

# BASIC CHAIRLIFT PASSENGER INFORMATION

## TSD 6 – MULTIX FURKOTA – SOLISKO

### ARTICLE I

#### General provisions

##### §1

1. Tatry mountain resorts a. s., as the operator of cableway (chairlift) transport (hereinafter referred to as *carrier*), pursuant to §7 of Act No. 514/2009 Coll. on Rail Transport and §65 of Decree No. 351/2009 Coll. on the Rail Transport Rules, issues these Passenger Transport Regulations (hereinafter referred to as *Regulations or PTR*) related to the aerial monocable cable detachable Multix 6, Štrbské Pleso, Solisko - Furkota chairlift.
2. Tatry mountain resorts a. s., as the owner as well as the operator of the above-mentioned chairlift, bears full responsibility for fulfilling all obligations arising from generally binding legal provisions applicable to cableway operators.

##### §2

1. These Regulations govern the detailed conditions of passenger, animal and goods transport by chairlift.
2. They define in detail the rights and obligations arising between the carrier and the passengers when transporting passengers, animals and goods, excluding fare relations which are regulated by the carrier's tariffs.
3. In cases of chairlift transport carried out under exceptional or emergency circumstances at the special request of a passenger, these Regulations apply only if expressly agreed between the applicant and the carrier.

##### §3

1. Carrier's employees authorised to supervise the transport service (authorised personnel) may give instructions or orders to passengers if necessary to ensure safety and the smooth operation of the chairlift. These include, in particular, instructions relating to passenger seating on chairs (in cabins), movement within station areas, admission or placement of luggage and maintenance of order and calm within the cableway premises, stations and chairs or cabins.
2. Carrier's employees are further authorised to perform checks ensuring compliance with these Regulations, fare and tariff conditions and to verify passengers' identity where necessary.
3. Carrier's employees empowered to issue instructions under paragraphs 1 and 2 are clearly identifiable by the carrier's insignia.

### ARTICLE II

#### Transport of persons, animals and goods

##### §4

1. Every passenger who fulfils the conditions laid down in these Regulations and the applicable tariff is entitled to carriage.
2. Passengers are required to behave in a disciplined and responsible way, to comply with these Regulations and all related provisions and to follow the Instructions of the carrier's staff in order to ensure order, safety and smooth operation of the chairlift.
3. The chairlift operates only in the winter season, except during scheduled maintenance, repair or technical inspection periods.
4. The carrier shall inform the public of any service interruptions or suspensions (due to maintenance, repairs or Inspections) by means of public notices displayed at the stations or through mass media announcements at least seven days in advance.

##### §5

#### Operating timetable

The precise timing and operation of the chairlift are governed by the timetable issued by the carrier in accordance with §12 of Act No. 332/2023 Coll. on Public Passenger Transport and §2, §3, §4, §5 of Decree No. 269/2024 Coll., implementing certain provisions of that Act.

## §6

### Right to carriage

1. Every person who meets the requirements specified in these Regulations and the tariffs is entitled to safe and timely carriage to the destination station according to the published timetable.

## §7

### Transport operation

1. Scheduled rides will not take place if no passengers are present for transport.
2. In the event of increased passenger demand, the carrier may provide additional rides outside the published timetable.
3. If operational conditions or other serious circumstances prevent further service, the carrier shall inform passengers of any restrictions, changes to the timetable or full suspension of transport (in accordance with §4 sec. 4, except for the seven-day notice period).
4. Each chair may carry a maximum of six adult passengers.
5. Passengers may be transported uphill as follows:
  - a. with skis or snowboards on – up to six passengers provided that the disembarkation area at the upper station is suitably arranged for safe exit on skis.
6. No passengers can be transported downhill.
7. Children younger than 10 years may only be transported if they are accompanied by an adult or a person older than 15 years.

## §8

### Priority transport

1. The following individuals are entitled to priority transport:
  - a. chairlift employees;
  - b. members of the Mountain Rescue Service or other emergency services on duty, their assistants and persons performing rescue operations, as well as injured individuals being transported, individuals being saved (pursuant to §8, sec. 2 of Act No. 544/2002 of the National Council);
  - c. individuals authorised to carry out inspections or supervision;
  - d. individuals with physical or health disabilities;
  - e. individuals specifically identified or designated, by prior agreement or approval of the carrier's responsible manager.

## §9

### Transport of persons with disabilities (reduced mobility)

1. The technology of the chairlift installation does not allow for straightforward transport of passengers using wheelchairs.
2. Should a passenger in a wheelchair request transport, the passenger or their accompanying person must notify a designated employee of the carrier when purchasing their ticket and request assistance with boarding and disembarking (including assistance with the wheelchair if necessary).
3. Following such notification, the carrier shall provide appropriate assistance during boarding and disembarking. Every passenger with a wheelchair (or their companion) shall arrange their access to the boarding area themselves.

## §10

### Exclusion from transport

1. The following individuals are not entitled to carriage or may be excluded from transport:
  - a. individuals under the influence of alcohol, narcotics or psychotropic substances and those whose illness, excessive uncleanliness or other condition may cause discomfort or present a risk to other passengers or to transport safety;
  - b. individuals who fail to comply with these Regulations or the instructions of authorised employees, disturb other passengers or otherwise interfere with the safe and comfortable operation of the chairlift;
  - c. individuals without valid tickets or unable to present proof of ticket payment;
  - d. individuals carrying luggage or animals that obstruct safe and comfortable transport or endanger the health or safety of other passengers.

## §11

### Transport of luggage

1. Each passenger is entitled to carry small, easily portable items up to 5 kg as well as one pair of skis with poles. Small personal items that can be held on the lap or in the hand are not considered luggage.
2. Live animals can be transported by chairlift only under the special conditions specified in §15.
3. Firearms may be carried only by passengers holding valid authorisations to bear such weapons and in compliance with relevant legal provisions.
4. Individuals lawfully carrying firearms may also transport a reasonable quantity of ammunition, which must be stored in respective belts, hunting pouches or similar containers designated for that.
5. Oversized luggage or other large items may be transported separately (e.g. on an empty chair or service vehicle) provided such transport is technically feasible given their size, weight and the operational parameters of the chairlift and other cableway facilities. Such transport is subject to a special tariff determined by the carrier.

## §13

### Liability for luggage transport

1. The operator shall not be held liable for any loss of luggage or any personal belongings transported together with passengers (including skis or other ski equipment).
2. The operator shall be liable for damage caused to the luggage of passengers carried together with them or to items in their possession during transport, in accordance with the relevant provisions of the Civil Code.

## §15

### Transport of animals

1. Passengers may bring small domestic or other small animals onto the chairlift (as luggage) provided this is not prohibited by special regulations and the animals are kept in cages, baskets or other suitable containers with leakproof bottoms. The provisions governing the transport of luggage apply equally to such containers.
2. Only domestic dogs may be transported on the chairlift without containers, but only if the following conditions are met:
  - a. Boarding with a dog is permitted only if approved by the authorised staff member on duty at the station.
  - b. The dog must wear a safety muzzle.
  - c. The dog must not be ill, dirty or aggressive.
  - d. The dog must be securely restrained and held by its owner so that it cannot jump or otherwise compromise transport safety.
  - e. Only one dog may be transported on a single chair at a time. This restriction does not apply if two dogs belong to the same passenger.
  - f. No additional passengers may be transported on a chair occupied by a dog, other than the dog's owner.
3. Authorised employees of the carrier may exclude any domestic or other animal from transport if it could obstruct the safe, undisturbed or comfortable transport of passengers, endanger passenger's health, or if the transport conditions do not allow it (e.g. seat occupancy).
4. The carrier may temporarily prohibit the transport of live animals altogether in the form of a local regulation. This authorisation does not apply to service dogs of the Mountain Rescue Service, the armed forces or security units, nor to guide dogs accompanying, e.g. visually impaired individuals.

## §18

### Obligations of passengers

1. For the sake of transport safety, passengers are required to exercise caution, comply with the applicable legal and operational regulations of the carrier, follow the instructions of the authorised chairlift operator's and carrier's staff and observe all notices and warnings displayed on information boards.
2. Any passenger present within the cableway area, including stations and cabins or chairs, must comply with the instructions and orders of authorised employees of the operator and carrier, issued to ensure safety, smooth operation and personal protection of passengers. Passengers must provide proof of their identity if requested by an authorised staff member.
3. Passengers must not disturb the comfort, peace and safety of others, cause damage to cableway cabins or chairs or facilities belonging to the operator and carrier, soil the premises or harass or irritate other passengers or authorised employees.

4. Passengers are personally responsible for placing their luggage and belongings properly and safely prior to transport.
5. While travelling with the chairlift, passengers are prohibited from:
  - a. remaining unnecessarily in boarding, disembarking or station areas;
  - b. leaning out of chairs or swinging them;
  - c. opening the safety bar while in motion;
  - d. throwing any objects from the chairs or allowing items to protrude outside of the chairs;
  - e. smoking or using open flames on the chairs or in any part of the boarding, disembarking or station areas.
6. Passengers may board and disembark from chairs only at designated places within station areas.
7. In the event of a cableway stoppage, passengers must remain seated calmly and wait for further instructions or the continuation of their ride. They must follow the directions of the authorised personnel at all times.
8. After disembarking, passengers must promptly leave the station exit area.
9. Every passenger must pay the fare and, if requested by authorised staff, present their valid ticket (or other transport authorisation) for inspection before boarding and also after disembarking the station.

### ARTICLE III

## Fare (transport charge)

### §20

#### Right to fare refund

1. Passengers are entitled to request a fare refund if transport is not provided due to suspension or limitation of the service, in accordance with the General Terms and Conditions.

### §21

#### Travel ticket

1. A valid travel ticket serves as confirmation of the contract to carriage for passengers and luggage on the chairlift and as proof of fare payment.

### ARTICLE V

## Complaints

### §26

1. Any rights or claims arising from or in connection with the transport must be asserted directly with the carrier; otherwise, they shall lapse. This does not apply to claims for compensation relating to injury, damage to luggage carried together with passengers or to personal belongings, which may be pursued directly in court.
2. If a refund of an amount paid to the carrier is requested, the complaint may be lodged only by the person who made the payment, i.e. the authorised contracting party.
3. The right to a fare refund (under §20 sec. 1,2,3), if transport did not take place, may only be exercised on the day the ticket was purchased.
4. Complaints must be submitted in writing. The claimant must specify and justify their demands towards the carrier and attach documentation substantiating their claim and the amount requested (particularly proof of payment for which a refund is sought), a written record made with the carrier and the address for the outcome of the complaint procedure to be sent to.
5. Every claimant must submit their complaint to the carrier without undue delay.
6. If any complaint lacks the necessary details, the carrier shall invite the claimant to complete it, setting a deadline of no less than eight days. If the deficiencies are corrected within that period, the complaint shall be considered duly filed. Should the claimant fail to supplement the complaint within the given timeframe, the carrier shall not consider the complaint further.

These transport rules shall take effect on 01/11/2025

Operator: Tatry mountain resorts, a. s., with the registered office at Demänovská Dolina 72, 031 01 Liptovský Mikuláš, Company ID number: 31 560 636, registered in the Commercial Register of District Court Žilina, Section: Sa, Insertion No.: 62/L