

Fare and transport conditions of the lift operators in „Skiliftkarussell Winterberg“ collective agreement

§ 1 Scope of Application

- (1) The general transport conditions are valid for the transport of persons and properties within the Skiliftkarussell Winterberg. This includes the chairlift and T-bars routes, stations, queue lines, buildings and their entrances.
- (2) The guests decide for themselves which ski slopes they use based on their own capabilities. This is in accordance with the internationally recognized rules of conduct (for instance FIS conduct rules for skiers and snowboarders) and the DSV tips. Guests should observe slope and route identification for their own safety. The obligation to observe public safety (Verkehrssicherungspflicht) on the slopes ends with the last slope-check (according to the time displayed on several signs within the ski-area). Afterwards all slopes are closed.

§ 2 Order and Safety

General Provisions:

- (1) Signs and safety rules should be strictly followed.
- (2) The directions issued by personnel concerning the operation of the facility as well as maintaining quiet, safety and order in the lift facilities must be promptly followed.
- (3) As long as the staff do not permit otherwise, it is not allowed to
 - enter the lift facilities and buildings within the stations which are not designed to be accessible for general public or passengers.
 - damage or contaminate the equipment, operating facilities, chairs, T-bars and other transport equipment, or to create obstacles which block the lift operation or the prevention of accidents, or to climb on the lift-pillars.
 - to cross at places which are not marked or to enter chairlifts or T-bars at places outside the stations.
 - to exit chairlifts or T-bars outside the stations (also in the case of a disruption of service).
 - to smoke in the stations, chairs or T-bars and during the ride.
 - to hold out objects from the chairs or T-bars, or outside the lift track, to throw objects or to hit lift-pillars with objects during the ride.
- (4) After the ride the ropeway and the exit locations must be exited in the indicated direction.
- (5) Sport equipment which is taken along may not endanger the safety of other passengers.
- (6) Each guest is responsible for the proper transportation of his equipment during the ride.

Provisions for transport with chairlifts:

- (1) It is forbidden to swing within the chairs in all directions.
- (2) Children under 1.25 meters may only use the chairlift when accompanied by a person in charge. This person must be seated next to the child, i.e. there must be no empty space between the person in charge and the child. At most two such children may sit next to each other. The person in charge must be able and ready to help as needed the children with whom they are traveling in the chair lift, especially in the operation of the restraining bar. In addition, the person in charge must be in a position to judge if a child is capable of using the chair lift and to act accordingly. The person in charge must explain to the child the rules for traveling in the chairlift and the necessary behavior also when the chairlift has come to a halt.
- (3) Pedestrians are excluded from traveling on all chairlifts.

Provisions for transport with T-bars:

- (1) The use of a T-bar requires that the passenger have the necessary practice and ability for safe transportation in order to not endanger third parties.
- (2) T-bars are to be used only for the purpose for which they are intended. It is explicitly prohibited to,
 - drag along additional persons. Children may be taken along at the discretion of personnel.
 - to deliberately travel outside the track (so-called slaloming).
 - to hang on to the bar only with the hands without an emergency, unless the construction of the T-bar allows for that.
 - to take the tow bar between the legs, unless the equipment includes a tow hanger.
 - to enter the T-bar track for purposes other than transport.
- (3) Crossing the T-bar track is only permitted at the designated crossings and must be done quickly without endangering third parties. The operation of the T-bar has priority.
- (4) The ride must begin according to rules at the lower station and to end at the top station. In the case of a fall during the ride the tow bar should be dropped and the T-bar track must be vacated as quickly as possible without endangering third parties.
- (5) Snowboards and similar winter sport equipment must be fastened to the feet with stoppers or safety straps.
- (6) When using the T-bar snowboarders must remove one shoe from the backward binding and rest the free foot on a non-slip padding between the bindings and the snowboard.
- (7) Sport equipment like skibobs may only be transported in consultation with the personnel.
- (8) It should be noted that loose pieces of clothing (like belts, scarves), braids and items of equipment (like backpack straps) may not be placed near the cables or hung from the transport devices.

Mountain patrol:

The mountain patrol of the „DRK Kreisverbandes Brilon e.V.“ provides first aid services within the Skiliftkarussell Winterberg for all four wintersport guests. According to the specifications of the lift-operators the mountain patrol is active during day and floodlight service. The area of deployment is the „Skiliftkarussell Winterberg“ with its natural boundaries. Since the Mountain Patrol is not listed in NRW, the service is not generally deductible from the health insurance plan. An auxiliary insurance for costs that may be incurred for a rescue is advisable.

Rescue/Treatment costs – within Skiliftkarussell Winterberg €300,-
With transport to the next street accessible rescue service or to a private automobile

Special rescue/treatment – within Skiliftkarussell Winterberg €450,-
Complicated rescue in difficult terrain, possibly with the support of additional rescue manpower or material

On site treatment – within Skiliftkarussell Winterberg €50,-
Without transportation, only on site treatment

§ 3 Refusal of Transport

(1) Persons may be banned from further transport,

- who violate the transport conditions or refuse to follow the instructions of personnel.
- who by their behavior, also in the queue, represent an intolerable annoyance to third parties, or who cause a considerable disturbance to the operation of the facility or who damage the equipment in an unacceptable fashion.
- who are drunk or otherwise under the influence of a controlled substance.
- who attempt to travel without a valid ticket or with a ticket issued to another person or who purchase tickets outside the official points of sale.

(2) Tickets can temporarily or permanently be taken away from persons,

- who endanger the safety on the lifts or slopes.
- who disregard the prohibitions, regulations and notices of the personnel.
- who travel on barred or shut down pistes.
- who trespass or travel in designated forest and wild animal restricted areas.
- who by disregarding the FIS rules endanger or injure third parties.

§ 4 Tarifs & Tickets

- (1) A tariff will be collected for the use of the lifts according to the relevant price list. These prices are also valid if not all lifts and/or slopes are open.
- (2) The guest should be prepared to present the ticket for inspection at all times.
- (3) Tickets are not transferable. Every misuse of the tickets including use by third parties will be prosecuted and further transport-permissions revoked. The attempt to transfer the ski pass to another guest is considered misuse. A criminal complaint may follow! We would like to point out that at certain checkpoints, within the ski area, cameras are being employed for control purposes.
- (4) Children must be able to officially document their age, if their age cannot be clearly recognized on the basis of their height.
- (5) There is no right for compensation in case of a ticket loss, bad weather, closed slopes, closed lifts, unscheduled departures etc.
- (6) Refunds will only be made in the case of a ski accident when the ski pass is presented at one of our points of sale within the ski-area. The period of use applies from the day of issue of the skipass until the return at the point of sale. A certificate filled out by a local doctor must be presented in order to receive an refund. No refunds will be made to family members which are forced to travel back at the same time with the injured person. Sickness, even with a doctor's certificate, will also not result in a refund.

§ 5 Liability and Compensation

Damage claims can only be submitted to the lift operator where the damage occurred. The lift operators can be identified on their lift facilities on site.

§ 6 Data Security

Collection, storage, processing and usage of a passenger's personal data is only made under conditions of the data protection regulations.

In order to guarantee the safety of the guests, the ropeway facilities and to avoid the misuse of tickets, the access points will be occasionally controlled with a video device. Pictures may also be made of individual passengers. This practice will be indicated by signs. The recording will only take place to ensure the domiciliary rights and in the interest of operational safety. The data will immediately be erased when they are no longer needed for the purpose for which they were gathered. The relevant regulations of the German Data Protection Act (Bundesdatenschutz) will be obeyed.