

VISITING POLICY

of the National Botanical Garden



The National Botanical Garden (hereinafter referred to as NBG) is the richest botanical garden in Hungary, which operates as part of the Institute of Ecology and Botany of the Centre for Ecological Research.

GENERAL RULES

1. **The NBG is a nature reserve and monument of national importance, the richest scientific collection of living plants and a gene bank of national strategic importance in Hungary**, which is also an ecotourism destination of national importance open all year round. The entire area, wildlife and facilities of NBG represent an invaluable national asset protected by law. Without exception, all plants and living creatures inhabiting the garden – even so-called wildflowers (e.g. violets, lilies of the valley, etc.) – are protected by law; picking, damaging and disturbing living creatures is an illegal act (Act on the Protection of Nature of 1996).
2. **An entrance fee is required to visit NBG.** The amount of entrance fees and available discounts are presented in a separate price table which is placed out by the ticket office in a clearly visible way and is also available at the NBG website.
The entrance fee entitles the visitor during opening hours to visit collections and exhibitions of the Institution designated for demonstration, and to use other visitor services. Exceptions to this are cases where restrictions are required by government and/or internal measures (e.g. accident prevention, health risk reduction, etc.).
3. NBG provides visitors with permanent and occasional discounts on entrance fees, which are subject to conditions. The visitor(s) who can credibly prove the fulfilment of the conditions are entitled to use the particular discounts.
4. **By purchasing the entrance ticket, Visitor shall accept the provisions of this "Visiting Policy".** Paying the entrance ticket does not entitle visitor to enter the area closed for visitors or violate any other rule set out in the "Visiting Policy".
5. **The entrance ticket entitles visitor to a single visit** and must be kept through the entire duration of the visit and presented to the authorized NBG staff upon request. After entering the NBG, it is not possible to re-enter with the same ticket, so in the event of the visit being interrupted for any reason (health reasons, unfavourable weather changes, etc.), it is possible only to interrupt the visit for not more than 15 minutes that must be certified with a dedicated stamp by the institution's employee authorized for admission control. In all other cases, re-entry requires a repeated ticket purchase. In case of interruption of the visit for more than 15 minutes and/or not verified by the employee authorized for admission control, NBG is not obliged to refund the price of the purchased entrance ticket.

OPENING HOURS

6. **NBG is open all year round.** More information about the current opening hours is available by the NBG main entrance or visit the NBG website (www.botanikuskert.hu). The NBG can change the opening hours in particularly justified cases. Changes are published in the ticket office and at the institution's website. In such cases the NBG is not obliged to make any compensation for visitors.

In the case of service reduction stemming from a technical error or in cases of force majeure (e.g. fire, flood, strike, etc.), NBG maintains the right to decide at its own discretion whether to apply a refund or a discount.

7. **The ticket office closes half an hour before closing the garden.** After that, it is not possible to purchase tickets on the spot or enter the Institution for visits.
8. An exception to the normal opening hours are the programmes organized by the Institution for the public out of the opening hours (e.g. evening concert, evening guided tour), when the areas open for and services available to visitors are determined by the Institution on a case by case basis for each event.
9. The NBG can only be visited during the opening hours. **Visitors must leave the Garden until closing time.** The visitor can find out about the current closing time - before the visit - at the main entrance or at the www.botanikuskert.hu website.

RULES ON THE DURATION OF THE VISIT

10. On the premises of the NBG – for the peace and safety of other visitors – visitors can only travel on foot. Exceptions are the aids necessary for the movement of our fellow human beings with reduced mobility, as well as the aids assisting mobility of young children (e.g., stroller, pedalless toys driven by foot, balance bike). When using these vehicles, the parent, adult guardian is obliged to ensure that the child does not endanger his or her own physical health and that of others, as well as of plants and any other living creatures. Based on a visitor's complaint or at their own discretion, the NBG staff may ask the parent/guardian to suspend the use of the toy vehicle. It is not allowed to enter the NBG area with any other vehicle (bicycle, scooter, etc.) for the purpose of visiting.
11. Getting off the road, as a general rule, is not allowed, the only exception to this is when a special sign permits to do so!
12. Children under the age of 14 visiting the NBG may only enter and stay in the NBG accompanied by and under the supervision of an adult. Also, our fellow human beings impaired in their mobility, vision, hearing, mental or communication functions to such an extent that the visit puts or may put a risk, danger to them or to other visitors, can visit the Institution with an attendant. The accompanying adult is responsible for ensuring that the accompanied person complies with the visiting rules and is therefore obliged to accompany the accompanied person throughout the visit and must pay particular attention to the accident prevention and the safety of life and property of the person under his/her supervision, as well as to the safety of other visitors and the environment. The Institution shall not be liable for any damage resulting from failure to do so.
13. Attendants and leaders of groups of children and students are responsible in the territory of the NBG for complying with and enforcing the rules of the „Visiting Policy”, therefore are obliged to accompany the accompanied group throughout the visit and pay particular attention throughout the entire time of the visit to the accident prevention, safety of life and property of the children and students they are leading, and the safety of other visitors and the environment.
14. **Contagious patients are not allowed to visit NBG!**
15. Visitors acknowledge that **dogs or any other live animals are not allowed into the NBG.** Exceptions to this are assistance dogs possessing corresponding documents, vaccination certificate and distinguishing tag as set in the relevant Ministerial decree 27/2009 (XII.3.) SZMM (Ministry of Social

Affairs and Labour). The NBG is entitled to check the existence of documents and compliance with the requirements of the regulation before entering. This can be done upon arrival, but it is advisable to send the documents at least one working day before your visit to the NBG to the e-mail address botanikuskert-info@ecolres.hu.

Assistance dogs are required to be on leash and wear a muzzle during the visit. The owner is obliged to ensure that the dog does not endanger the peace and physical integrity of the visitors of NBG. Otherwise, NBG maintains the right to immediately suspend the use of the assistance dog.

16. NBG is entitled in various cases to temporarily close certain areas, buildings or exhibitions (for tree care, phytosanitary intervention, reconstruction, technical error, event, shooting, etc.). In justified cases, the NBG publishes these lockdowns at its website and by the ticket office. No subsequent compensation or reduction in ticket prices may apply to these cases.
17. Some parts of the NBG are not open to visitors. For example, the area of background facilities ensuring operation. Unauthorized entry into areas closed to visiting marked off with safety rail, fence or marked as „operation area” or with pictograms and/or notices indicating prohibition is strictly prohibited!
18. In the case of an accident or extraordinary event, one of the employees of the NBG shall be notified, who shall act in accordance with the relevant action plans and shall notify the competent manager of the Institution. First aid kit and emergency call device can be found at the locations marked with the sign of first aid. In the case of each accident, minutes shall be taken, to which the responsible manager or a staff member designated by him/her or, on public holidays, the duty officer is entitled.
19. **It is forbidden to bring into the premises of the NBG:** objects that may represent hazard to health and safety, piercing and cutting tools, weapons, pyrotechnic devices, drones, balls, any kind of psychoactive substances and alcohol, or any other device capable of causing alarm, disturbing the peace of visitors, or posing danger, as well as live animals. It is also forbidden to behave in a way that violates public order and public morals or violates any other legislation!
20. **No entrepreneurial or commercial activities** (e.g. photography or video recording for business purposes, events, trading, services, etc.) **may be carried out** on the premises of the National Botanical Garden **without prior permission from the Institution**. Should you wish to carry out such activities on the premises of the Institution, you can request further information on working days at the following contact details: botanikuskert-info@ecolres.hu.
When the ticket designated for special event photography (on the occasion of wedding, engagement, etc.) has been purchased, there is no need for any further permit.
21. The use of photographic and/or video recordings made on the premises of NBG for other than private purposes, in particular for commercial and business purposes, is allowed only with a preliminary, written permission from the NBG.
22. The Visitor acknowledges that surveillance cameras are installed at several points (e.g. by the ticket office, mansion house, plant houses, etc.) of the NBG. Recording of the camera operating by the mansion house informs visitors at the www.botanikuskert.hu website about the current weather in the Garden in real time. Camera shots of the area observed here are not recorded. At the same time, employees and visitors of NBG – while being in compliance with the effective legislation and this "Visiting Policy" – can take photographs and motion pictures for private use. In the frame of NBG's own documentation activities and press work carried out on the premises of the NBG with the permission of the NBG may produce photographs and motion pictures in which visitors of the NBG also appear. With respect to such recordings, by purchasing the entrance ticket and, respectively, availing him/herself of free admission when admission is free of charge, the Visitor acknowledges that if the manner of portrayal is not individual, the image captures the general impression of events, then

it qualifies as a crowd scene. In addition to this, if plants, landscapes, buildings or facilities can also be recognized besides the Visitor on the image, then the image does not qualify as a portrait but as a landscape of the NBG, in connection of which Visitor shall not have, based on the right to a portrait, any claim on the making and using of the image. By purchasing the entrance ticket or pass, Visitor concurrently acknowledges and contributes to the fact that during his/her visit recordings may be taken of him/her this way.

23. In the territory of the NBG and its airspace, drones flown by visitors and images taken by a recorder device fixed on the drone is not allowed in order to protect wildlife and the peace of other visitors!
24. Smoking is prohibited on the premises of NBG. The only exceptions are designated smoking areas. It is strictly forbidden to throw away burning cigarette butts or throw them in the trash bin! For this purpose, the cigarette ashtray of the stationed trash bins shall be used.
25. A person may be excluded from the visit, inter alia, who:
 - does not have a valid entry ticket or is not able to give evidence of having paid for an entrance ticket upon inspection;
 - refuses to comply with the provisions of the "Visiting Policy" despite being warned;
 - with his/her irresponsible behaviour endangers his/her own physical integrity or that of others or damages the property of the Institution, or hazards the vegetation in any way;
 - behaves in a blatantly scandalous and indecent manner and thus may be a nuisance to other visitors;
 - is visibly drunk, or is in a dazed state being under the influence of alcohol or any other drug.

In these cases, the visitor shall have no claim to the refund of the entry ticket!

26. A Garden Warden is on duty on the premises of NBG, whose task is to inform visitors as required or necessary, as well as to enforce the provisions of this Visiting Policy, and to warn visitors who violate the Rules and to exclude them of visiting should it be necessary.
27. At the ticket office by the main entrance of the NBG can be found the "Visitors' Book", which is used to record visitors' reviews (complaints, compliments, other opinions) and any visitor to the Institution has the right to write an entry in it. Any complaints shall be investigated as soon as possible and within a maximum period of 30 working days and, if the complainant so requests, the complainant shall be informed by mail about the action taken to remedy the complaint.
28. For property lost in the NBG, NBG shall not be liable in terms of any financial or other compensation. Lost-and-found drop-off and pickup is available at the ticket office by the main entrance of NBG. Visitors can inquire about lost property here by calling phone number +36-28-360-122. Lost-and found will be kept for 30 days. The person who has lost the property shall provide an accurate description of the property and credibly identify him/herself to receive the lost-and-found property of which he/she is the rightful owner.
29. The Visitor is fully liable for damages caused by him/her.
30. NBG disclaims claims in all cases where the visitor's damage is due to a breach of the provisions of the "Visiting Policy".

The "Visiting Policy" is dedicated to ensuring the safety, health and physical integrity of our visitors, as well as preserving plants, natural values and monuments located in the territory of the NBG.

We wish all of our visitors a pleasant time!

Budapest, May 2021

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Director-General
Centre for Ecological Research

Supervisory bodies:

- 1. Territorially Competent Office of the National Tax and Customs Administration*
- 2. Competent Branch of the National Consumer Protection Authority*
- 3. Mayor's Office of the Municipality of Vác*
- 4. Pest County Government Office, Érd District Office, Department for Environmental Protection and Nature Conservation*