

Cancellation policy

- **Guided tours (such as guided tours for school and nursery groups)**
- **Children's birthdays**
- **Evening tours**

- Changes or cancellation of an appointment free of charge until 1 week prior to the booked date
- In case of cancellation 1 week to 3 days before the booked date, 50% of the total fee is charged
- In case of cancellation less than 3 days before the booked date, 100% of the fee is due. A new appointment can only be made against renewed payment of the agreed fee.
- Exception: Children's birthdays: On presentation of a medical certificate confirming illness of the birthday boy/girl, a one-time processing fee of € 15 will be charged.
- Exception: Evening tours: On presentation of a medical certificate confirming illness, a one-time cancellation fee of € 5 will be charged. Bookings made by other persons remain valid

- **Animal keeper for one day**
- **Holiday courses**
- **Camping tent**
- **other events**

- A new appointment (if available) can be booked for no extra fee up to 4 weeks prior to the booked date. You are not entitled to reimbursement of the fee paid.
- In the case of rescheduling / cancelling an appointment up to 1 week before the booked date, 50% of the total amount will be charged
- In case of cancellation from 6 days before the booked date, 100% of the fee is due. You are not entitled to reimbursement of the fee paid.
- Exception: On presentation of a medical certificate confirming illness, a one-time cancellation fee of € 30 will be charged. Bookings made by other persons remain valid.

All cancellations must be made in writing to the following address:

Cologne Zoo, Zoo Tour Guide Service,
Riehler Str. 173, 50735 Cologne
Fax: 0221 7785 111 or Email: zoobegleiter@koelnerzoo.de

We would like to offer all of our visitors an exciting time at Cologne Zoo. However due to circumstances out of our control such as weather conditions, necessary maintenance and renovation work as well as animal births, it is sometimes necessary to close off some paths and animal houses. This is for both your safety and for the safety of our animals. We always strive to keep these limitations to an absolute minimum.

Please note that we reserve the right to take such measures. In such cases, no reimbursement or exchange of the entrance fee can be made, neither in part nor as a whole. Please note that the purchase of a ticket, regardless of the type, does not entitle the holder to, or guarantee, specific services, such as the presentation of certain animals or species of animals or the use and availability of all attractions in the zoo.

The current ZooRegulation remains valid.