

## PROCEDURES FOR THE USE OF LIFTS

Regulations for passengers follow and can also be found posted at the departure station of each lift.

The principal regulations for passengers are listed below and may be extended by the Director of the service or the Person in charge of the service.

1. Passengers must obtain the required ticket before using the system. The ticket must be shown to the staff upon request.
  - The ticket price includes the right to transport a small, non-intrusive item of luggage, to be carried by hand and of a size that allows the traveller to be correctly positioned in the vehicle, and the vehicle locking device to operate correctly.
  - The carriage of other types of luggage or sports equipment is permitted, in accordance with the procedures established by the operator in agreement with the Director of the Service, in such a way that it does not represent an obstacle or danger for passengers.
  - The order of precedence for boarding is exclusively by the order of presentation at departure except for service personnel, surveillance and rescue personnel and for special cases approved by the Surveillance Authority.
2. Passengers are forbidden from talking to system staff, except in relation to service requirements.
3. Passengers must comply with the instructions given on the warning signs posted on the line and in the stations. They must also comply with the regulations issued by the Surveillance Authorities and observe all other special provisions issued by system personnel in order to avoid accidents.
4. Those who are clearly drunk or in an abnormal psycho-physical conditions, those who are not sufficiently protected in relation to the weather conditions, those carrying objects that prevent them from boarding the vehicles easily, as well as those whose condition or behaviour may jeopardise their own safety and that of other passengers, disturb passengers and disrupt public order, are forbidden from boarding.

5. In the case of chairlifts, the following must also be observed:
- The carriage of unaccompanied children is only permitted if they are at least 1.25 m tall, with the exception of children shorter than or equal to 1.25 m who can prove that they are at least 8 years of age. Accompanying persons may be: (I) those in charge (family members); (II) persons to whom those in charge have delegated, even informally, their temporary guardianship (e.g. ski instructors, mountain guides, friends); (III) those who accept the accompaniment when boarding. Those in charge and persons to whom the persons in charge have delegated their guardianship, even informally, must first assess the children's ability to use a chairlift, organise themselves accordingly and inform them about the rules of use and how to behave on the chairlift, also in the event of a stoppage.
  - Stand on the boarding platform in accordance with the maximum number of seats allowed in the vehicle;
  - Lower the locking bar of the vehicle immediately after boarding; if the passenger requires the assistance of staff for this manoeuvre, they must facilitate the operation;
  - While on the line, maintain the correct position in the vehicle with your poles in hand, keeping an eye on your luggage and the position of your skis, which should be kept parallel and resting on the ski rest, when present, which is not intended to support the skier's weight;
  - Before alighting, open the vehicle's locking bar only at the signpost located near the arrival station;
  - Upon arrival, descend at the designated landing platform and quickly vacate the arrival station area, moving away along the downhill slopes or routes indicated.
  - On chairlifts that are suitable for mixed transport, pedestrians and skiers must take their places in separate vehicles.
6. Pets may be transported only if the size and type, as well as the transport systems, allow the passenger to transport the animal safely. Passengers travelling with pets must take the necessary precautions and pay attention to their safety and the safety of third parties. With regard to the transport of dogs, leashes and muzzles are compulsory. Dogs of breeds considered dangerous, by the Ministry of Health Order of 9 September 2003, must be transported separately from other travellers with the exception of owners. However, the transport of animals is not permitted on all lifts in the winter season. as animals are not allowed on the ski slopes (Regional Law 2/2009 and subsequent amendments).
7. Upon departure, passengers must stand in the positions indicated to them by the agents.

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**di Euro Horizons Management LTD (UK)**

8. While on the line, passengers are forbidden from:
  - causing the vehicles to sway in any way;
  - travelling on the vehicles in an incorrect position;
  - opening any vehicle locking and securing devices;
  - extending or throwing objects of any kind from the vehicle;
  - boarding or alighting the vehicles;
  - smoking while travelling.
  
9. While in the stations, passengers are forbidden from:
  - accessing the boarding platforms and the system and, in particular, boarding the vehicle in the absence of the attendant, with the exception of remote-controlled or automatically operated systems;
  - following non-prescribed routes in the stations and tampering with any of the system's devices;
  - smoking.
  
10. In the event of evacuation of passengers on the line, they must pay attention to announcements. Passengers must wait for the evacuation staff while maintaining their normal position in the vehicles.
  
11. Passengers who are unfamiliar with the lift's transport system must notify the lift staff and request appropriate instructions. At the request of those concerned, staff will slow down the system or stop it to facilitate boarding and alighting.
  
12. Snowboarders on ski lifts must keep their back foot unhooked from the board during the ride.
  
13. Passengers wearing "air bag" type avalanche protection devices must deactivate this device before using the lifts.
  
14. Passengers who fail to comply with the regulations set out in the previous articles will be held liable for any damage caused to the operator, other passengers and third parties.
  
15. Failure to comply with the regulations brought to the public's attention by means of special signs posted by the operator both in stations and on the line, which may seriously jeopardise the safety of passengers and agents or cause damage to the system, will be reported to the judicial authorities by the agents in charge of the service, if the breach constitutes one of the offences envisaged by articles 432 and 650 of the Italian Criminal Code. For less serious offences, offenders will be prosecuted in accordance with art. 18 of Presidential Decree 75/80.

The carriage of disabled travellers requires prior planning by the operator. If, due to the nature of their disability, the person requires assistance or aids, they must check the possibility of making the trip and its modalities with the operator before purchasing the ticket. If the disabled person uses specific aids, they may use the lifts in the district for which they can prove that they are compatible. Such proof may include approval or certification issued by a recognised body. If the aid is not approved or certified, the person intending to use the lifts

16. must contact the operator at least one day before the trip in order to verify the compatibility of their aid with the transport, by means of an on-site test if necessary.
17. Any complaints by passengers regarding the service must be sent to the Surveillance Authority, indicating the exact address of the complainant, without which they will be considered anonymous and no further action will be taken, other than registration in the complaints register kept at the departure station and made available to the public.