

Walibi Holland Park Regulations

A warm welcome to Walibi!

Our aim is to give you, as our guest, an unforgettable day out. To make your visit and that of our other guests as pleasant as possible, these rules and guidelines have been drawn up. These Park Regulations apply when you enter Walibi's premises. This includes the amusement park, as well as Walibi Village, the event site, the car parks and the Solar Parking area. For readability, we refer to all these areas collectively below as the 'park'.

By entering the park, you, as a guest, agree to these regulations.

Admission

1. Access to the park is only permitted with a valid ticket on the opening days and/or during the opening times applicable to that ticket.
2. It is prohibited for anyone to remain in the park outside opening hours.
3. Walibi reserves the right to change opening days, opening times and/or conditions during the season. No refund arrangement applies in such cases. The current opening days can be found at www.walibi.nl.
4. For the safety of our guests, Walibi reserves the right to close its gates when visitor numbers are high. This also applies to season pass holders. If the guest already holds a valid ticket, the ticket may be changed to another date of the guest's choice within the same season year. Walibi accepts no liability for travel expenses incurred.
5. If public order is disrupted or an unsafe situation arises, Walibi is entitled to close the park immediately and deny guests access to the park. If the park is closed, there is no entitlement to a full or partial refund or compensation.
6. When entering the park or while inside the park, a security employee or other member of staff may inspect a visitor's bags for prohibited or unwanted items or unlawfully appropriated property. By entering the park, visitors also automatically consent to possible security screening or searches (POV). These checks are in place to protect all visitors and employees in the interests of general safety.
Unwanted or prohibited items or unlawfully appropriated property will be confiscated and handed over to the police.

Identification and age verification

1. Guests must present a valid, original form of identification. The organisation may check the identification document to verify the guest's identity and, where applicable, age.
If a guest is unable to present a valid form of identification, entry may be refused.
A copy, photo or image of an identification document is not considered a valid form of identification.

General

1. Walibi informs you that camera surveillance is in use in the park to protect your safety, our safety and property.
2. For your safety and ours, you must follow the instructions of our employees.
3. Pets are not permitted, with the exception of guide dogs for blind guests and assistance dogs for guests with disabilities. These assistance dogs must be clearly recognisable as such.
4. Selling and/or distributing goods, handing out flyers, putting up posters or otherwise advertising in the park is not permitted without prior written permission from Walibi.

5. In the event of theft, the police will always be contacted.
6. For the terms and conditions governing Wi-Fi use in the park, please refer to the Wi-Fi terms and conditions available for inspection at Guest Service.
7. It is prohibited to carry the following items:
 - Blunt and/or bladed weapons, or objects resembling weapons
 - Fireworks in any form
 - Glass
 - Mind-altering or stimulating substances, such as alcohol and drugs
 - Laser pointers
 - Masks and/or Halloween costumes
 - Self-defence items
8. It is prohibited to carry banners, expressions, flags and/or other objects that, in the opinion of security staff, Walibi Holland employees and/or another competent authority, may be offensive, discriminatory, insulting, or may incite aggression or unrest among other guests, or that contain political or religious expressions.
9. Employees must be able to carry out their work without disturbance and with full concentration. Therefore, employees may not be interviewed during working hours without prior permission.
10. In the event of a violation of the Park Regulations, Walibi Holland may proceed with the civil settlement of the violation. For this settlement, Walibi Holland may use the services of ThinkTwice. The [terms and conditions of ThinkTwice](#) apply to this settlement.

Appropriate conduct

1. Every guest must behave appropriately in the park and in accordance with generally accepted standards of decency.
2. It is not permitted to enter areas outside the designated walking routes, paths and picnic areas.
3. We work together to keep the environment clean. Waste must be disposed of, separated where applicable, in the designated waste bins.
4. Swimming or bathing in the ponds, lake and ditches in the park is not permitted.
5. It is not permitted to enter the park with bicycles, skates, scooters or other vehicles, with the exception of wheelchairs and pushchairs.
6. The use of radios, sound blasters or other intrusive music devices is not permitted.
7. It is not permitted to place stickers on property belonging to Walibi or third parties.
8. Alcohol is not served to persons under the age of 18. Consumption of alcohol, regardless of whether it has been brought by the guest, is also not permitted. At the request of an employee, you must show your identification so that the employee can verify your age.
9. Persons who are under the influence of alcohol, mind-altering or narcotic substances, or who trade in or possess mind-altering or narcotic substances, will be refused entry to the park or removed from the park.
10. Physical or verbal violence, or other unwanted behaviour towards other visitors and/or Walibi employees, will not be tolerated. Guests who engage in such behaviour will be removed from the park immediately. The police may be called in.
11. Carrying or using weapons, fireworks or other dangerous objects is prohibited. Walibi reserves the right to remove anyone in possession of such items from the park, if necessary in cooperation with the police.

12. Smoking is only permitted in designated smoking areas. Smoking is not permitted elsewhere in the park. This also applies to e-cigarettes. The designated smoking areas are shown on every park map.
13. Persons must remain recognisable and identifiable while at Walibi Holland. This means that it is not permitted to cover the face with headwear, a scarf and/or other materials in such a way that identification by security staff, Walibi Holland employees and/or another competent authority is made impossible.
14. Searching through, removing or taking away waste bins, waste containers, deposit return machines, donation bins, collection bins or their contents is not permitted. The contents of the aforementioned bins and containers, including deposit bottles and deposit cups, are the property of Walibi Holland & Walibi Village. Guests of Walibi Holland and Walibi Village are also prohibited from collecting large quantities of deposit packaging from the park with the intention of returning it for personal gain.
Persons who visit the park solely or primarily for this activity may be refused entry or removed from the premises.

Attractions and shows

1. For safety reasons, bags and/or loose items may not be taken into certain attractions. Walibi is not liable for damage to or loss of items left behind, nor for items handed to our employees. At attractions where bags and/or loose items are permitted, bringing them is entirely at your own risk.
2. Safety is our priority. Everyone must comply with the rules in and around an attraction. These can be found on the sign at the entrance to the attraction and may also be communicated by employees. Anyone who deliberately ignores instructions and operating rules may be denied access to the attraction by an employee.
3. Certain attractions have height, body size and/or health requirements. These limits are applied for the safety of the guest. If a guest is unable to take part in an attraction because of these requirements, Walibi does not apply a refund policy.
4. For safety reasons or due to technical malfunctions, attractions and shows may be closed during your visit. Walibi employees will make every effort to reopen the attraction and/or show as soon as possible. No refund policy applies in such cases.
5. In the event of exceptional weather conditions, including strong winds, heavy rain, hail and thunderstorms, Walibi is required under the safety procedures for the attractions and shows to close them temporarily. No refund policy applies in such cases.
6. Use of playground equipment is entirely at your own risk.
7. Guests who jump the queue may be removed from the park. In such cases, there is no entitlement to a refund.

Clothing

1. Even in high temperatures, at least a shirt, shorts and shoes must be worn.
2. Entry to the park may be refused if you wear inappropriate clothing that harms Walibi's family atmosphere. In such cases, there is no entitlement to a refund of the admission ticket and/or any other form of compensation.
3. Access to certain attractions may be refused if your clothing could pose a safety risk.
4. Persons wishing to enter the park in costume or in sports club or other club clothing will be refused entry and/or removed from the park, without any entitlement to a refund of the admission ticket and/or any other form of compensation, except for children aged 11 and under.

Photography and filming

1. Walibi invites everyone to share photos, videos and audio recordings of the park on social media.
2. Photography, filming, with or without flash, and making audio recordings in the Haunted Houses is not permitted. Publication of such material is also not permitted.
3. Areas that are not accessible to the public may not be photographed or filmed, nor may audio recordings be made in these areas. Publication of such material is also not permitted.
4. Photography, filming or making audio recordings on attractions is only permitted under strict conditions.
5. As a guest, you may be photographed or filmed. Walibi reserves the right to use this material for publication and promotional purposes.

Parking

1. By entering Walibi's car parks, which also includes the Solar Parking area, you agree that the parking regulations apply.
2. Walibi makes an unspecified parking space available in the car parks. You may decide where to park your vehicle and retain control of your vehicle.
3. In return for payment, Walibi only provides a parking space. Monitoring or safekeeping of your vehicle is not one of Walibi's obligations.
4. For the sake of order and everyone's safety, you must follow any instructions given by Walibi employees in the car parks.
5. Vehicles must be driven at walking pace in the car parks.
6. A limited number of charging points for electric vehicles are available in the car parks. These may be used for a fee and subject to availability, entirely at your own expense and risk. Parking in these spaces is only permitted for electric vehicles that are using the charging facility.
7. The Dutch Road Traffic Act 1994 applies in the car parks.
8. Walibi's car parks are not closed to the public.
9. Parking your vehicle in Walibi's car parks is entirely at your own risk. Walibi is not liable for any damage to your vehicle arising from use of the car parks, such as damage resulting from burglary or theft. This also applies if the damage is caused by storm, fire, hail, explosion or other extraordinary events.

Refusal of entry and park ban

1. Walibi reserves the right at all times, if a guest violates these regulations or if Walibi otherwise considers it necessary, to refuse the guest entry to the park, remove the guest from the park, or impose a park ban for a fixed or indefinite period. Walibi may, in any event and without limitation, impose a park ban in cases of vandalism, theft, aggression, misconduct, sexual violence, arson or illegal entry to the park.
2. If the guest gains access to the park despite a refusal of entry, removal or park ban, a report of trespassing will be made to the police.
3. At Walibi, no refund policy applies if an admission ticket or season pass cannot be used, in whole or in part, because of a refusal of entry, removal or park ban.

Liability

1. Walibi's liability, regardless of the basis on which that liability is founded, is limited to the amount paid out by its insurer in the relevant case, unless Walibi's liability is regulated differently in these Park Regulations, Walibi's General Terms and Conditions or another applicable set of regulations.

Lost property

1. Every guest is responsible for his or her personal belongings.
2. Walibi is not liable for damage to or loss of items left behind, nor for items handed to our employees. At attractions where bags and/or loose items are permitted, bringing them is entirely at your own risk.
3. For safety reasons, bags and/or loose items may not be taken into certain attractions.
4. Lockers are available to guests for a fee at the Sunset Shop.
5. At certain attractions, baggage bins are available for guests. These are not secured and are not monitored by park employees. Placing objects in these baggage bins, on platforms or at attraction exits is solely the responsibility of the guests who place them there, even if park employees require the object to be placed in a location other than the one chosen by the guest.
6. Guests can report loss or theft at Guest Service.
7. Items found by employees are taken to Guest Service after the park closes on the date concerned. Guest Service posts items with an estimated value above EUR 20 on the iLost website the following day.
8. For lost property, the following retention periods, applicable in the Netherlands, are used. After the retention period, we destroy the items:
 - Found items with an estimated current value of up to EUR 450 are kept for 12 weeks.
 - Found items with a current value of more than EUR 450 are kept for 1 year.
 - Identity cards, passports and driving licences are sent to the municipality the day after they are found. Individual bank cards are destroyed the day after they are found.
 - Perishable goods are destroyed immediately.

Other provisions

1. At cash desks in the park, payment cannot be made with EUR 200 or EUR 500 banknotes. At various locations in the park, payment is only possible by card and cash payment is not possible at all. Where this applies, it will be indicated at the location.
2. Commitments made by Walibi employees are only binding if they have been confirmed to the visitor in writing, including by email.
3. Walibi may unilaterally amend the Park Regulations. The amended regulations take effect 30 calendar days after the day on which Walibi has sent the amended version to a guest, unless the guest has submitted a substantiated objection to their application in writing.
4. Where these Park Regulations state that the visitor is not entitled to a refund or that no refund policy applies, this means that you are not entitled to a refund of all or part of the amount you paid to Walibi for access to the park and/or for the provision of another service or product by Walibi. This is without prejudice to Walibi's other rights, including the right to performance and compensation for damages.
5. These Park Regulations are governed by Dutch law, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG).
6. In all cases not provided for in these Park Regulations, the management of Walibi Holland will decide.