



# NATUREISPALAST

IN THE HINTERTUX GLACIER  
at 3,250 metres above sea level

## VISITOR RULES

### 1. Health Requirements and Physical Fitness

Visitors of the Nature's Ice Palace should be mentally and physically fit.

Due to the altitude of 3,250 m, people with cardiovascular or respiratory conditions are strongly advised not to visit.

To safely explore the Nature's Ice Palace, the following requirements should be met:

- Curiosity and a thirst for adventure
- Good physical fitness and sufficient mobility
- Sure-footedness
- No claustrophobia
- Ability to walk the approx. 200 m long path over snow independently to the entrance of the Nature's Ice Palace and back (half downhill, after the tour uphill again)
- Ability to safely climb short ladders (up to 1.5 m in height)

### 2. Clothing and Equipment

We recommend that visitors wear clothing suitable for the season and weather conditions in the high alpine environment.

Please note: The temperature inside the Nature's Ice Palace is 0 °C (32 °F) all year round.

Children are more sensitive to cold than adults. Please pay special attention to appropriate cold and sun protection.

If needed, clothing and footwear can be rented at the sports shops at Hintertux Glacier (e.g., Sport Nenner). It is also possible to join the tour wearing ski boots.

### 3. Age Restrictions

Entry to the Nature Ice Palace is permitted from the age of 6.

Babies and small children may not be carried in arms or in child carriers inside the Nature's Ice Palace.



# NATUREISPALAST

IN THE HINTERTUX GLACIER  
at 3,250 metres above sea level

## VISITOR RULES

### 4. Animals

Animals are not allowed in the Nature's Ice Palace.

### 5. Cleanliness and Environmental Protection

Smoking and eating are not permitted in the Nature's Ice Palace. Please also help keep the glacier clean on the surface:

- Do not throw cigarette butts in the snow.
- The glacier is not a toilet – please use the restrooms in the Tuxer Fernerhaus.
- Please dispose of dog waste properly.
- Use the waste bins provided at the cable car stations.

### 6. Conduct in the Nature's Ice Palace

- Explore the Nature's Ice Palace carefully and responsibly.
- It is forbidden to break off ice or touch icicles and ice crystals.
- Never climb over barriers, ropes, or railings.
- Always keep one hand on the handrail. Use both hands when climbing the short ladders (max. 1.5m in height).

### 7. Liability

No liability is accepted for lost or damaged items in the Nature's Ice Palace.

### 8. Conduct in Case of Power Failure

In the event of a power failure:

- Please remain calm.
- Use your mobile phone light.
- Power will be restored immediately or the backup generator will be activated.

### 9. Meeting Point and Punctuality

The starting and meeting point for all tours is our Glacier Office, located next to the mountain station of Gletscherbus 3. Please arrive on time, at least 10 minutes before the start of the tour.



# NATUREISPALAST

IN THE HINTERTUX GLACIER  
at 3,250 metres above sea level

## VISITOR RULES

### 10. Waiting Times

During peak season, waiting times may occur due to increased visitor numbers.

### 11. Photography, Filming, and Scientific Research

- Private photos as a souvenir of your visit are permitted but should be limited to a few shots and must not delay the tour. Failure to comply may result in the guide imposing a photography ban.
- Commercial photography and filming as well as scientific studies require prior approval from the operator (Natursport Tirol) and the Austrian Federal Forests (landowner).

### 12. Special Activities

- Activities such as Scientific Tours, Stand-Up Paddling, Photo Sessions, Ice Swimming, Diving, and the Couple/Family Adventure Tours require prior registration.
- Ice swimmers must present a medical certificate. A template is available on our website.

### 13. Tickets

Please keep your ticket with you at all times during your visit.

### 14. Weather and Lift Operations

Extreme weather conditions in the high alpine environment may require the suspension of cable car operations. Since actual conditions on the glacier can differ from weather forecasts, this decision will be made on-site by the operations manager of the Zillertaler Gletscherbahn.