

VISITS DURING COVID-19

- The Experience Centre follows the recommendations of the Health Board in all its activities to make your visit safe.
- We are providing facilities for visitors to wash and disinfect their hands.
- During your visit, please follow the 2+2 rule (everyone should move alone or in pairs while keeping a distance of at least 2 metres from others). As an exception, the 2+2 rule does not apply to families.
- Please use disposable rubber gloves for touching interactive exhibits during your visit. The gloves will be provided by Windtower Experience.
- Frequently-touched surfaces (the desk, door handles, etc.) are wet-cleaned every 2–4 hours.
- Interactive exhibits are cleaned every 2 hours.
- Personal protective equipment is used by the staff.
- For children’s birthdays, a group may be composed of up to 10 persons.
- Windtower Experience reserves the right to deny entry to any visitors showing obvious signs of disease.

VISITOR RESPONSIBILITIES

- By purchasing a ticket to Windtower Experience, you acknowledge that you have read and accepted our rules.
- A ticket to the main exhibition area will entitle you to visit the main exhibition only on the day when the ticket was purchased.
- The staff may check that you have a ticket and escort any visitors without a ticket out of the main exhibition area.
- Damaged or lost tickets will not be replaced.
- Children visiting Windtower Experience will be under the responsibility of a parent or another accompanying adult.
- Parents, guardians or other adults accompanying children are responsible for observing the children in the territory of Windtower Experience. The staff will not be responsible for or look after any children in the exhibition area or elsewhere, including near exhibits or attractions.
- Parking is free of charge for visitors. There is no surveillance in the parking areas.
- Please be polite towards all other visitors, including your playmates, and act in accordance with common good practices and manners.
- Pets are not allowed in Windtower Experience.
- Smoking and consumption of alcoholic beverages are not allowed in the territory of Windtower Experience (except for specifically designated areas, e.g. the cafeteria).
- Causing damage to any objects in the territory of Windtower Experience is prohibited.
- We ask you to use the attractions, games and other resources of Windtower Experience with care and prudence.
- Please keep tidy and use only the specified containers for garbage.
- Please do not enter any rooms not designated for public use without authorisation from staff.

- In the case of an accident, injury or danger (e.g. violation of rules, someone falling, fire accident, etc.), please inform staff immediately.
- Please hand over any found items to staff. Lost and found items will be kept for one month.
- Please keep an eye on your personal belongings (bag, mobile phone, keys, etc.). Windtower Experience will not be responsible for any damage that may result from loss, theft or damage to visitors' personal belongings. The cloakroom is unattended.
- Any visitors who are not following the rules of Windtower Experience may be asked to leave by the staff.
- The staff are always ready to explain any requirements or recommendations contained in the rules. If you have a question or a problem, please contact the staff. We are here to help.
- There are security cameras in Windtower Experience for your safety.
- Making photos or videos is allowed on the condition that this is done without flash and tripod and without disturbing other visitors.
- Photos or videos for commercial purposes may be made for a fee upon a prior agreement. Windtower Experience reserves the right to refuse from permitting this.
- Making photos or videos in the main exhibition area in order to reflect the exhibition, the event or the building is free of charge for the press. Please contact Windtower Experience for that purpose.

RULES FOR THE CLIMBING NET ON THE 'ABOVE HIIUMAA' FLOOR IN WINDTOWER EXPERIENCE

1. In order to ensure safety and prevent accidents, it is prohibited to:
 - climb with your footwear,
 - have any sharp objects on you when you are using the net,
 - hang on the net or climb on the edges of the net,
 - jump on the attraction,
 - cause any damage to the net by any inappropriate activity.
2. The attraction may be used by no more than 10 persons at a time.
3. The board of the tunnel in the net world may be used by no more than 2 persons at a time and the attraction may be used by no more than 10 persons at a time.
4. The attraction may not be used by persons weighing over 100 kg.
5. The net attraction is intended for children aged 5 and older. Children under 5 years of age may use the attraction only together with a parent and on the parent's responsibility.