



# TIPS AND FACTS

- Before you visit the park please inform yourself about our opening times on [www.heide-park.de](http://www.heide-park.de).
- If you travel with the German railways we will be happy to inform you about the bus-timetables from the Station 'Soltau' or 'Wolterdingen' to the Heide Park Resort. So you save yourself needless stress.
- At our cash-desk you will receive your tickets by presenting the confirmation. Please check before you come to the cash area, if the number of participants has changed and that you have collected the adapted entrance fees. So you save yourself a lot of time at the cash-desk. By entering the park, you accept our park regulations which are displayed in the entrance area.
- Please arrange yourself meeting points and times with the group members such as a restaurant for the lunch or for the trip home before entering the park. If you like, we will send you our free park maps by postal mail. You can also get them in our Service-Centre on-site or at the entrance.
- In case that you lose one group member you can leave a mobile number in our Service-Centre. Our staff will inform you as soon as we have found the missing person.
- Please check the weather forecast a few days before you visit the park so that you can choose the right clothes. Furthermore we advise you on taking a ride on our water rides at the end of a cold day or to take some clothes to change with you.
- You can leave your articles of value, bags, backpacks etc. in our chargeable lockers. Please note: We don't assume any liability for discarded items at our attractions.
- If you want to leave the park during your visit you will get a stamp on your hand for the re-entry.
- We have, like other parks too, some rules for your own safety. The TÜV-Instructions dictate us some restrictions for our attractions. Our staffs are bound to follow them. Please advise your group that these rules are for your own safety. All restrictions are signposted at the individual attractions. Please note: Smoking in the queue lines is not permitted lines at all attractions.
- If you have lost something please visit our lost property office in our Service-Centre.
- It is important to drink and eat enough during your visit. We offer a lot of drinks at our snack bars and restaurants. If you do not drink enough, your body can get circulation problems while riding different attractions. In urgent cases we have a "First-Aid-Station" onside.
- The entry fee enables you to use all attractions and see our shows as often as you want. However, some game- and leisure facilities are excluded and require you to pay extra.
- The toilet facilities are accessible for wheelchairs except the ones on the coach park.
- Of course, we also offer baby – changing rooms.

Heide-Park Soltau GmbH, Heide Park 1, 29614 Soltau

Service-Phone: +49 (0) 18 06 – 91 91 01 \*

\* (0.20 Euro per call from a German landline, mobile rate per call at most 0.60 Euro)

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