

CONDITIONS OF TRANSPORT

Dear Passenger,

We kindly request all our passengers to read the regulations for transportation by the Dresden Park Railway below and to observe them.

Right of transport

It is not subject to any obligation to provide transport. Priority is given to transport for groups with prior appointments. In the event of storms, heavy rain or snow, we reserve the right to stop driving.

Passenger behavior

Access to the platforms is permitted only to holders of a valid ticket. Please follow the instructions of the railway and station personnel. Children under nine years must be accompanied. **Passengers with responsibility for children must ensure corresponding supervision at all times. Passengers must not stand up or change places while the train is in motion. It is similarly not permitted to hold out arms or to lean out of the carriage or to throw objects from the train.** It is not permitted to be transported in the cargo compartment, sitting in a wheelchair. Passengers must not touch or activate installations serving operation of the railway or the prevention of accidents. Doors must be kept closed and the safety chains of open carriages must be kept in place while the train is in motion. The emergency brake must only be used in genuine cases of emergency or impending danger. Passengers will be made liable for damages in case of improper use. Any impairment of safety or order and any damaging of the rolling stock or railway installations will be prosecuted.

Tickets

Tickets are valid only on the day of issue and only for one ride. If a ride is interrupted, the tickets become invalid, unless you have purchased a ticket expressly allowing this. Tickets must be retained until you leave the destination station and must be presented whenever requested. Passengers without a valid ticket are required to pay twice the highest applicable fare.

Fares

The valid fares are displayed on the notice boards in the railway stations. Children under two years are carried free of charge.

Liability

Passengers use the Dresden Park Railway at their own risk. No liability for damages is accepted, except in case of intent or gross negligence. Furthermore, no liability is accepted for personal belongings carried by the passenger, in particular not in case of theft, damage or loss.

Carriage of belongings and animals

Wheelchairs can be transported free of charge in the cargo compartment serving that purpose. Electrically driven wheelchairs, bicycles and bicycle trailers or large, bulky items of more than

60 cm in width are excluded from transportation. Baby buggies, scooters, children's bike are also excluded from being transported on the round tour. They can be deposited at the starting station, locked up and with no liability for their loss. They can be transported along partial distances in the cargo compartment serving that purpose and according to the instructions of our operating staff. Dogs must be leashed and muzzled to be transported.

Exclusion of claim for damages

Deviations from the timetables due to traffic obstructions, disruptions or interruptions to operation or shortages of places do not found an entitlement to damages. Failure to comply with the Terms and Conditions of Transport of the Dresden Park railway may lead to refusal of further transport without reimbursement of the fare paid.

Complaints

Complaints or claims against the Dresden Park Railway must be submitted immediately in writing, specifying the reason for the complaint or claim, the date and the time.

Staatliche Schlösser, Burgen und Gärten Sachsen gGmbH
Geschäftsstelle Großer Garten
Kavaliershaus C | Hauptallee 10
01219 Dresden
parkeisenbahn@schloesserland-sachsen.de

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