

GENERAL TERMS AND CONDITIONS OF TRANSPORTATION FOR WOLFGANGSEESCHIFFFAHRT FERRIES

1. Scope

- a. The general terms and conditions apply to all ships, their places of operation and their landing piers.
- b. These provisions apply to both scheduled journeys and on-demand cruises.

2. Transportation

- a. Salzkammergutbahn GmbH („SKGB“) transports all traveling passengers, provided that they comply with all applicable regulations and to the extent that such transportation is possible with normal means of transport.
- b. SKGB does not transport traveling passengers if such transportation is prevented by inevitable circumstances (unusual events, etc.).
- c. SKGB may temporarily suspend transportation following prior publication thereof due to special business, operational (construction works) or local circumstances.
- d. During temporary disruptions of vessel operation SKGB may transport passengers using vehicles and other means of transport or have them transported.

3. Persons excluded from transportation

- a. Persons without a valid ticket or pass.
- b. SKGB may exclude persons from transportation, who are disorderly or who do not follow the instructions of staff members, or who are disturbing due to their condition or their behavior. There is no right to reimbursement.
- c. Children up to the age of five years will only be transported if accompanied.
The suitability of the accompanying person will be decided by the staff member of SKGB.
- d. SKGB does not transport persons with infectious diseases. Persons who fall ill during the transport will be taken to the nearest landing pier where medical help is available.
- e. Persons, who would obviously bother or annoy other passengers due to drunkenness or other inappropriate behavior, will not be transported or only be transported to the next landing pier.
- f. Persons with loaded weapons, except law enforcement officers.

4. Lost and forgotten items

Items, which were lost and forgotten onboard the means of carriage of SKGB, must be delivered to the driving staff immediately. There is no legal right to a finder's fee. Found items may be handed back to the owner immediately if there is no doubt as to the ownership rights. The finder must - upon request - be given a receipt for the hand-over.

5. Places for smoking / non-smoking

- a. Onboard the vessels the places for smokers and non-smokers are clearly marked as such.
- b. There is strictly no smoking on the operational grounds of WolfgangseeSchiffahrt ferries.

6. Ticket prices

Passengers must pay the price for transportation, supplementary fees and other costs as set in the fare schedule.

7. Checking tickets/passes

Passengers have to present their tickets/passes upon request (even several times).

8. Exclusion of compensation claims

Deviations from time schedules through obstructions of traffic, breakdown or interruptions in the operation or lack of space do not constitute a compensation claim; to this extent there is also no guarantee for making connections.

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9. Behavior of traveling passengers

- a. When using the vessels and operational grounds, traveling passengers must behave in a manner that would ensure the safety and order of the operation, their own safety and consideration for other persons.
- b. When playing music or using audiovisual devices it must be ensured that other passengers will not be disturbed. If there is a difference in opinion, then the staff member of SKGB will make a decision.
- c. Emergency equipment may only be activated by passengers if there is any danger to their safety, the safety of fellow passengers or other persons. When activating for any other reason, SKGB will charge a fixed fee.
- d. If passengers cannot agree about various facilities (window, heating, light, etc.), then the staff member of SKGB shall decide.
- e. Doors, safety gates, etc. must not be opened during the journey or on the landing stages, piers, access walkways, etc.
- f. Traveling passengers may only use the designated entrances and exits, landing stages, piers, access walkways and staircases for entering and exiting. Passengers may only enter or exit, when a staff member of SKGB or an authorized person has given permission to do so.
- g. Gateways, entrances, and exits must not constantly be blocked.
- h. Passengers must not throw items from the vessels or allow them to project over the edge.
- i. Passengers must enter or exit the vessels only at the docks. Exceptions require the permission of the crew or the supervisory staff.
- j. The supervision of children is the responsibility of the accompanying persons, who have to ensure in particular that children do not stand on the seats or soil them. Accompanying people and legal representatives are responsible towards the company administration for any damages caused by insufficient supervision.
- k. The tour guide of a travel group and the organizer of a charter are responsible for the participants in the group travel, and he/she has to ensure that his/her group complies with the provisions of the subject-matter terms and conditions of transportation.
- l. Passengers, who have soiled the facilities, means of transport or the fittings, have to pay the clean-up costs as set by SKGB or actually incurred; whoever damaged them, must pay the repair costs.
- m. In all facilities of SKGB announcements may be made and goods sold only with prior consent.

10. Hand luggage

- a. Passengers may take easily portable items as hand luggage with no extra charge and store them in designated spaces.
- b. **Not permissible as hand luggage are:**
 - › Items with an individual weight of more than 20 kg,
 - › Items, whose transportation is reserved to the postal service,
 - › Dangerous materials and items, which are excluded from or only conditionally permitted for transportation in accordance with RID [German acronym for the International Regulations for Dangerous Goods],
 - › Items of which the transportation is prohibited in accordance with other legal provisions,
 - › Items which would disturb or cause damages.
- c. Passengers are solely responsible for the hand luggage and they are liable for any damages caused.
- d. If there is space, then wheelchairs and pushchairs may be taken along. If in doubt, a staff member of SKGB will decide if an item can be taken or not.
- e. Bicycles, paragliders, and other sporting goods will be transport for a fee set in the price schedule subject to availability of space. The staff member of SKGB shall decide.

11. Living pets

- a. Passengers may transport small, harmless living animals stored in containers at no extra charge. Passengers are responsible for the supervision, liability and possible soiling by same.
- b. Passengers may take dogs, which are not stored in containers, provided that they are wearing a bite-proof muzzle and are held short on a leash. An amount set in the price schedule must be paid for said service.

12. Copyright

SKGB is entitled to create photographs, audio- and video-clips of passengers during the transportation and any event associated with same and to publish them on the website and the social media sites of SKGB and Salzburg AG. Passengers may not derive any rights whatsoever from said publication.