

FAQ

Frequently Asked Questions

THE PARK

• Visit tips

The park consists of two areas: the pedestrian zone and the Africa Safari. We recommend starting your visit in the pedestrian zone, which you can explore entirely on foot; you can then visit Africa Safari in your own car in the late afternoon. Please check the last admission time. A combined admission ticket is required to access both areas; if you have a ticket valid for only one of the two areas, you can purchase a supplement on site.

• How long does the visit take?

A visit to the Safari section takes around 40 minutes, although the duration may vary depending on how busy it is on the day. For the pedestrian section, we recommend allowing between 3 and 4 hours, but you are welcome to stay until closing time.

• Are dogs allowed?

Within the Safari Park, dogs (and other pets) may remain in the car only if they are secured inside a suitable pet carrier or kennel that complies with current regulations (seat belts, car leads and open bags are not permitted). In the pedestrian park, however, pets are not permitted, not even inside handbags or dog pushchairs. It is strictly forbidden to leave pets in parked vehicles. A dog area is available during the pedestrian park's opening hours.

• Opening times and prices

Check the prices and opening days online at prezzi.parconaturaviva.it/en

• Can I go out and re-enter into the park?

On the same day, you may leave and re-enter the walking area, provided you inform the staff at the entrance before leaving. You may only enter the Safari trail once during the day.

• Is there a charge for parking? Is there a campervans parking area?

There is a charge for parking; prices are available online or on site. The car park is unstaffed. We recommend purchasing your parking ticket online via our online shop. Alternatively, you can pay at the park ticket office or at the Safari on the day of your visit. Campervans (or caravans) may be parked in one of our car parks whilst visiting the park. However, you may not leave your vehicle parked there after closing time.

• Natura Viva App

The Natura Viva app is available on [Android](#) or [iOS](#). To start using your subscription, simply download the app, log in using the email address you used to purchase your subscription, and upload a photo of your face. Through the app, you'll find the interactive map, activity timetables and lots more!

• Natura Viva regulations

Consult the Natura Viva regulations: [click here](#)

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SAFARI

- **Which ticket do I need to enter into the Safari area?**

Access to the Safari trail is by booking on the day of your visit; you'll need to pay a supplement on top of the entrance ticket for the walking park. Online, once you've bought your ticket for the walking park, you'll receive an email with instructions on how to purchase the supplement for the Safari trail. A ticket for the Safari park only can be purchased on site at the park ticket offices. If, however, you already have an entry ticket for the walking park, the supplement can only be purchased for tickets used to gain entry on the same day.

- **Is it possible to do two visit of the Safari?**

All tickets granting access to the Safari trail allow a single entry to the area during the course of the day. Therefore, you cannot do more than one visit. However, you may remain on the pedestrian area for the entire duration of its opening hours.

- **Can I visit the Safari in my campervan?**

Yes, you can visit the Safari area in your own campervan, provided you remain seated and wear your seatbelt in accordance with the Highway Code, keep the windows closed and comply with the [Safari Regulations](#).

- **If I don't have time to visit the Safari as well, can I come back another day?**

The ticket is valid for one day, and entry to all areas of the park must take place on the same day. We always recommend checking the park's opening hours before your visit, and planning your day so that you can visit the pedestrian park and the Safari before the last admission time.

SEASON PASS

- **With a park season pass, when can I visit?**

The season pass entitles you to unlimited entry to the park until 6 January 2027, subject to the opening dates.

- **Is night entry included?**

Evening entry to the park is included. Season pass ticket do not include any daytime or evening events or shows, for which an additional ticket may be required.

- **Can I transfer my season pass?**

The season pass is strictly personal: after purchase, you will be asked to take a photo of the face of the person who will be using the season ticket (follow the instructions on the payment receipt). Once the photo has been taken, the season pass can no longer be transferred to a third party.

- **Am I entitled to any parking discounts with my season pass?**

Season pass holders can purchase a maximum of one parking pass for €15 per season ticket. The parking pass entitles the holder to unlimited parking for the entire duration of the season pass ticket.

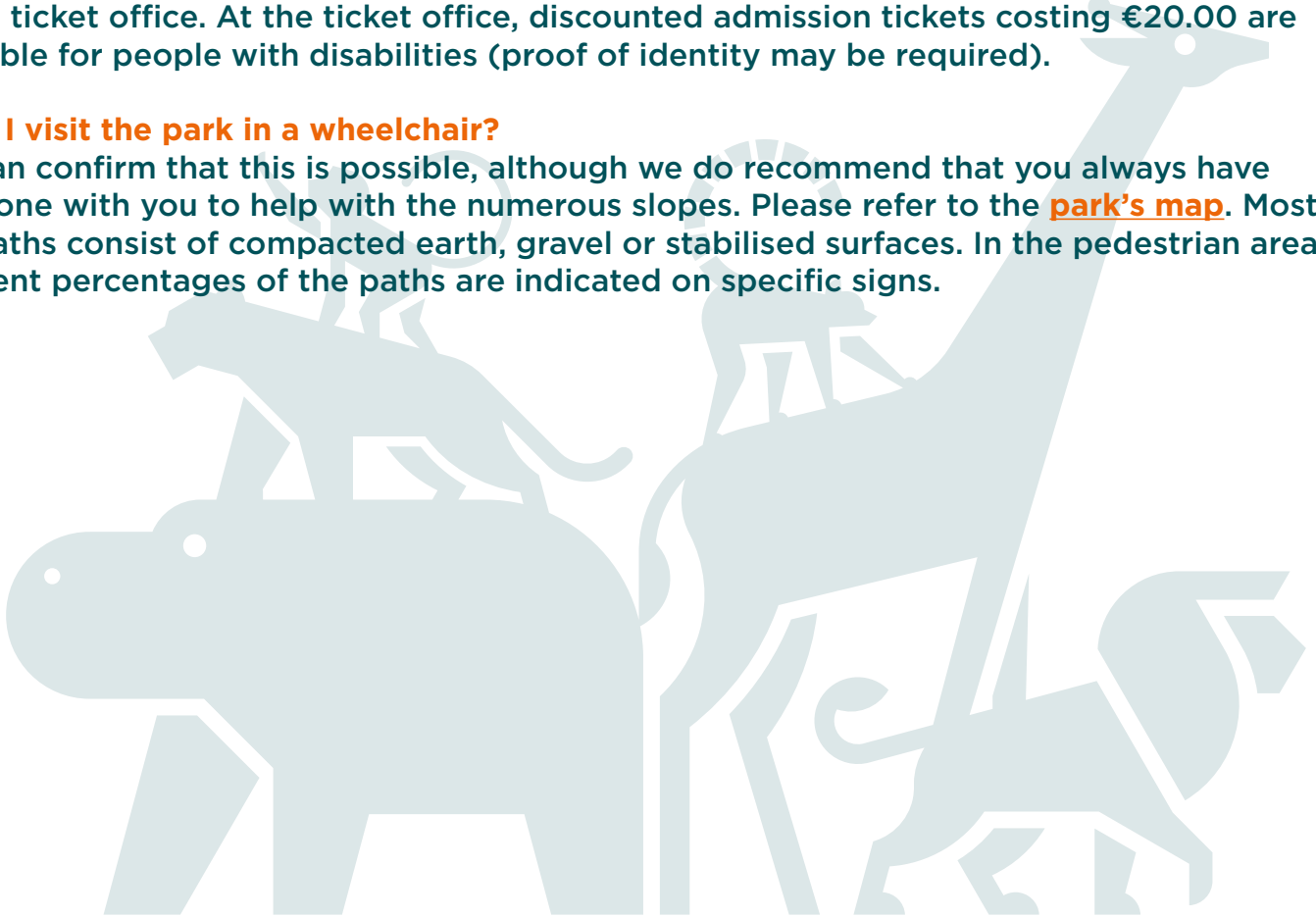
ACCESSIBILITY

- **Are there special prices for people with disabilities?**

Free entry for carers accompanying people with disabilities, upon presentation of a certificate at the ticket office. At the ticket office, discounted admission tickets costing €20.00 are available for people with disabilities (proof of identity may be required).

- **Can I visit the park in a wheelchair?**

We can confirm that this is possible, although we do recommend that you always have someone with you to help with the numerous slopes. Please refer to the [park's map](#). Most of the paths consist of compacted earth, gravel or stabilised surfaces. In the pedestrian area, the gradient percentages of the paths are indicated on specific signs.



FOOD AND SERVICES

- **Do you have any designated picnic areas?**

You can have lunch at the park's **food points**. Alternatively, you can bring a packed lunch and eat in the picnic areas, where you'll find tables and benches available. Picnicking is not permitted outside the designated areas, nor is it permitted to occupy the tables located outside the catering outlets, as these are reserved for customers of the food outlets. Please help us keep the park clean: dispose of your rubbish in the bins provided.

- **Do you have any options for coeliacs?**

Our food points sell snacks for coeliacs (Schär), and our Simba restaurant sells ready-made meals (Schär): please ask the staff what is available.

- **Are there any partner hotels?**

There are no accommodation facilities within the Natura Viva park itself, nor any directly linked to it. To decide where to stay, we recommend searching online for options in the neighbouring towns: Pastrengo, Bussolengo, Castelnuovo del Garda, Sandrà, Lazise, etc.

- **I am an influencer/journalist (or similar) and would like to collaborate with you.**

How do I go about it?

For collaboration or commercial proposals, please email customer care@parconaturaviva.it, for the attention of the Marketing Department.

WHISTLEBLOWING

The park is part of the Openature Srl group, formerly Zoom In Progress Srl. We are currently updating our policies; in the meantime, Zoom In Progress's code of ethics and whistleblowing procedure apply on an interim basis, and can be found [here](#).