

# GENERAL CONDITIONS



## THE GUIDED TOUR AT THE POWER PLANT

The guided tour takes visitors into the production and operations areas of Dolomiti Energia / Hydro Dolomiti Enel, onto premises that will be in full, continuous operation throughout your visit and are hazardous. Be aware that during the guided tour you and the people with you may potentially be exposed to danger. By choosing to take the guided tour, you agree to release and hold harmless Dolomiti Energia / Hydro Dolomiti Enel and their employees from any and all civil or criminal liability arising out of or in connection with any personal harm or damage to objects occurring during the guided tour itself or any claims, demands, or lawsuits pursued in connection with it.

## SAFETY RULES

Be careful at all times during your visit to the power plant. In particular:

- Do not leave authorized visitor areas for any reason and follow the instructions of tour staff stationed in visitor areas at all times;
- Strictly observe all safety rules shown on plant safety signs;
- Wear shoes and clothing that are suitable to the environmental and working conditions of the plant;
- Do not touch objects, equipment, or components;
- Children must be accompanied and supervised by an adult at all times;
- Animals must be kept on a leash and are not permitted in internal areas of the power plant.

## EMERGENCIES

In the event of an emergency, visitors must follow these instructions:

- Leave the area without delay in a calm and orderly manner, as instructed by tour staff, and follow all safety rules shown on safety signs;
- Do not hinder the work of emergency teams and rescue workers.

## VARIATIONS TO THE CALENDAR AND PRICES

The calendar and prices on display may be subject to variations, which shall be duly indicated. The tour of the plant may be subject to limits and the visiting service may be temporarily suspended for technical or operational reasons. The management shall give due notice. In any event, tickets purchased are non-refundable; however the management undertakes to provide tours on an alternative day.

## PRIVACY STATEMENT

By signing the booking form to visit the power plant, visitors agree to the handling of their personal data in accordance with art.13 of the Personal Data Protection Code (Italian Legislative Decree 196/2003).

**It is prohibited to take photographs or videos inside production areas.**