CERTIFICATE FOR PERSONAL ATTENDANT AT LISEBERG AMUSEMENT PARK AND OCEANA WATERWORLD AND FOR ACCESSIBLE QUEUE AT LISEBERG AMUSEMENT PARK

1. Personal details	
First name and last name	Personal ID number/Date of birth

2. Condition or disability
Name or brief description of the condition or disability

3. Requirement	Requirement applicable
a) The individual requires Accessible Queue due to a condition or disability as detailed in point 2. (Please place a cross in the box if this is required)	☐
b) The individual requires a personal attendant due to a condition or disability as detailed in point 2. (Please place a cross in the box if this is required)	☐
c) The individual requires _____personal attendants. (Please state the number of personal attendants, max. 2)	☐
Short explanation:	

4. Details above verified	
Place and date*	Signature of the authorised person**
First and last name of the authorised person*	
Office*	Position*
Postal address*	Postcode and town*
Telephone number (incl. area code)*	Email (work email)*

* Required

** Authorised person means an individual who is a professional and/or has valid ID, who has a good knowledge of the disability or condition and needs of the individual in question. Providing certification is optional for all authorised institutions and individuals. Rules regarding certification vary depending on where in Sweden/Europe an individual lives. Liseberg can therefore not guarantee that authorised institutions and individuals will always agree to provide certification.

Liseberg accepts certificates signed by:

- Health care professionals (e.g. doctor, nurse, psychologist, welfare officer, physiotherapist, occupational therapist, speech therapist)
- Special needs instructor/teacher/classroom assistant from a school for pupils with intellectual disabilities/preschool/school
- Support tutor, housing support worker
- Assistance company

1. VALIDITY AND TERMS OF THE CERTIFICATE

1.1. The certificate is valid for three years from the date of signature.

1.2. The certificate must not be sent to Liseberg.

1.3. The certificate must be presented at Liseberg's Guest Services when visiting Liseberg amusement park, or at Oceana's reception when visiting Oceana Waterworld.

1.4. If point 3a) has been certified by an authorised person and approved by Liseberg, the person will be issued an armband for Accessible Queue for rides and attractions at Liseberg amusement park at no additional cost. Accessible Queue is not available at Oceana.

1.5. If point 3b) has been certified by an authorised person and approved by Liseberg, the number of personal attendants specified in point 3c), up to a maximum of two, will receive free admission and a personal attendant armband for rides and attractions at Liseberg amusement park at no additional cost.

1.6. At Oceana, free admission is provided for the number of personal attendants specified in point 3c), up to a maximum of two. The number of admissions available each day is limited. To guarantee admission for both the guest and their personal attendant(s), advance booking is therefore recommended. Without an advance booking, admission is subject to availability.

1.7. After the need for a personal attendant and/or Accessible Queue has been approved by Liseberg, the guest can, if they wish, have the approved certificate registered in their account, "My Liseberg", in the Liseberg app.

1.8. If the guest chooses to register their certificate in their "My Liseberg" account in the Liseberg app, they can present a valid digital certificate in the Liseberg app at Liseberg's Guest Services, or at Oceana's reception, to receive a personal attendant armband. When visiting Liseberg amusement park, the guest can also pick up their personal attendant armband and/or Accessible Queue armband at Liseberg's ticket offices, for as long as the certificate is valid.

1.9. The individual to whom the certificate applies must have a valid admission ticket for Liseberg amusement park or Oceana, as applicable, and, when visiting Liseberg amusement park, a valid ticket for the ride or attraction in question.

1.10. When using Accessible Queue, the individual to whom the certificate applies may bring a maximum of three accompanying people on the ride at Liseberg amusement park. A personal attendant counts as one of these accompanying people.

1.11. The personal attendant must be aged 16 or over and able to present valid identification.

1.12. The personal attendant must support and assist the person requiring a personal attendant to the extent necessary during the visit. For rides and attractions at Liseberg amusement park, this includes support before, during and after the ride, as well as in unexpected circumstances, for example if a ride stops. At Oceana, the personal attendant must similarly provide the support and assistance the person needs during the visit.

1.13. Liseberg reserves the right to check the authenticity of the certificate.

1.14. Liseberg reserves the right to refuse a guest Accessible Queue and/or a personal attendant in the event of fraud. Falsification of a certificate may be reported to the police.

1.15. The terms for the certificate may change during the period of validity.

2. PROCESSING OF PERSONAL DATA

2.1. Liseberg does not retain certificates or in any other way retain data from the certificates. The rules on personal data processing under the General Data Protection Regulation[1] are therefore not applicable to Liseberg's processing of the certificates.

2.2. However, if the guest chooses to have their right to a personal attendant and/or Accessible Queue registered in their account, "My Liseberg", in the Liseberg app, the guest's personal data will be processed in accordance with the General Data Protection Regulation. The personal data that will be processed in the Liseberg app are name, personal ID number and need for Accessible Queue and/or a personal attendant due to a condition or disability.

2.3. Liseberg will not collect data regarding the health of a guest who registers their right to a personal attendant and/or Accessible Queue in the Liseberg app. However, this registration in itself is indirect information on the individual's health. The processing of health-related data requires the guest's express consent under the General Data Protection Regulation. Therefore, in order to have their right to a personal attendant and/or Accessible Queue registered in the Liseberg app, the guest must consent in the Liseberg app to Liseberg's processing of their personal data. The purpose of this processing is to offer the guest an easier way to manage their right to a personal attendant/Accessible Queue if the guest does not want to present their certificate every time they visit the Liseberg amusement park or Oceana Waterworld. Registration in the Liseberg app is entirely optional.

[1] Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).