

FAIRYTALE EXPRESS GRAZ

Conditions of carriage and safety regulations

1. the conditions of carriage are an integral part of the contract of carriage. They apply to the carriage of persons and property as well as to behaviour on the railway.
2. the fulfilment of the contract of carriage and thus the effectiveness of these conditions of carriage begins with the arrival and ends with the departure from the parts of the facility dedicated to railway operation.
3. by purchasing the ticket, the passenger recognises the following provisions and undertakes to comply with them.
4. violation of the conditions of carriage may also result in liability.
5. persons under the influence of alcohol, drugs or other substances (e.g. intake of impairing medication) who do not comply with the provisions of these conditions of carriage or the measures taken by the operator to ensure safety and order, or who are obviously unable to do so due to their particular physical or mental condition, are excluded from use.
6. guests must have a valid admission ticket. This is generally non-transferable. The period of validity of the admission ticket is noted on it.
7. transport shall be provided on the regular timetable and on demand. Special journeys are subject to the discretion of the operator.
8. if transport is cancelled for reasons for which Graz Fairytale Express is responsible, the fare will be refunded in full.
9. the Graz Fairytale Express reserves the right not to transport persons with a walking disability due to the non-accessible escape route. This can be assessed independently by the locomotive driver present.
10. The following applies to the behaviour of passengers before, during and after transport
 - a. Passengers must behave in such a way that the safety of railway operations and other passengers is not jeopardised and that order and operations are not disrupted.
 - b. Passengers may only enter the railway facilities and areas of the Graz Fairytale Express that are open to the general public or passengers as intended.
 - c. Boarding and alighting is only permitted at the designated points.
 - d. Standing up, leaning out and jumping up and down is strictly prohibited during the entire journey.
 - e. For their own safety, passengers must follow the instructions of the staff without restriction.
 - f. If the railway is stopped during the ride, passengers must remain calm and wait for instructions from the Graz Fairytale Express staff.
 - g. It is forbidden to hold out or throw away objects during the entire train journey.
 - h. Smoking and the use of naked lights and fire is strictly prohibited in the entrance and exit areas as well as on the train.
 - i. The consumption of food is not permitted.
 - j. Photography is permitted, but without flash.
 - k. At the end of the journey, the exit area must be left quickly.

- l. The prohibitions, requirements and instructions for passengers of the Graz Fairytale Express, which are generally recognisable by symbol signs, must be strictly observed.
 - m. Passengers who do not behave in accordance with the conditions of carriage before starting their journey may be refused a ticket. This is the responsibility of the Graz Fairytale Express staff.
11. the following applies to the carriage of children
- a. Children under the age of 12 may only be transported if accompanied by a suitable person.
 - b. An accompanying person is considered suitable in particular if he or she is considered an adult according to the tariff regulations and appears to be able to provide any necessary assistance.
 - c. Point 10 applies to the carriage of children over 12 years of age.
12. animals are not permitted for carriage.
13. The following items may not be brought into the business premises:
- a. Weapons of any kind;
 - b. Items and objects that can be used as weapons or projectiles, in particular stones, metal objects, detachable chains, iron bars and pieces of iron;
 - c. Umbrellas with wooden or metal tips: can be handed in at the entrance;
 - d. Bottles, cups, jugs or cans of any kind as well as other objects made of glass or any other fragile, splintering or particularly hard material;
 - e. Pyrotechnic objects of any kind, in particular fireworks, flares, smoke powder, smoke bombs and firecrackers;
 - f. Alcoholic beverages of any kind, drugs and stimulants;
 - g. Gas spray cans, corrosive, flammable, colouring substances or containers with substances that can impair health or are easily flammable, in particular perfume, nail varnish;
 - h. Bulky objects such as crates, pushchairs, bicycles, skateboards;
 - i. Bulky large bags, large rucksacks, suitcases, sports bags (luggage larger than 25x25x25cm): there are lockers in the entrance area of the railway;
 - j. Sticks, poles, 'swords', all objects that could be held out of the train during the journey;
 - k. Illuminants (torches, etc.).
14. persons who soil the facilities, means of transport or other equipment of the Graz Fairytale Express must pay the cleaning costs. Anyone who damages objects must pay the repair costs, unless they are not at fault. Deliberate damage will be reported to the police.
15. Graz Fairytale Express accepts no liability for valuables. Lockers for the storage of personal belongings are located in the entrance area.