

CONDITIONS FOR USE OF THE VALL DE NÚRIA RACK RAILWAY

- 1.** You must purchase a valid ticket for your trip from the rack ticket offices and keep it with you until you leave the station at your destination. Passengers must show their ticket to any Vall de Núria representative requesting as such. Any tickets to have been altered or manipulated in any way, or not accompanied by an ID card, where necessary, will be deemed invalid.
- 2.** Children under the age of 5 may travel free of charge, provided they do not take up a seat. Reduced prices are offered to children aged between 6 and 13, according to current rates. All children must travel with a ticket.
- 3.** The seats reserved for persons with reduced mobility or others specified on the signs must be respected.
- 4.** Return tickets are valid for the specified journey. The outward trip is valid for the day on which the ticket was purchased. The return trip must be made within 30 days as of the date of purchase of the ticket.
- 5.** A general price list is shown in a visible location in all ticket offices. Passengers must make sure they request the correct ticket when making the purchase and must check the details of the ticket and that they have been given the correct change.
- 6.** Holding a ticket does not guarantee a seat on the train. Passengers unable to find a free seat may stand on the platforms or in the corridors inside the carriages.
- 7.** Smoking is forbidden on the Vall de Núria Rack line and on the platforms and in enclosed areas of the stations in line with the 20/1985 Act of 25th July, (listed in the Official Journal of Catalonia number 572 dated 07/08/85), the 10/1991 Act of 10th May (listed in the Official Journal of Catalonia number 1445 dated 22/05/91) and the 39/2003 Act of 17th November (listed in the Official Journal of Spain number 276/2003 dated 18/11/03) relating to Royal Decree-Act 1/2004 of 7th May (listed in the Official Journal of Spain number 114/2004 dated 11/05/04).
- 8.** Pets are permitted according to current rates, provided they are travelling with their owner and under the necessary conditions to avoid disturbing other passengers. Dogs must wear a muzzle and must be on a lead at all times on the Rack railway premises. Small pets must travel in carriers or cages, although they must not take up a seat and must not be held by children below the age of sixteen under any circumstances.
Dogs considered potentially dangerous under the 10/199 Act of 30th July (listed in the Official Journal of Catalonia number 2948 dated 09/08/99). According to the 170/2002 Decree and to Royal Decree 287/2002, the person responsible for these pets must carry the licence or certificate proving their listing in the Municipal Register, a lead of less than 2 metres in length and no more than one dog per person.
The owner of the animal will be solely liable with regards to others for any incident arising as a result of the animal's behaviour.
- 9.** Bicycles are not permitted on the trains. Bicycles may only be carried in the goods carriage during the times established for this type of transport and paying the corresponding ticket according to current rates.
- 10.** Requests to extend a trip must be made to the Train Supervisor before the end of the journey indicated on the ticket, paying the amount corresponding to the new journey according to current rates.
- 11.** Passengers must ensure their behaviour is civic-minded, correct and respectful to all other passengers and employees of the Rack railway. Begging, the hanging of posters, the distribution of advertising and peddling is forbidden inside the train or on the premises.
- 12.** Passengers must follow the instructions provided by the Rack representatives and the instructions given on the signs and notices on the trains or the stations.
- 13.** Passengers must abide by the basic safety rules of the Rack railway and the stations. The following is not permitted:
 - a) Getting on or off trains anywhere other than at the stops at the stations.
 - b) Getting on trains when they are coupling.
 - c) Sticking your head and body out of carriage windows.
 - d) Throwing objects and rubbish from train windows.
 - e) Making undue use of alarm devices.
 - f) Standing on the edge of the platform.
 - g) Climbing onto the tracks and crossing them other than at the indicated crossings.
 - h) Entering areas and enclosures for which access is expressly forbidden.
 - i) Carrying flammable products and hazardous materials.

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Ferrocarrils de la Generalitat de Catalunya accepts no liability for accidents arising as a result of a breach of these indications.

14. A complaints book is available to passengers at all stations. You can also offer your suggestions or complaints by calling 972 73 20 20 or sending an e-mail to: valldenuria@valldenuria.cat.