each show, in terms of access conditions, security and practical organisation. There is no recourse against this.
- The park designates staff responsible for the show. Visitors should follow the instructions given by the staff member.
- Each show space has a maximum capacity that cannot be exceeded for safety reasons.
- If the capacity of the space threatens to be exceeded, the staff appointed by the park has the right to deny additional visitors to the show for the performance in question, without any compensation.
- Visitors are obliged to follow the clearly marked queues and wait their turn.
- The entrances, exits and emergency exits of the various show areas must never be obstructed.
- For fire safety reasons, prams and carts are not allowed in the theatre halls. At the Proximus Theatre (Plopsaland De Panne), prams and carts can be placed in the Foyer, according to the space available and to the specific instructions of an authorised staff member.
- Every visitor must leave the show space at the end of the performance. If the visitor wishes to attend the next performance, the visitor must rejoin the queues.

Article 12 - Cleanliness and planting

- Every visitor to the park undertakes to behave in an environmentally friendly manner while visiting the park: all waste must be deposited in the waste bins provided and clearly marked for that purpose.
- Only the marked paths of the park may be walked. Visitors do not touch or damage the fences, plants, flowers and lawns. In some places in the park, there may be poisonous plants for humans and/or animals. These poisonous plants are not suitable for (human) consumption.
- Parents, guardians and supervisors/teachers of youth groups and classes are personally responsible at all times for ensuring that the persons for whom they are responsible do not consume these plants. Neither the park nor the management can be held liable for this in any way.

Article 13 - Swimming

- Swimming or bathing in ponds, water basins or fountains is prohibited.
- Swimming in the Amblève (Plopsa Coö) is also forbidden.

Article 14 - Hygiene facilities

- A number of clearly marked toilets are located in the park. It is forbidden to do sanitary needs in places not provided for that purpose.
- Childcare is allowed only in the designated and clearly marked areas.
- Throwing objects into the toilets is not permitted. Sanitary towels, nappies, nappy wipes and the like must be disposed of in the sanitary bins.
- Smoking or using an electronic cigarette is not allowed in the toilets and washrooms.

Article 15 - Lost property

- Each visitor is responsible for their own belongings. Found objects should always be deposited at the reception desk at the park entrance.
- The park cannot be held responsible for theft, damage or accident to or with the lost items.
- Reports of lost property, with an exact description of the item, can be sent by mail to the following addresses:

- For Plopsaland De Panne: customerservice.pdp@plopsa.be;
- For Plopsa Indoor Hasselt: customerservice.pih@plopsa.be;
- For Plopsa Station Antwerp: customerservice.psa@plopsa.be;
- For Plopsa Coö: customerservice.psc@plopsa.be;
- For Plopsa Indoor Coevorden: customerservice.pic@plopsa.nl;
- For Holiday Park: info@holidaypark.de.

For Belgian parks, they can also be sent by post to Plopsa, attn. Customer Service, De Pannelaan 68, 8660 De Panne, for Plopsa Indoor Coevorden to Plopsa, attn. Customer Service, Reindersdijk 57, 7751 SH Dalen, Netherlands and for Holiday Park to Holiday Park, attn. Customer Service, Holiday-Park-Strasse 1-5, 67454 Hassloch/Pfalz, Germany.

The e-mail or letter should be sent to the park where the item was lost.

- Recovered items can, after contacting the respective Customer Service, be collected at the Plopsa headquarters in De Panne, Belgium (for Plopsa Indoor Coevorden in Dalen, the Netherlands and for Holiday Park in Hassloch, Germany) or be returned to the owner, upon prior payment of the shipping, packaging and handling fee.

Lost property will be kept for a maximum of 2 months but Plopsa does not exercise a retention obligation.

Article 16 - Lost children and/or persons with mental disabilities

- Parents/guardians should notify the first-aid post if their children or persons with mental disabilities are lost. The recovered children or persons with mental disabilities will be accommodated in the first-aid post until the arrival of the parents/guardians.
- When the parents/guardians themselves have recovered their lost children or persons with mental disabilities, they should inform the first-aid post immediately.

Article 17 - Food & Beverage

- The range of the various food and beverage outlets, as well as the sale prices, are clearly posted in each food and/or beverage outlet. There is no discussion about the prices.
- The park charges a deposit for drinks purchased in the park in cans, bottles or tins insofar as this is indicated on the receipt, which can be fully recovered by visitors after bringing in the empty containers and presenting the receipt.
- An overview of the ingredients used and composition of the dishes, with regard to allergens, can be requested in writing before the visit via info@plopsa.be for a visit to the Belgian parks, via info@plopsa.nl for a visit to Plopsa Indoor Coevorden and via info@holidaypark.de for a visit to Holiday Park. More information can also be requested from the departmental manager on site at any time.
- The park asks visitors to ask for a cash ticket when making a purchase at the food and beverage outlets.
- Meals and/or drinks that have been sold will neither be exchanged nor taken back. Once the meal and/or drink has been purchased, the purchaser renounces any discussion about it. In case of a complaint about the meal, visitors should immediately report this to the departmental manager.
- The park designates staff responsible for the specific shop. Visitors should follow the instructions given by the respective staff member.
- The picnic can only be consumed at the designated area. It is forbidden to bring food packages and/or drink packages in bulk into the park.
- Anyone guilty of (attempted) theft will be permanently denied access to the park and will be expelled immediately. No redress is possible in this regard. On top of the value of the stolen goods, an administrative fee of at least €50 will have to be paid. The management reserves the right to lodge a complaint with the officially competent authorities and enforce its rights to the stolen goods.

Article 18 - Shops

- The assortment of the different shops, as well as the selling prices, are clearly posted in each shop. Prices are non-negotiable.
- For all drinks purchased in the park in cans, bottles or tins, the park charges a deposit, which can be fully recovered by visitors after bringing in the empty containers and on presentation of the ticket.
- The park asks visitors to ask for a cash ticket when making a purchase in the shops.
- Sold goods are neither exchanged nor taken back. Once the goods have been purchased, the buyer renounces any discussion about them.
- The park designates staff responsible for the specific shop. Visitors should follow the instructions given by the staff member.

- Anyone guilty of (attempted) theft will be permanently denied access to the park and will be expelled immediately. No redress is possible in this regard. On top of the value of the stolen goods, an administrative fee of at least €50 will have to be paid. The management reserves the right to lodge complaints with the officially competent authorities and to enforce its rights to the stolen goods.

Article 19 - Fire or accident

- In case of fire, accident, evacuation, ... the instructions of the park's responsible or the emergency services must be followed strictly and without discussion.
- During evacuation, re-entry into evacuated buildings/attractions is not allowed without permission from the park's responsible.
- ☞ All accidents and injuries must be reported immediately to the first-aid post for registration, examination and, if necessary, treatment. Accidents and/or injuries not reported to the first-aid post during the visit to the park are deemed not to have occurred in the park.

Article 20 - Money & means of payment

- Change should be checked immediately at the checkout. No complaints about this will be accepted afterwards.
- The following currencies are accepted: EURO, POND (only at the reception of Plopsaland De Panne) and US Dollar (only at the reception of Holiday Park).
- €100, €200 and €500 denominations are only accepted at the reception.
- Other accepted methods of payment in all parks are bank cards, Maestro, Visa, Eurocard-Mastercard and Carte Bleue International. In Belgian parks, Sodexo, EdenRed (Ticket Restaurant), the Electronic Meal Voucher are also accepted in certain restaurants and snack points.
- In some predetermined cases, payment can be made with the park's internal currency, the 'Plopsa' and/or the 'Holly', or with a voucher. These vouchers will not be taken back, paid out, replaced or extended.
- Cash withdrawals at the reception desk are limited to a maximum of €200 and only apply to park visitors, who must present a valid and original admission ticket for this purpose.

Article 21 - Processing of personal data

- For all information regarding the processing of personal data of park visitors, please refer to the privacy statement on the respective park's website.

Article 22 - Visual material

- ☞ Both in the park and in the car park, images are taken by security cameras. The usage rights of this footage belong to the park, consequently this material can be used without any restriction by the park and handed over to it at the request of the judicial authorities.
- ☞ It is possible that photos will be taken or recordings made (with cameras other than security cameras) during a visit to the park. In principle, these images will be non-targeted. Targeted images will only be taken with the consent of the visitor in question. For underage visitors, the legal representative must grant this permission.
- ☞ At various attractions, photos are taken of visitors, photos that can be purchased afterwards. Both on the park map and at the attractions it is stated that photos can be taken. By entering those attractions, visitors accept this.

Also, visitors accept that other visitors can see the photos taken of them on a screen at the end of the attraction as well as at the point of sale of the photos.

- ☞ The usage rights of this visual material belong to the park, consequently this material can be used by the park without any restriction. For more information regarding the processing of personal data carried out in this context and for the rights visitors may exercise in this regard, please refer to the privacy statement on the respective park's website, already referred to in Article 21.
- ☞ Visitors who do not want photos/images of them to be used must expressly make this known to the reception desk before entering the park (the day of their visit). Such opposition will have no impact on the images taken by security cameras.

Article 23 - Valuable tips

- The staff is always open to questions or suggestions.
- Should one encounter situations that are perceived as odd or inconvenient, the employees are always willing to explain or resolve them.