VISITOR RULES

Every visitor entering the premises of ÚAN Praha Florenc (hereinafter referred to as the "premises") is obliged to comply with these Visitor Rules issued by ČSAD Praha holding a.s. (hereinafter referred to as the "operator").
Visitors who do not comply with these Visitor Rules may be banned from the premises.

1. ENTRANCE TO THE PREMISES INCLUDING THE CHECK-IN HALLS

- Entry to the premises is permitted only during the premises' operating hours. In the event of departure or arrival outside the operating hours of the premises, the operator will allow access to passengers with valid travel documents for the time necessary through the main entrance in the direction of the metro.
- Access to both concourses is permitted only during their operating hours and only to visitors who are directly using one of the services in the concourse, waiting for a specific connection with a valid travel document or using the station's information services. The operator or a person authorised by the operator is entitled to check the legitimacy of the visitor's presence in the concourse, the visitor is obliged to prove the legitimacy of their presence in the concourse upon request
- The premises, the concourse and the adjacent areas are monitored by industrial cameras with recording.
- Pedestrians are only allowed on the roads designated for them, i.e. sidewalks, pedestrian corridors and marked crossings.
- Smoking is prohibited throughout the premises, except in designated smoking areas, and the handling of open flame is prohibited.
- The use of alcoholic beverages and narcotic or psychotropic substances and poisons is prohibited throughout the premises.
- Any advertising, sale of goods, offering of services and display of posters without written permission of the operator, as well as prohibition of offering services or goods by existing tenants and subtenants outside the leased premises, is prohibited throughout the premises.
- No photography or recording of any kind for any purpose other than personal use (especially commercial photography, advertising spots, etc.) is permitted.
- Each visitor entering the premises is obliged to behave in such a way as to avoid damaging the property or equipment of the operator, is obliged to maintain cleanliness and order, not to endanger the safety and flow of traffic and the health of persons through their conduct. It is also forbidden to disturb other visitors with noise, odours, lying on the ground or on the benches, or covering the navigation equipment for the disabled.
- It is expressly forbidden to litter the premises with rubbish or excrement, or to pick discarded rubbish from bins and containers.
- Parents or guardians are responsible for the observance of the Visitor Rules and the safety of their children; children under 6 years of age are allowed to enter only when accompanied by a person over 15 years of age.
- Visitors with pets must ensure that the animal does not endanger anyone, does not bother anyone, does not pollute the premises, does not endanger traffic, is on a short leash or enclosed in a carrier. Dogs must have a secure muzzle (except for assistance and guide dogs).
- Bicycles, skateboards, rollerblades, scooters, Segways and other similar equipment are prohibited throughout the premises, and entry to the concourses with such equipment is prohibited.

- Bicycles or similar equipment (hereinafter referred to as “bicycles”) may only be parked in the designated areas and facilities. A bicycle may be parked only for the time necessary to use the services on the premises; the operator may remove a bicycle parked for more than 24 hours to another suitable location at the expense of the owner or the person who parked or collected the bicycle. The operator shall not release such a bicycle until the storage costs have been paid. If the storage costs are not paid and the bicycle is not collected within 15 days, the operator shall be entitled to dispose of the bicycle without compensation.
- Luggage may only be stored in the luggage lockers, and the visitor must guard and keep their luggage within reach so as not to cause a security emergency.
- Lost and found items found in the premises or concourses are registered at the information desk in Concourse 1.

2. NO ENTRY TO THE PREMISES

- For visitors who are obviously under the influence of alcohol or other narcotic or psychotropic substances and poisons, are in a state in which they may immediately endanger themselves or other visitors, the safety and continuity of public passenger transport or disturb public order.
- For visitors whose presence or activities conducted by them are likely to disturb the order, safety and cleanliness of the premises, is or may be contrary to measures to safeguard local public order or contrary to moral and social principles.
- For visitors violating measures restricting begging, smoking and drinking alcoholic beverages on the premises.
- For visitors with weapons and items (including those stored in luggage) whose characteristics may cause danger to the lives and health of persons, traffic safety or damage to property (dangerous objects, ammunition, explosives, fireworks, poisons, flammables, etc.).
- For visitors offering goods, services, advertising, etc. on the premises in violation of Article 1 above.

3. Visitors are obliged to obey the instructions and warnings of the operator’s staff or other authorised persons in order to ensure the safety and continuity of public passenger transport and compliance with the foregoing points of these Visitor Rules. Visitors are obliged to obey in particular the request to leave the premises at their closure and when the visitor is expelled for violation of the Visitor Rules.

4. Visitors are obliged to comply with Act No. 379/2005 Coll., on protection against damage caused by tobacco products, alcohol and other addictive substances, as amended, and the Decree of the Capital City of Prague No. 14/2000 on restrictive measures to ensure local public order in connection with begging, No. 8/2008 on keeping the streets and other public spaces clean, and No. 12/2008 prohibiting the consumption of alcoholic beverages in public spaces

The Visitor Rules are valid from the date of publication.

EMERGENCY TELEPHONE NUMBER

ÚAN Florenc DISPATCHING	221 895 431
CZECH POLICE	158
CITY POLICE	156
PARAMEDICS	155
FIRE RESCUE BRIGADE	150
EUROPEAN EMERGENCY NUMBER	112