

PAGLIO-PIGNOLINO MINES SPELEOLOGICAL PARK REGULATIONS

ACTIVITIES

The speleological park inside Dossena mines is not a free-access, free-use playground, but an acrobatic route at height. The route must be tackled in the correct way, with the appropriate equipment, with the devices provided by the manager and under the control of the staff in charge. Take care for your safety and the safety of others!

The park consists of, but is not limited to, passages above the natural cave, the winze, ladders, rope crossings, etc., and must be traversed with the aid of safety equipment consisting of a harness, longes, sheave and carabiners, provided by the staff before the start of the activity. The equipment is worn in the briefing areas with the support of our operators and must be used in compliance with the safety rules indicated during the initial training on the ground.

Guests are warned that they will be asked to gather their hair in an appropriate manner, so as not to run the risk of it getting caught while walking around the park.

The minimum height of users is 140 cm and a lifeline between 60 and 120 cm.

The speleological park is open to adults and children between 12 and 18 years of age under the supervision and control of an adult; this means that the accompanying adult must necessarily walk through the park with the minor. Parents are not allowed to carry infants and small children in backpacks or baby carriers while walking through the park.

Animals of any breed and size are not allowed to enter the mines and may not remain unattended on site.

Smoking is also forbidden inside the tunnels of the mining section.

By accessing the route, the user implicitly accepts entirely these rules and conditions of sale received at the time of booking and in any case visible on www.visitdossena.it.

ACCESS TO THE ROUTE

Due to their particular characteristics, people with heart disease, mobility problems or those who report problems with vertigo or claustrophobia may not undertake the route; guests must not have taken alcohol, psychoactive substances or medication that would impair alertness.

For disabled participants, the organisation reserves the right to request a medical certificate attesting their aptitude to be able to carry out the route; service by disabled persons will in any case be subject to the unquestionable assessment of Azienda Speciale Dossena.

It is not permitted to enter the park with one's own safety equipment; this is included in the price and is provided by our organisation.

The formation of groups must take place at the ticket office/waiting room.

Groups of no more than 15 people per visit, in addition to the two accompanying guides, may enter the cave park.

Once a head count has been taken, the guides must inform the visitors about:

- duration of the mine visit (about 1 hour) and condition of the walkway (possible presence of water, mud, etc.);

- environmental conditions inside the mine (temperature approx. 10°/12° C, humidity approx. 90%), presence of percolation water, possible small water stagnation along the walkways, presence of some short, rather low passages;

Prior to entering the mine, guests must fill out the visit register, which can be found in the ticket office, indicating their name and surname, as well as a name and telephone number to be contacted in the event of need and not being present at the visit.

For safety reasons, only one guest at a time is allowed to pass through for each activity on the route.

On leaving the mine, the group must be counted again.

MODIFICATION/CANCELLATION OF THE SERVICE

Azienda Speciale Dossena reserves the right, at its sole discretion, to change the times and methods of service provision, if for reasons of force majeure, such as adverse weather conditions (heavy thunderstorms) and/or environmental situations and/or conditions of the plants and facilities that do not allow the service to be provided safely, even for limited periods of time during the day. In this case, the consumer will be entitled to a refund in the form of a voucher that can be used within 6 months from the date of issue. In any case, Azienda Speciale Dossena shall not be obliged to reimburse any expenses for travel, transport, accommodation etc. etc. that the Consumer may have incurred in relation to the provision of the Service subject to cancellation or modification.

The Service shall be deemed to have been used by the Consumer in the event of its total or partial renunciation at the time of use for any reason whatsoever and therefore no total or partial refund shall be due by Azienda Speciale Dossena.

ACCESS TITLE

The entry ticket to the speleological park allows the acrobatic route to be carried out only once and exclusively on the day and time slot selected at the time of booking/purchase. The price includes the rental of safety equipment (harness, longes, sheave, carabiners, helmet), which, once delivered, is kept under the user's responsibility and may not be left unattended or given to third parties until it is handed back to the operator on arrival.

PRE-DEPARTURE BRIEFING

The briefing (initial explanation) is compulsory for both children and adults. It lasts approximately 5 minutes and includes an explanation on the ground on the use of the equipment and the techniques for traversing the suspended park. Minors must attend the briefing followed by the accompanying adult who will accompany them until the end of the activity. It is forbidden to start the route without attending the briefing and without the authorisation of the operator on duty present at the start. In the event of serious non-compliance with the regulations, the operators may remove the user from the route without any obligation to refund.

Safety in the speleological park is absolute as long as the simple rules indicated in the briefing are followed, however, as this is a normal sporting activity, the risks associated with it such as small wounds or superficial grazes remain. In case of need or emergencies, the operators will always be present and at your disposal.

CLOTHING TO WEAR

Warm sportswear is recommended, with the use of suitable shoes (trekking or trainers); skirts, short trousers are not recommended, due to possible contact with the rock during the hike.

It is not permitted to enter the mines with open shoes such as: beach slippers, flip-flops, clogs, espadrilles and/or any shoe with a leather sole, heel, or wedge.

The use of gloves (even simple gardening ones) is mandatory.

The operators reserve the right to check the suitability of clothing.

GENERAL PROVISIONS TO BE OBSERVED BY THE USER

- Read the posted regulations;
- Dressing the harness in the presence of the operator;
- Listen to the briefing before starting the activity;
- Use the supplied devices correctly;
- Always use both carabiners on the safety ropes;
- It is absolutely forbidden to tamper with and/or damage any equipment and/or devices present in the mine;
- Proceed one by one on the activities;
- Do not reverse direction;
- Do not carry objects that could fall and/or cause injury to people below;
- Minors may only enter the course with an accompanying adult;
- In the event of difficulty, sickness, inability to proceed, or an accident during the route, inform the guide who will coordinate the arrival of help if necessary;
- Users who do not abide by the rules may be removed;
- In the event of heavy thunderstorm, it is forbidden to approach the mining area for safety reasons.