

# RULES for passengers

**Operator:** SA TELEPHERIQUE DE LA CITADELLE DE NAMUR

**Municipality:** NAMUR

**Name of the FACILITY:** NAMUR SIX-SEATER PULSED GONDOLA

## ***ARTICLE 1: Terms of application for the RULES***

These rules define the terms under which passengers are transported, in order to ensure the transport facility operates correctly and safely. Users are required to comply with the provisions and to follow any special instructions that operating staff may give them to ensure the facility operates correctly and safely.

## ***ARTICLE 2: Access to the facilities***

Access to the facility is only authorised subject to compliance with the rules relating to site activities, and to possession of a ticket.

Access to all or part of the facility may be permanently or temporarily prohibited for passengers or subject to restricted access conditions.

Anyone not involved in the service is prohibited from accessing parts of the facility that are not used for transporting passengers.

Users must be in possession of a valid ticket and present it to the inspector.

A maximum of six people are permitted per cabin.

The following are permitted:

- Pedestrians
- Bikes

## ***ARTICLE 3: Means of transport***

The facility may operate when it is declared to be in service for public use. Failing that, access to the facility is prohibited.

Users must use equipment that is suitable for the operating conditions. They must not behave in a manner that compromises their safety, the safety of other people, or the safety of the facility. Under no circumstances may they interfere with the continuation of operations. To this end, they are asked to:

- strictly comply with the instructions contained within these rules, as well as those provided by staff;
- comply with the directions applicable to them, which they are informed of via signs or by the staff;

- access only authorised parts of the facilities, in accordance with the signage and markings;
- respect prohibited areas and only embark and disembark in the locations designated for this purpose;
- - refrain from impeding the correct operation of the facilities.

Priority access is afforded to those employed by the emergency services, law enforcement, and inspection and operating staff when they are performing professional duties.

#### ❖ **Transport of children**

Children are the responsibility of their parents or the individuals who have been delegated responsibility for them. They are required to:

- assess whether it is appropriate for the children to use the facilities and prepare accordingly;
- inform children of the rules for using the facilities, how to behave and what errors to avoid, particularly in the event of a shut-down.

Each child counts as one person, regardless of their size.

#### ***ARTICLE 4: Transport of individuals with disabilities***

Disabled individuals or those accompanying them must inform the operator of the nature of their disability and any need for additional assistance, before being transported.

Depending on the features of the facility, the nature of the disability and the number of individuals with disabilities permitted on the facility and in each cabin at the same time, the operator shall verify the transport conditions.

In order to comply with the aforementioned requirements, reciprocal information is provided by both the passenger and the operator when the former is buying their ticket.

If the individual with disabilities uses specific equipment, this must be appropriate for use in the gondola. This appropriateness is assessed by means of a certificate issued by a recognised organisation with experience in this field. Failing that, the operator may make their consent conditional on a prior test, if they deem that the uncertified equipment cannot be evaluated in comparison with the certified equipment that they are aware of. An unsatisfactory test may cause the operator to deny transport.

#### ***ARTICLE 5: Luggage and animals***

The passenger is authorised to carry hand luggage (light, non-bulky and easy-to-transport items), where space permits. Transporting other luggage and items may be permitted if it does not compromise the safety of individuals and the facility.

Animals may be transported under the following conditions:

- their transport does not compromise the security of the operation;
- the animals are kept on a leash or in a bag;
- their guardian keeps them under control during transport;
- other users do not consider this to be a problem.

## ***ARTICLE 6: Miscellaneous prohibitions***

The following are prohibited:

- the deposit or abandonment of any items in the facilities;
- the transport of flammable, explosive or toxic substances, unless authorised by the Site Manager;
- items that compromise the safety and security of passengers and the staff.

## ***ARTICLE 7: Boarding***

Users should not enter the boarding area unless station staff are present. Individuals who require assistance with boarding and disembarking must explicitly notify the station staff. Furthermore, passengers must:

- access the facility without disturbing other passengers;
- respect prohibited areas that are marked to this effect when accessing the boarding area;
- respect the capacity of cabins when accessing the boarding area.

## ***ARTICLE 8: Transit***

During transit, passengers must:

- remain seated;
- not smoke;
- not throw things and must prevent any falling items;
- not cause the gondola to swing;
- not lean against the doors.

## ***ARTICLE 9: Disembarking***

Users must:

- get up and leave the disembarking area as quickly as possible at the arrival platform;
- wait until the facility has come to a halt without trying to disembark the cabin and comply with the instructions given by operating staff, in the event that they have not disembarked the cabin at the indicated location.

## ***ARTICLE 10: Additional provisions***

Users are prohibited from:

- boarding the gondola when access has been closed;
- smoking in the stations and en route;
- using safety devices without a valid reason;
- damaging or defacing the facilities.

## ***ARTICLE 11: Accidents and service incidents***

When a breakdown occurs en route, passengers must remain calm, await instructions from staff and not attempt to leave the vehicle without being invited to do so.

People who have witnessed accidents or incidents during operation must immediately notify the operating staff.

If they arise, complaints may be made to the operator. To this end, a record of complaints is made available to passengers at reception.

### ***ARTICLE 12: Cleanliness, safety and public order***

Users must comply with all of the regulations in effect regarding respectful behaviour, cleanliness, order and public safety within the facilities, including stations and outbuildings that are accessible to the public.

Any behaviour likely to compromise good order and safety is prohibited, in particular:

- the consumption of alcohol or alcoholic beverages outside of premises designated for this purpose and when not duly authorised;
- intoxication;
- slander, fighting and crowds;
- behaviour and attitudes that are likely to disturb the operation;
- breaches of regulations regarding public hygiene and cleanliness;
- begging and soliciting of any kind;
- the sale of miscellaneous items by unauthorised individuals;
- affixing posters, leaflets or prospectuses;
- making, by any means, inscriptions, signs or drawings on the ground, pylons, buildings or vehicles;
- collecting, disseminating or distributing items or writings by any means;
- the use of sound devices or tools.

### ***ARTICLE 13: Bans and penalties***

Failure to comply with instructions from staff and police regulations may result in penalties or bans.

As a precautionary measure to ensure safety, offenders may be prohibited from accessing the facilities.

### ***ARTICLE 14: Display***

These Rules are displayed in a visible manner to passengers leaving the facility.