



# NATUREISPALAST

IM HINTERTUXER GLETSCHER  
auf 3.250m

## BESUCHERORDNUNG

- 1) Visitors should be mentally and physically fit. If you suffer from claustrophobia, cardiovascular or respiratory diseases, we strongly advise you not to visit the Natures Ice Palace.
- 2) We recommend our visitors to wear mountain – clothing, appropriate to the season and the weather for the high mountains. Please note: the temperature in the Nature Ice Palace is 0° C all year round. Children are more sensitive to cold than adults. Please pay special attention to cold and sun protection. If necessary, clothing and footwear can be rented in the sports stores at the Hintertux Glacier (Sport Nenner). It is also possible to join the tours in ski boots.
- 3) Kids need to be 6 years old to enter the Natures Ice Palace.
- 4) Dogs are not allowed in the Natures Ice Palace.
- 5) Smoking and eating is prohibited in the Natures Ice Palace. Please keep the glacier clean, also on the surface. Please do not throw cigarettes into the snow. The glacier is not a toilet. Please dispose dog waste properly. Use the trash cans in the cable car stations and the WC facilities in the Tuxer Fernerhaus.
- 6) Please explore the Nature Ice Palace mindfully. Do not break off ice - touching icicles and ice crystals is prohibited.
- 7) Never climb over barriers, ropes or railings.
- 8) One hand should always be placed on the handrail. For the short ladders (max. 1.5 m long) use both hands.
- 9) We do not assume any liability for lost or damaged items in the Nature Ice Palace.
- 10) In case of a power outage, please remain calm and use the cell phone light. The fuse will be turned back on or the emergency generator will be activated.
- 11) The starting point and meeting point for all tours is our container office, next to the mountain station of Gletscherbus 3. Please be sure to arrive here on time, at least 10 minutes before the tour starts.
- 12) Waiting times may occur during the high season.
- 13) Private photographs should really be limited to a few pictures and must not delay the tour schedule. Please abide by this, otherwise you may be banned from taking pictures by the guide.





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14) Commercial film and photo shoots, as well as scientific research, require separate permission, both by the operator (Naturesport Tirol) and by the Austrian Federal Forests (landowner).

15) Tickets for the basic tour can be purchased on site. There is sufficient capacity available for this tour. We can guarantee admission to the basic tour even without pre-registration.

16) Pre-registration or online booking is required for the extended tour. If capacity is available, the tour can be booked on-site at the info container upon request.

17) Activities such as the Scientific Tour, Stand Up Paddling, Photo Session, Ice Swimming, Diving and the Couple Adventure Tour / Family Adventure Tour also require online booking.

18) All prices listed on our website do not include tickets for the cable car. The ticket for the ascent and descent must be purchased separately at the Zillertaler Gletscherbahnen.

19) Ice swimmers require a medical certificate. A template of the medical certificate can be found on our website.

20) The booking can be done online, on our website.

Our guides are assigned according to the number of places booked. Therefore, the booked date can be rescheduled free of charge up to two days before the start of the tour, but cannot be cancelled. A refund of the paid amount is ruled out.

If the date is not rescheduled and still not taken, the booking will be forfeited.

21) Please keep the entrance ticket ready to hand at all times.

22) An extreme weather situation in the high mountains may make it necessary to stop the cable car operation. Since the actual situation on the glacier may differ from the weather forecasts, this decision is made by the operations manager of Zillertaler Gletscherbahnen. In this case we will contact you immediately. This also applies to technical problems of the cable car.