

Rules and regulations of the Palmengarten and Botanical Garden Frankfurt am Main

Preamble

The Palmengarten and the Botanical Garden Frankfurt am Main are two botanical display gardens of international stature that offer their visitors a unique combination of artistic garden design, plant diversity, recreation, culture, education and nature conservation.

Both gardens are public institutions of the City of Frankfurt am Main and are administered by the public PALMENGARTEN Office. Admission fees to the Palmengarten are subject to civil law.

Mutual consideration among all visitors and respect for plants and animals are basic requirements for a relaxing stay as well as for the prevention of damage and accidents in the garden. By entering the Palmengarten and the Botanical Garden, visitors agree to comply with these Garden Rules.

1. Terms of Use

- 1.1. The Palmengarten and the Botanical Garden Frankfurt are open to visitors during the posted opening hours.
- 1.2. Visitors must leave the Palmengarten no later than by 11 p.m. Exceptions (e.g., for special events) are determined by the PALMENGARTEN Office.
- 1.3. The Botanical Garden must be vacated promptly by the end of the opening hours. Exceptions (e.g., for special events) are determined by the PALMENGARTEN Office.
- 1.4. The City of Frankfurt am Main may restrict or deny access to parts or the entirety of the garden facilities for good reasons; if necessary, at very short notice and without prior announcement. Such reasons include, for example, adverse weather conditions, necessary maintenance and construction work, and horticultural upkeep measures.
- 1.5. Visitors enter the Palmengarten, its display houses and outdoor areas, including the use of playgrounds and equipment, as well as the grounds of the Botanical Garden at their own risk.
- 1.6. Children under the age of 14 may enter the garden only when accompanied by a supervising adult. Children under the age of 14 must not be left unattended. This applies in particular to water bodies and all play areas, etc., as well as terrain-related gradients that pose an increased risk of falling. Persons responsible for the supervision of minors must comply with their supervisory obligations.
- 1.7. Employees of the Palmengarten and the Botanical Garden may exercise domiciliary rights; their instructions must be followed at all times. Any person who violates the garden rules, fails to follow the instructions of the staff or the mandatory and prohibitive signs, or otherwise disturbs the activities in the garden, may be expelled from the premises without any claim to reimbursement of the entrance fee. A ban from the premises can be issued by the management or an authorised representative.
- 1.8. Visitors are liable for any damage caused by violating these Garden Rules or by disregarding the instructions of the garden staff.
- 1.9. Any damage or injury sustained by a visitor during their stay at the gardens must be reported immediately to the administration or to the entrance ticket office.
- 1.10. The Palmengarten and the Botanical Garden can change, postpone or cancel their programme and the schedule of events without prior notice.
- 1.11. The Palmengarten assumes no liability for authorised activities organised by third parties. This includes gastronomic services and leisure activities.

2. Admission

- 2.1. A visit to the Palmengarten requires the purchase of a valid ticket. The admission tickets must be carried during the entire stay at the Palmengarten and presented to the staff upon request.
- 2.2. The rates are displayed at the ticket offices. Discounts can only be granted at the ticket offices upon presentation of the corresponding proof; discounted access via the turnstiles is not possible. There is no subsequent entitlement to a discount.
- 2.3. Admission tickets are not transferrable. Personalised cards that are shared or tampered with will be confiscated.
- 2.4. Purchase of an admission ticket does not entitle the holder to the use of all facilities and equipment in the garden at all times (see also section 1.4).
- 2.5. There is no entitlement for a refund of the admission price.
- 2.6. In case of events organised by third parties, the third party's general or special terms and conditions apply.
- 2.7. Admission to the Botanical Garden is free.
- 2.8. There is no charge for entering the areas between Palmengartenstrasse and the Gesellschaftshaus (flower parterre) or the path to Zeppelinallee (in front of the Papageno Theatre). However, the Garden Rules apply equally to these areas.

3. Annual Passes

- 3.1. Passes for one year (365 days) can be purchased at the ticket offices during opening hours.
- 3.2. The annual pass (chip card) is personalised and contains a photograph of its holder.
- 3.3. The annual pass entitles the holder to enter the Palmengarten during the opening hours of the ticket offices and to access via the admission turnstiles (usually from 6:00 a.m. to 10:00 p.m.). However, there is no general entitlement to admission at the turnstiles. Last-minute changes such as restrictions due to adverse weather conditions, construction work or other circumstances cannot be ruled out.
- 3.4. Upon entering the Palmengarten, the pass is blocked for 90 minutes. Re-entry into the Palmengarten will only be possible after this period.
- 3.5. The annual pass must be presented to Palmengarten staff upon request. In the event of misuse, the pass will be confiscated without replacement.
- 3.6. Lost or stolen annual passes will be blocked after being reported at one of the entrance ticket offices and replaced for a processing fee of 5.00 Euro.

4. (Warning) Notices/Emergency Situations

- 4.1. Information signs must be observed.
- 4.2. The use of playground equipment and similar facilities occurs at the visitors' own risk.
- 4.3. In the event of an emergency, call the emergency number 112 for help. Emergencies must also be reported to the garden supervisors or the Palmengarten ticket office staff (069 - 212 - 34090) during the ticket offices' opening hours. Please specify the exact location in the garden, so that the rescue services can be directed to the scene of the accident.
- 4.4. In case of severe weather, especially extreme hail and storms, the glass-covered display greenhouses (Palm House and galleries, Tropicarium, Subantarctic House, Alpine Houses, Flower and Butterfly House and the central part of the Entrance Show House) should be avoided. Likewise, areas with trees and shrubs should be vacated due to the risk of slipping and lightning strike. The following areas in the Palmengarten provide protection from adverse weather conditions:
 - the Siesmeyersaal (meeting room) in the Entrance Hall,
 - the Music Pavilion,
 - the entrance areas of the Palm House,
 - the Caféhaus Siesmayer (coffee house) or
 - the Villa Leonhardi.In the Botanical Garden, the shelter by the pond and the utility building offer protection from inclement weather.
- 4.5. In the greenhouses and outdoor areas, there may be a risk of slipping and tripping due to moisture and uneven surfaces. Generally, the requisite care and caution must be exercised in the buildings and on all paths. Secondary paths should only be entered with suitable footwear and appropriate surefootedness. Winter maintenance can only be guaranteed for the main paths during opening hours, and even there only to a limited extent.
- 4.6. The paths in the Palmengarten are unlit between 11 p.m. and 5 a.m. (see also section 1.2).

5. Plants and Animals

- 5.1. Plants must never be touched, as they can be sensitive or poisonous.
- 5.2. Plants or parts of plants, mushrooms, rocks, wood, etc. may not be removed, damaged or destroyed. Violations will be prosecuted under criminal law.
- 5.3. Exceptions to 5.1 and 5.2 are only permitted upon the instruction of authorised professionals or apply to plants and areas specifically designated for this purpose.
- 5.4. It is prohibited to feed, disturb, release or remove any animals.
- 5.5. Pets are not allowed on the premises. Exceptions are assistance dogs led by authorised persons as well as service, ambulance and rescue dogs. These are to be equipped with identification blankets and/or harnesses with badges. A document certifying the dog as an indispensable assistance animal must be presented at the ticket office without prompting. The dog must be kept on a leash or harness at all times.

6. Conduct on the Garden Grounds

- 6.1. Leaving the paths is prohibited. Picnicking and camping as well as ball games are only permitted in the expressly accessible areas of the Palmengarten grounds (playgrounds, sunbathing lawn, playing field and concert garden at the music pavilion). Other lawns and planted areas as well as flower beds may not be entered. Safety barriers and obstacles such as fences, bars, etc. must not be crossed.
- 6.2. Climbing or scaling rocks, trees or pieces of art is not permitted. This also applies to other actions involving these objects (e.g., attaching hammocks, slacklines or similar equipment).
- 6.3. Fountains, watercourses, ponds and basins may not be entered, soiled or damaged. It is further prohibited to toss coins or similar objects into any water feature.
- 6.4. Waste must be disposed of and separated in the waste collection facilities provided. Cigarette butts must be disposed of in the designated containers.

- 6.5. Toilet visits must be restricted to the designated sanitary facilities.
- 6.6. Smoking is prohibited in all buildings and on the playgrounds. Grilling and lighting of open flames and pyrotechnical articles as well as carrying dangerous objects is prohibited.
- 6.7. Bicycles, scooters, e-scooters, skateboards, sleds, etc. may not be brought to or ridden on the premises. Exceptions are wheelchairs, walkers, e-scooters for people with restricted mobility, and handcarts for the purpose of transporting small children, as well as tricycles and balance bikes for toddlers. Cycling is reserved exclusively for garden staff.
- 6.8. Eating and drinking in our showhouses is prohibited. Exceptions are:
 - the entrance area of the Tropicarium's Southern Star (near the globe),
 - the Palm House Terrace and
 - the lounge area in the Palmengarten's Entrance Display House.
- 6.9. Visitors are requested to follow a proper and appropriate dress code. Nudity is not permitted.
- 6.10. Noisy conduct, including listening to loud music, is not permitted.
- 6.11. Jogging and other athletic activities are not permitted. This does not include the physical activities offered by the "Palm Boats" boat rental company and playing on the minigolf course.
- 6.12. Overnight stays in the garden grounds are not permitted (see also section 1.2).

7. Photography and Filming

- 7.1. Individual image, sound, video and film recordings for private purposes are permitted as long as other visitors do not feel inconvenienced by them. The right to a person's own image must be respected.
- 7.2. Professional photo and film recordings for commercial use are only permitted with prior written approval, which must always be carried and presented to the Palmengarten staff upon request. This includes images for advertising through brochures, posters, websites, blogs, social media, etc., and for use in publications (books, magazines, internet). The permit may be subject to a fee.
- 7.3. The use of octocopters, drones and similar flying devices over the garden grounds requires prior written permission by the management of the PALMENGARTEN Office or an authorised representative; the permit must always be carried and presented upon request.
- 7.4. The designated paths and areas must not be left when taking photographs. Flower beds may not be entered.

8. Events and Advertising

- 8.1. Musical performances, political actions, events, demonstrations, the distribution of pamphlets, the display of posters and the collection of signatures or other items are prohibited.
- 8.2. Political propaganda is prohibited without exception.
- 8.3. Any form of advertising, the provision of goods and services and the conducting of surveys, etc., are only permitted with prior written permission by the management of the Palmengarten and Botanical Garden; the permit must be carried at all times and presented to the staff upon request.
- 8.4. Separate regulations may apply for events and collaborations of the Palmengarten and the Botanical Garden (see also section 2.6).

9. Lost Property

Lost property can be handed in at the ticket offices of the Palmengarten or left with the supervisory staff of the Botanical Garden. Lost property will be kept for one week and then passed on to the Regulatory Agency (Lost Property Office) of the City of Frankfurt am Main.

10. Privacy Information

- 10.1. Personal data are collected during the issuing of annual passes and, if applicable, when paying via cashless transactions.
- 10.2. Parts of the gardens, particularly in the display houses, may be under video surveillance due to (plant) theft.
- 10.3. Further details can be found in the Data Protection Declaration at www.palmengarten.de.

11. Effective Date

The Garden Rules become effective upon publication in the Official Gazette of the City of Frankfurt am Main

Copy of the resolution from the 15th meeting of the City Council on September 22, 2022; § 2227

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City of Frankfurt am Main THE MAGISTRATE