

## CONDITIONS OF CARRIAGE

### Legal Provisions:

Passengers may use only the designated entrances and exits, landing bridges, piers, access ways, and stairs for boarding and disembarking. Passengers may only board or disembark after permission has been granted by the captain or an authorized representative. They must follow the instructions of personnel responsible for the landing areas. Passengers and other users of the landing areas must behave in a way that does not impair the safety of vessel operations.

Passengers and all other persons on board must comply with the instructions of the captain, which are issued in the interest of the safety of navigation, persons, as well as order on board and at landing points. Persons who pose a risk to vessel operations or significantly disturb other passengers shall be excluded from transport.

### Conduct of Passengers:

Passengers are particularly prohibited from:

1. Opening exit doors or barriers on their own.
2. Remaining constantly in aisles or in front of exits.
3. Soiling the vessel, especially by throwing away cigarettes or burning ash.
4. Throwing objects into the water.
5. Standing on benches or sitting/standing on tables or railings.
6. Climbing onto the roof or walking along the rubbing strake.
7. Making noise, playing music without the captain's consent, or operating audio/radio devices.
8. Consuming brought-along alcoholic beverages.

The tour guide of a group trip or the supervisor of a children's or youth group is responsible for their participants and must ensure compliance with these conditions.

The shipping company is entitled to charge cleaning or repair costs to persons who soil or damage the vessel or equipment.

Distribution of advertising material is only permitted with explicit authorization. Selling goods on board without permission is prohibited.

### Exclusion from Transport:

1. Persons without a valid ticket.
2. Persons with notifiable diseases or those who, due to intoxication or inappropriate behavior, may disturb others.
3. Children under 6 without supervision (a supervisor may be a child aged 12 or older).
4. Persons carrying loaded firearms, except public security officers.
5. Persons who do not comply with rules or instructions of the captain.

If a reason for exclusion arises during the journey, the passenger must leave the vessel at the next stop upon request.

#### Tickets:

Tickets must be purchased immediately after boarding. Pre-purchased tickets must be shown without request. Passengers must check ticket correctness immediately. Later objections will not be considered. Passengers without valid tickets must pay double fare. Refusal requires proof of identity.

A ticket does not guarantee a seat.

#### Transport of Luggage and Animals:

Items that can be stored under a seat or on the lap without disturbing others count as hand luggage and are transported free under passenger responsibility.

Other luggage may be transported for a fee.

#### Excluded items:

1. Items over 50 kg
2. Items that cannot be loaded due to size/shape
3. Dangerous or foul-smelling contents
4. Bicycles if no space is available

No liability is assumed for poor packaging or inherent defects.

Animals are allowed for a fee if they do not disturb others. Dogs must be leashed; aggressive dogs must wear a muzzle.

#### Lost Property:

Found items must be handed to staff. The company handles them according to legal regulations.

#### Liability:

In case of injury or death, the company is liable according to legal provisions for the fault of its staff.