



Edition 2015

With the consent of the supervisory authority, the Cologne cable car company Kölner Seilbahn Gesellschaft mbH has issued the following regulations to maintain peace, security and order in the cable car facility:

1. Passengers are prohibited from stepping onto the platforms outside the boarding and alighting areas, as well as from entering service rooms in the station.
2. The instructions of the operating staff must be obeyed.
3. It is prohibited to damage or soil cabins and other working equipment, to create obstructions, to set the cable car or parts thereof in motion without authorization, to climb on the steel structures or supports, and to undertake any other actions capable of disturbing or jeopardizing operation. Violations will be prosecuted.
4. Smoking in buildings and cabins is prohibited (fire hazard), as is the consumption of alcohol and drugs.

As a general rule, the consumption of alcoholic beverages of every kind is prohibited in the cabins, except in the case of special events coordinated by Kölner Seilbahn. The party responsible for soiling facilities shall pay € 50.00 to Kölner Seilbahn for cleaning up.

There is no legal entitlement to transport animals.

5. It is prohibited to lean against the cabin windows as they may break.
6. Passengers are prohibited from **standing** and **swaying**, as well **changing places** in the cabins while they are moving. In addition, it is prohibited to throw objects out of the cabins or let them protrude from the cabins, as well as to carry hazardous materials of any kind. Kölner Seilbahn GmbH shall not accept any liability for resultant accidents.
7. No liability is accepted for lost property.
8. Transporting persons under the influence of alcohol or drugs is prohibited. Such persons are not entitled to demand a refund of their fares.



9. In order to ensure safe control during operation, we reserve the right to use video equipment to monitor the technical plant. Improper use of the data is excluded by the facilities.

10. Children and infirm persons must be accompanied. The accompanying persons will be held liable for their charges.

11. Not more than four (4) persons – regardless of age – may be carried in the cabin. This also applies in the case of passengers who are carried free of charge in accordance with the fare regulations.

Children in prams are not permitted in the cabins for safety reasons.

12. The cable car personnel will take every means possible to transport prams and wheelchair users. However, this cannot be guaranteed as the Cologne cable car is a historic facility and protected monument. The decision ultimately rests with the facility manager on duty.

13. If the cable car stops – also during extended stoppages – please keep calm and wait for instructions from the staff. It is exceedingly dangerous and therefore strictly prohibited to alight or jump from the cabin between stations without authorization.

Information concerning the momentary situation can be obtained by calling the service number (0221 / 547 4666) posted in the cabins.

14. Operation of the cable car will be suspended if a storm is brewing as well as in high winds, thunderstorms and in all cases of force majeure. Fares will not be refunded.

In the event of a public power outage, the cable car will be vacated via an emergency supply; operation will cease as long as the power outage continues.

15. The fares posted in the ticket room shall apply.

16. Vouchers for a normal trip by cable car are valid for three years in accordance with the statutory ruling (i.e. up to and including the third season following the date of purchase). The voucher may be returned and exchanged during this time. In this case, the cable car company will refund the fare minus lost profit in an amount equal to 20% of the fare.



17. The ruling pursuant to No. 16 shall not apply for vouchers and admission tickets for a certain special trip or event. Even if unused, such vouchers and tickets are no longer valid after the special trip or event.

18. Multi-trip tickets which were purchased according to former fare prices and have not yet been validated will continue to be accepted for three months after the new fares come into force. Such tickets can be exchanged for up to three years after the respective fare increases come into force.

19. Kölner Seilbahn shall be liable in accordance with the generally applicable rulings for the death or injury of a passenger and for damage to items carried on or by the passenger. Liability of Kölner Seilbahn shall be limited to a maximum sum of € 1,000.00 per passenger for damage to property carried by the persons transported. This limitation of liability shall not apply if the property damage is due to wilful intent or gross negligence.

The cable car company shall not be liable for damage and losses caused by a passenger or by items carried by the passenger or by animals.

Additional information concerning the carriage of children

Fundamentals

According to our fare regulations, persons under the age of 12 are deemed to be children, those over 13 are adults.

Not more than four (4) persons – regardless of age – may be carried in the cabin. This also applies in the case of passengers who are carried free of charge in accordance with the fare regulations.

Children in prams are not permitted in the cabins for safety reasons.



Pre-school children

Pre-school children must not travel alone in a cabin under any circumstances. They must always – without exception – be accompanied by an adult in the same cabin.

School children

Up to the age of 12 (under 13), school children must also be accompanied by adults when travelling by cable car. However, it is not mandatory that they occupy the same cabin. Persons over 13 can travel without restriction, as they qualify as adults according to our fare regulations.

School classes

An accompanying person must, as a matter of principle, travel in the first cabin and another in the last cabin in order to ensure that the children waiting at the stations are supervised. Since these accompanying persons know the children better, they should also decide which children can travel together in the same cabin. When boarding, the accompanying persons must draw the children's attention to the fact that they must remain seated during the journey, must not sway and must not throw anything out of the windows. Cabin windows can be raised by the station manager to banish the risk of objects being thrown out of the cabin.

Kölner Seilbahn Gesellschaft mbH is obliged to assure the technical requirements for transporting passengers safely and for ensuring compliance with the terms and conditions of carriage. Kölner Seilbahn shall not be liable for any awkwardness or non-compliance on the part of passengers; these are the responsibility of the passenger or their authorized supervisor.

Kölner Seilbahn GmbH

Facility manager