



## WELCOME TO TRAUTTMANSDORFF

Dear Tourist Guide/Dear Coach Driver,

We are happy to welcome you and your group on your visit to the Gardens of Trauttmansdorff Castle and to the Touriseum. In this pamphlet you will find plenty of information you can pass on to your group when the coach arrives at Trauttmansdorff, so that everyone can fully enjoy their visit.

The admission ticket to the Gardens is also valid for admission to the Touriseum.

### THE GARDENS OF TRAUTTMANSDORFF CASTLE

Covering a surface area of 12 hectares, the Gardens of Trauttmansdorff Castle are home to plants coming from all over the world, planted on the slopes of a natural amphitheatre with an altitude difference of more than 100 metres. The result is a stunning 360° view of over 80 garden landscapes present in the Gardens as well as the surrounding mountains and the spa resort town of Meran.

#### The Four Garden Worlds

The Gardens of Trauttmansdorff Castle are divided into four thematic areas:

- The Forests of the World with miniature forests of America and Asia
- The Sun Gardens with enchanting Mediterranean landscapes
- The Water and Terraced Gardens showcasing elements of European landscape architecture, with stairways and waterways
- The Landscapes of South Tyrol offering a view of the traditional cultivated landscapes of South Tyrol

#### Artist pavilions, experience stations and a highly varied fauna

Distributed throughout the Gardens are ten pavilions where the various themes of the botanical universe are artistically interpreted. There are also experience stations, such as the Viewing Platform designed by the South Tyrolean architect Matteo Thun, the Aviary, The Grotto with the multimedia show about the genesis of life, and the Adventure Bridge, just to name a few. The Gardens are also populated by a multicoloured fauna.



# TIPS FOR AN ENTERTAINING AND RELAXING VISIT

## ORIENTATION IN THE GARDENS

### Walking circuits and panoramic trails

The Gardens are visited by walking on four circuits or three panoramic trails along a slight incline, all efficiently signposted. The information signs present along the trails provide information about each single area of the Gardens. Together with the admission ticket, each visitor receives an info flyer and a general map of the area.

### Barrier-free complex

All of the walkways – except for the panoramic trail that leads to the “Matteo Thun’s Binoculars” – can be accessed by wheelchairs and children’s pushchairs. The trails that do have architectural barriers are indicated by stairs or by a sign indicating that wheelchairs are not allowed. The Water Lily Pond – at the heart of the Gardens - is just a few minutes’ walk from the main entrance. Even the castle and the restaurant are close to the main entrance and can be reached via two lifts (after crossing the footbridge).

### Many washrooms throughout the area

The grounds are well served by various rest areas, indicated on the information flyer and at every crossing. There are washrooms also at the Visitor Centre and after the footbridge (close to the main entrance) on the left. We suggest using the latter structure because the rest rooms of the Visitor Centre are usually crowded.

### Where does what bloom?

The flora in the Gardens vary almost from one week to the next. On the day of your visit, you can check where the most blooming floral areas are located on the screens at the Visitor Centre or on the website [www.trauttmansdorff.it](http://www.trauttmansdorff.it).



## TRAUTTMANSDORFF FOR EVERYONE

The Gardens of Trauttmansdorff Castle have something for everyone, garden lovers and botany enthusiasts as well as visitors who simply wish to enjoy a relaxing day or an invigorating walk.

### Garden lovers

Take a leisurely walk through the Gardens and take in the rich variety of plants: the four walking circuits are on a very slight incline but allow to admire the surrounding mountain ranges.

### Botany enthusiasts

On a long walk, botany lovers will discover the many species of Mediterranean, exotic and native plants as well as ornamental, wild and crop plants plus various herb gardens. 80 information signs along the way describe the features of the various areas of the Gardens.

### A relaxing day

The centre of the complex, i.e. the Water Lily Pond, is just a few minutes' walk from the main entrance and, together with the Palm Café and the comfortable deckchairs on the platform looking out onto the water, is the ideal place for relaxation, while the Castle, the Touriseum and the Schlossgarten restaurant with its panoramic terrace are easily reached with two lifts. The first lift is located on a passageway immediately after the footbridge. The second lift is reached after crossing the internal courtyard.

### An invigorating walk (if you don't fear heights)

Physical activity enthusiasts will enjoy the scenic trails that have an elevation difference of 100 metres and will be compensated by a breathtaking panoramic view. If you do not fear heights, you can climb up the steps to the Matteo Thun Binoculars or venture out onto the 15 metre long runway of the aviary to admire the view of the Gardens, of the hollow with the city of Meran and the mountains in the close background.



## TRAUTTMANSDORFF IN ANY WEATHER: OUR TIPS

### On rainy days

Come and discover the magical atmosphere of our Gardens on a rainy day! The Glass House, the Grotto, the Botanical Underworld, the Tube Cottage and the many artist pavilions offer shelter from the rain. Also visit the Touriseum at Trauttmansdorff Castle and the current temporary exhibition. Please note that access to the panoramic platforms is forbidden in bad weather conditions.

### On hot summer days

On mornings, visit the areas of the Gardens located to the right of the footbridge and enjoy the shady areas of the woods (e.g.: Fern Valley with its refreshing waterfall), the Castle with the Touriseum and the Botanical Underworld that is kept at a constant temperature of about 18°C throughout the year.

## EATING AND DRINKING

### The Schlossgarten Restaurant

The restaurant (seating 140 guests) with its covered panoramic terrace (seating 200 guests) is located inside the Gardens, close to the Castle. It offers local and Mediterranean specialities with Spring, Summer and Autumn menus. The staff is committed to offering quick and courteous service so that the schedule of visiting groups can be respected without delays.

### Palm Café

Located close to the Water Lily Pond, the Palm Café (seating 70 guests) offers an assortment of homemade cakes and desserts, tastings of regional cuisine and ice cream specials.

### Drinking water

Within the complex, visitors will find fresh, high quality drinking water dispensed via drinking fountains, in the rest rooms and at the various drinking water distribution points.

### Rest areas and picnic areas

The many rest areas invite visitors to stop and rest, like the picnic area that is equipped with picnic tables and benches, the Sissi terrace, the platform on the Water Lily Pond, the South Tyrolean Vineyard, the Palm Beach, the Garden for Lovers and the terrace on the lake with comfortable deckchairs.



## PLANNING YOUR VISIT AND OTHER INFORMATION

### Access and parking

Coaches can park in the 9 free slots (P1) close to the main entrance. If the slots are occupied, coach drivers can allow the visitors to get off at the main entrance and then go park for free in the P3 parking area about 300 m away.

### Entrance without queuing for tourist groups

Please contact our staff at the Infopoint to buy tickets without waiting in line. The tickets will be delivered to the visitors at the Infopoint in your presence. In order to guarantee easy access, the group must pass through the entrance as compact as possible.

### Free entrance for coach drivers and tourist guides (with ID document)

Coach drivers and tourist guides (with ID document) can accompany the group for free (entrance and guided visit for free). In the restaurant, an escort can eat for free for every 20 paying guests. If the group is smaller, the driver will receive a € 10.00 coupon for a meal at the restaurant of the Gardens.

### Did you book a guided tour?

On the day of your visit, our staff at the main entrance will tell you where to meet your guide. Please notify the ticket office (Ph. +39 0473 255620) about any delay in arrival on the day of the visit, otherwise the guided tour may not be available any longer.

Visit cancellation or visit date changes are allowed within 5 working days before the booked date. The guided visits of the Gardens are conducted in all weather conditions.

**Tip:** Before entering the Gardens, we suggest you visit the rest rooms of the Visitor Centre.

### Shop Trauttmansdorff

In the shop located at the Visitor Centre you will find souvenirs as well as the products of the new Trauttmansdorff line consisting of herbal teas, herbal salts, etc., ideal as gifts or as mementoes of your Trauttmansdorff visit.

### Dogs not allowed

Pets are not allowed to enter the Gardens of Trauttmansdorff Castle because the Gardens are supposed to ensure cleanliness and safety. Unfortunately, due to organizational reasons, the presence of dogs and pets is not compatible with the works of the gardeners and of the many visitors.

### Group rest

It is not allowed to set up tables and benches in front of the Visitor Centre and in any of the parking areas of the Gardens of the Trauttmansdorff Castle for visiting groups.

## !! Anti-COVID-19 Safety Measures !!

### Waiting area and entrance

- The waiting area for groups is located in front of the Visitor Center. The restrooms are located inside the Visitor Center, to the right of the main entrance.
- All visit participants must sanitise their hands before entering the facility.
- The group leader will contact the Info-point and purchase the admission tickets at the Ticket Offices.
- Admission tickets will be distributed to individual participants in front of the Visitor Center. The guides of the Gardens will then take charge of individual groups assigned to them.
- The on-site team will do everything possible to ensure that each group is admitted without undue delay.

### Guided Gardens Tour

- Face masks must be worn for the entire duration of the visit.
- To avoid unreasonably large groups, each guide is expected to take charge of a maximum of 10 people. Don't miss this fantastic opportunity!

During the guided tour, each participant must keep a distance of at least 1 metre from other people.

### Management of COVID-19 cases

- The group leader is required to inform the guided tour participants of safety measures, and make sure that none of the participants is positive for COVID-19.
- If, after your visit, a positive case of COVID-19 is reported among the guides of the Gardens, we will contact the group leader who, in turn, will have to inform all the group participants.
- Likewise, if any of the participants test positive for COVID-19, please inform us immediately so that our guide can be quarantined.

### Emergencies

In an emergency, please contact any member of our staff.

International emergency number: 112.

Please inform the ticket personnel by calling the internal emergency number +39 0473 255628.

We hope everyone enjoys an entertaining and relaxing visit of the Gardens of Trauttmansdorff Castle in Meran!