

ZOO ETIQUETTE

1. Do not feed the animals

The zookeepers take good care of the animals, so please do not give your food to the animals. They may become ill if the food is unsuited for them, and overfeeding is not healthy for them either. Please do not take away any feathers or hair as they may carry unwanted visitors to your home.

2. Do not disturb the animals

The zoo is home for the animals, so please do not disturb them. The animals may see knocking on the glass, throwing sticks, or yelling as threatening. Please also respect the native flying and hopping creatures you encounter around Helsinki Zoo.

3. The animals are dangerous

The animals in the zoo are wild, unpredictable, and potentially dangerous. When disturbed, they will defend themselves by ramming, biting, scratching, or spitting. The fences are there to protect both the animals and visitors.

4. No pets allowed

Pets do not enjoy visiting the zoo. In the zoo, they also pose a health risk to wild animals, and pets may also pick up infections.

5. Walking only

Skateboards, rollerblades, and scooters are too speedy for the hilly routes around the zoo. Visitors are not allowed to ride bicycles around the island. You can leave your bicycle in the bicycle park near the Mustikkamaa gate. Kids can bring their kick scooters or bikes.

6. Do not litter

People and animals all prefer a clean and litter-free zoo. Please put your litter in the bins provided and recycle. Litterbins are on almost every corner.

7. Smoke only on designated areas

Helsinki Zoo is a smoke-free Helsinki destination. You can find four designated smoking areas on the zoo maps.

8. Feel free to grill, but not with a disposable grill

Disposable instant grills are not allowed for picnics at Helsinki Zoo. Visitors can use the permanent grills on the island, located for example in the Pukki park and on the Karhulinna shore.

ZOO RULES AND REGULATIONS

If an individual or a group breaks these rules or does not comply with the instructions or regulations of the zoo staff, they can be ordered to leave the zoo premises and even be temporarily banned from visiting the zoo.

The zoo is the home of the animals

- Please be calm and considerate towards the animals. Yelling, knocking on the glass and other disturbing behavior may be seen as threatening by the animals.
- The zookeepers are responsible for the well-being of the animals. Feeding and petting the animals without a zookeeper's permission is forbidden.
- Please do not disturb the birds and other native species on the island, and avoid their nests and burrows.
- Pets are not allowed in the zoo. This rule also applies to guide dogs.

Safety

The fences and barriers are there for your safety. Please pay attention to the fences, barriers, and other warning signs. If you observe a dangerous situation, please notify a member of staff. Always follow the instructions given by staff. The telephone number of the control room is +358 (0)50 352 5989.

Moving around and spending time at the zoo

- Bikes, skateboards, rollerblades, and scooters are all forbidden in the zoo.
- The zoo area provides licensed restaurant services. Otherwise, the consumption of alcoholic beverages in the zoo area is forbidden. It is forbidden to visit the zoo under the influence of alcohol or other drugs.
- The zoo area has designated points where smoking is allowed. Otherwise, smoking is prohibited in the zoo area.
- Making a fire is only allowed at the designated grilling spots in the zoo. When handling fire, take all necessary precautions and pay attention to fire safety. Instant grills are prohibited in the zoo area.
- Please respect the opening hours of the zoo. You must exit the zoo area by the stated closing time.

Zoo & visitor property

- Damaging zoo property is prohibited. If the action is intentional, the visitor will be liable to compensate for the damage caused.
- Petty theft, robbery, and other crimes are always reported to the police.
- The customers are responsible for their own clothing and other property while in the zoo area.
- Lost and found items should be handed over to the staff or directly to the control room at the Mustikkamaa gate.

LOST & FOUND

The customers are responsible for their own clothing and other property while in the zoo area .

Lost and found items will be delivered to the ticket counter at the Mustikkamaa gate, where owners can pick up their items.

Items left on the island will be stored for two weeks at the ticket counter at the Mustikkamaa gate. After this, valuable items will be delivered to the lost and found office of the police department.

Unfortunately, Helsinki Zoo does not post lost and found items to their owners.

Lost and found office of the Helsinki police department:

Helsingin poliisilaitoksen löytötavaratoimisto

Pasilanraitio 13

00240 Helsinki, Finland

tel. +358 (0)295 477 912 (mon – fri mornings 9–11)

ACCESSIBILITY

The island of Korkeasaari has lots of steep hills. These hills can be hard to move with a wheelchair. Most of the pavements have asphalt and are usually well plough during winter, but sometimes they can have wet snow that makes moving difficult. There are stairways on the island, but the animals can be seen without using them. There are ramps to the upper viewing area of the bears and to restaurant Pukki.

In tropical house Amazonia, it is easy to move with a wheelchair, but Africasia hallways may be too narrow and curvy (but are accessible with baby carriage). The sightseeing tower and the monkey castle's indoor area are only accessible via stairs.

There are 3 - 5 wheelchair accessible toilets on the island, and one at the Mustikkamaa gate. The ferries are accessible with baby carriage and with wheelchair.

Guide dogs or other service animals are not allowed on the island, as they pose a health risk to wild animals, or may pick up infections.