



# RIGHTS AND OBLIGATIONS OF GUESTS

## 1. General Provisions

**1.1** Any person present on the territory of the resort (hereinafter referred to as the Guest) must act and behave in accordance with the legislation in force in the Republic of Azerbaijan, as well as with the Internal Resort Rules.

**1.2** All actions and activities carried out on the territory of the resort are performed under the Guest's personal responsibility. The Guest is deemed to have accepted all risks inherent to the relevant activities.

**1.3** The Guest bears full responsibility for:

- a) ensuring their own safety;
- b) the technical condition, suitability, and proper use of any equipment and gear used by the Guest.

**1.4** The Guest must comply with:

- a) established safety requirements;
- b) instructions and recommendations of accredited personnel;
- c) operating hours and schedules set out in the Internal Resort Rules.

**1.5** The Guest must assess their activity in relation to their physical and technical abilities, terrain features, presence of obstacles, and weather and snow conditions.

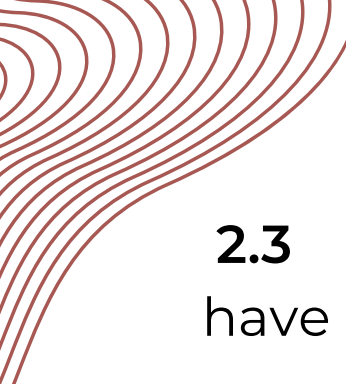
## 2. Rules of Conduct

**2.1** All resort Guests, regardless of activity type or location, must comply with:

- a) terms of sale and service provision;
- b) lift usage rules;
- c) safety requirements on ski slopes.

**2.2** The resort provides access conditions for persons with disabilities, subject to compliance with FIS Rules of Conduct.





**2.3** Persons accompanying individuals with disabilities must have sufficient training to fulfill their responsibilities.

**2.4** The ski pass must be presented immediately upon request of authorized resort personnel.

**2.5** Wearing a protective helmet is mandatory.

**2.6** The use of additional personal protective equipment is recommended.

**2.7** Any commercial activity on the territory of the resort is permitted only with prior written authorization from the resort administration.

### **3. Ski School and Instructional Activities**

**3.1** The resort operator is the sole authorized entity responsible for organizing and conducting:

- a) ski instruction;
- b) snowboard instruction;
- c) training sessions and activities related to mountain and sports disciplines.

**3.2** Conducting ski, snowboard, or mountain activity lessons outside the officially authorized ski school constitutes a very serious violation and entails applicable administrative and disciplinary measures.

## **ACCESS AND TRANSPORT CONDITIONS**

### **4. Access to Lifts**

**4.1** Access to lifts is permitted solely for their intended purpose and only with a valid transport ticket (ski pass).

**4.2** Access to all or part of the lifts may be temporarily restricted, fully prohibited, or provided under special conditions.

**4.3** Access to service areas and premises of lifts not intended for passengers is permitted only for personnel.





## **5. General Transport Rules**

**5.1** Passenger transport is carried out from 09:00 to 17:00 (local time) during lift operating hours.

**5.2** Access to lifts during non-operational hours is prohibited.

**5.3** The Guest must use only equipment and gear suitable for operating conditions.

**5.4** Guest behavior must not pose a threat to their own safety, the safety of others, or the normal operation of the lifts.

**5.5** The Guest must:

- a) follow staff instructions and comply with the Internal Resort Rules;
- b) observe signs, symbols, and information displayed on notice boards and panels;
- c) remain only within permitted areas;
- d) board and disembark exclusively at designated locations;
- e) not swing chairlifts;
- f) not hold or throw objects from lifts;
- g) promptly leave the unloading area;
- h) not smoke at stations or along the lift line;
- i) not use emergency stop devices without valid reason;
- j) handle lift equipment with care and avoid damage;
- k) not obstruct lift operations.

## **6. Transportation of Children**

**6.1** Children are under the responsibility of their parents or persons entrusted with their supervision.

**6.2** Responsible persons must assess the child's ability to use lifts and instruct them on safety rules.

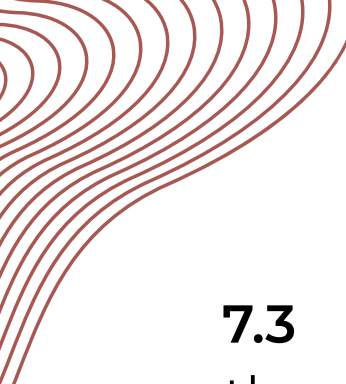
**6.3** Each child, regardless of height, is counted as one passenger.

## **7. Transportation of Children Under 1.25 m in Height**

**7.1** Children under 1.25 m may use chairlifts only when accompanied by an adult.

**7.2** The accompanying person must ensure proper use of the safety bar and compliance with safety requirements.





**7.3** No more than two children may be seated on each side of the accompanying adult, with no empty space between children.

**7.4** For organized groups, group leaders are responsible for seating arrangements.

**7.5** If the lift line includes an intermediate station, children under 1.25 m must pass through it only with an accompanying adult and must not remain there unattended.

## **8. Transportation of Persons with Disabilities**

**8.1** Conditions for transporting persons with disabilities are determined by the operator, considering the lift type, technical characteristics, and nature of the disability.

**8.2** Prior to transportation, the Guest or accompanying person must inform the operator about the nature of the disability, any special equipment used, and the need for additional assistance.

**8.3** Special equipment (including sit-ski, dual-ski, or similar devices) must be certified or subject to prior inspection (testing) by the operator.

**8.4** If the safety bar cannot be fully lowered, only the Guest and the accompanying person may be seated on the chair.


## **9. Special Rules for Chairlift Use**

**9.1** Mixed transportation of skiers and pedestrians on fixed-grip chairlifts is permitted under the following conditions:

- a) the lift speed is reduced during boarding and unloading of pedestrians;
- b) pedestrians are seated on the outer side of the line;
- c) the number of pedestrians does not exceed two.

**9.2** Access to the boarding area is allowed only in the presence of station personnel.

**9.3** Persons requiring assistance during boarding or unloading must notify station personnel in advance.





**9.4** Before boarding, the Guest must remove ski pole straps from their wrists.

**9.5** A Guest who fails to board correctly must not attempt to hold onto the chair and must release it immediately.

**9.6** The safety bar must be opened and closed in accordance with signage, with due regard for the safety of nearby persons.

**9.7** Jumping from the chair is prohibited, including during prolonged stoppages.

**9.8** If unloading is not possible, the Guest must remain seated until the lift stops and follow staff instructions.

## **10. Equipment, Luggage, and Animals**

**10.1** Subject to available space, transport of the following is permitted:


- a) hand luggage (light and small items);
- b) ski equipment and poles.

**10.2** Transport of other items is permitted only if it does not pose a safety risk to people or lift operations.

**10.3** Transport of animals on lifts is allowed only with permission from the resort administration and in compliance with established safety conditions.

## **11. Additional Prohibitions**

**11.1** It is prohibited to:

- a) leave or place any objects on lifts;
  - b) transport flammable, explosive, or toxic substances without operator authorization;
  - c) bring items that pose a safety threat to Guests or personnel.
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## **12. Accidents and Operational Incidents**

**12.1** In the event of a stoppage on the lift line, the Guest must remain calm and await staff instructions.





**12.2** Leaving the lift without staff authorization is prohibited.

**12.3** Persons who witness an accident or technical incident must immediately report it to lift personnel.

### **13. Public Health, Safety, and Order**

**13.1** All Guests must comply with public order, hygiene, and safety requirements throughout the resort, including stations and public areas.

**13.2** The following actions are prohibited:

- a) consumption of alcohol outside designated areas;
- b) being under the influence of alcohol;
- c) insults, fights, or unauthorized gatherings;
- d) actions disrupting normal resort operations;
- e) violations of sanitary regulations;
- f) begging or harassing visitors;
- g) unauthorized trade;
- h) distribution of leaflets and flyers;
- i) applying inscriptions or drawings to surfaces, structures, or vehicles;
- j) use of sound-amplifying devices.

### **14. Slope Safety and FIS Rules**


**14.1** Guests on slopes must behave in a manner that does not endanger others through their actions or equipment.

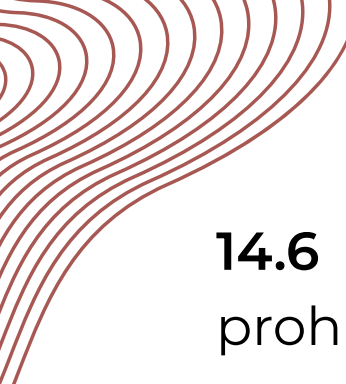
**14.2** Speed and manner of movement must correspond to the Guest's skill level, weather and snow conditions, and traffic density.

**14.3** A Guest positioned uphill must choose a trajectory that does not endanger Guests below.

**14.4** Overtaking is permitted only where sufficient space is available.

**14.5** When entering or crossing a slope, the Guest must visually ensure it is safe to do so.





**14.6** Stopping in narrow areas or zones with limited visibility is prohibited.

**14.7** Guests moving uphill or downhill on foot must keep to the edge of the slope.

**14.8** All signs, markings, and warnings must be strictly observed.

**14.9** Any person involved in or witnessing an accident must provide possible assistance and notify ski patrol.

**14.10** Persons involved in an accident must provide their identification details.

## **15. Classification of Violations**

**15.1** Violations are classified as:

- a) minor;
- b) serious;
- c) very serious.

**15.2** Minor violations include, but are not limited to:

- leaving marked slopes without valid reason;
- failure to assist an injured person;
- presence with animals without authorization.

**15.3** Serious violations include:


- entering closed slopes;
- participating in activities without a valid ski pass;
- failure to comply with safety requirements or staff instructions.

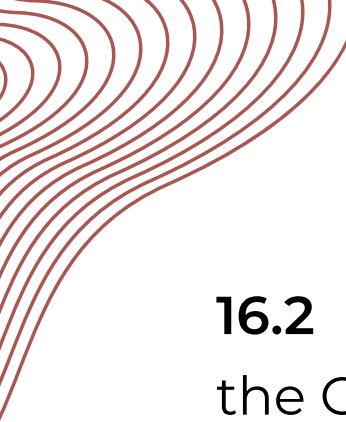
**15.4** Very serious violations include:

- dangerous or reckless behavior;
- use of a forged or чужой ski pass;
- obstruction of rescue services;
- conducting instructional activities without authorization.

## **16. Measures Applied for Violations**

**16.1** Measures applied depend on the severity of the violation and may include:

- a) a warning;
  - b) temporary suspension of the ski pass;
  - c) cancellation of the ski pass;
  - d) restriction of access to the resort for a specified period.
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**16.2** Suspension or cancellation of a ski pass does not entitle the Guest to a refund.

**16.3** In cases of very serious violations, information and materials may be transferred to law enforcement authorities.

## **17. Limitation Periods**

**17.1** Minor violations — 6 months.

**17.2** Serious violations — 1 year.

**17.3** Very serious violations — 2 years.

