

## **Dolphinarium Visiting Rules**

When visiting the dolphinarium, please follow these simple rules. They are not only for your safety and comfort, but also for the animals'. We reserve the right to remove any violators from the dolphinarium and refuse admittance to the show without a reason.

### **Prohibited:**

- Food
- Touching or feeding the animals without the trainers' permission
- Throwing toys, coins, and other objects into the dolphin enclosures
- Putting your hands in the water
- Smoking, drinking alcohol, or being intoxicated
- Weapons, chemicals, narcotic substances, strong smelling objects and liquids, and poisons
- Pets
- Unreasonably large bags and suitcases
- Flash photography

### **Swimming with Dolphins:**

For those swimming with the dolphins, please adhere to the following guidelines:

- Remove all jewelry before entering the water
- Do not be under the influence of alcohol or drugs
- Strictly follow the coach's instructions

Latecomers will not be allowed in the pool, so please don't be late for your booked time slot. Your ticket will not be refunded if you are late or a no-show.

### **Swimming with dolphins is allowed for:**

- Adults
- Children over 6 years old (who are not afraid of water)
- Children 4-6 years old must be accompanied by an adult (adult and child must each purchase a ticket)

### **Swimming with dolphins is not allowed for:**

- Pregnant women
- Children under 4 years old (even if accompanied by adults)
- People with acute, chronic skin diseases, cardiovascular problems (such as hypertension), sexually transmitted diseases, helminth infections, or other infectious diseases

### **Exchange and Refund Policy**

We do not accept exchanges or refunds for swimming with dolphins tickets. Only in event of cancellation or change of schedule by the organizers will exchanges or refunds be offered.

## **Photos with Dolphins**

When taking photos with the dolphins, avoid touching:

- the dolphin's mouth
- eyes
- blowhole

## **Photos with Seals**

When taking photos with the seals, avoid touching:

- the seal's mouth
- eyes

Our dolphinarium is a world-class resort and entertainment property. It is designed and built in accordance with international standards. Our marine mammals receive the best, individualized care in accordance with international practices and regulations.

We are also a part of an international community of dolphinariums. We regularly exchange ideas and our experiences with colleagues elsewhere in Thailand, and in Kazakhstan, Moldova, Belarus, Russia, and the Ukraine.