

# Rules of Operation of the Passenger Station

## Introductory Provisions

Správa železnic, státní organizace, is the operator of railway stations and stops owned by the state and it has the right to manage them (hereinafter referred to as the "Operator" or "facility manager").

The Rules of Operation are issued by the Operator in accordance with the provisions of Section 4a para. 1 and para. 2 letter c), and in accordance with Section 22 para. 3 letter b), and paragraph 4 of Act No. 266/1994 Coll., on Rail Systems, as amended (hereinafter referred to as the "Rail Systems Act") and other binding legal regulations. Every person entering the publicly accessible areas of the railway station and stop (hereinafter referred to as the "passenger station" or "facility") is obliged to behave in accordance with these Rules of Operation, meet the obligations arising from it and respect the instructions specified by it. The goal of these Rules of Operation is to define the basic rights and obligations of passengers, tenants and other visitors to passenger stations as the public (i.e. all persons other than the Operator and their employees or persons designated by the Operator) and these Rules of Operation further define procedures in case of emergencies, i.e. events defined by the Rail Systems Act or other events threatening life, health or property.

## Entrance to and Premises of the Passenger Station

Publicly accessible areas of passenger stations are accessible to the public for the entire duration of the operating hours of the passenger station building, which is indicated on a notice board located near the entrance to the passenger station building. The operation of the passenger station may be restricted even within the defined operating hours due to the implementation of security measures or due to emergencies. The operator is also entitled to temporarily, partially or completely close the passenger station due to extraordinary cleaning, repairs of technological equipment, building modifications, etc. Within the limits of these Rules of Operation, the public is entitled to use all services provided in publicly accessible premises by the Operator and other entities whose provision of services is approved by the Operator. The publicly accessible areas of the passenger station include the check-in hall and adjacent areas with services for the passengers, all platforms including underpasses, staircases, access ramps and car parks and all walkways intended for passengers, possibly further defined by the placed plan.

**Access to other than public spaces of the passenger station is forbidden to the public.**

## Authorization of the Passenger Station Operator

In accordance with the above-mentioned provision of the Rail Systems Act, the Operator or a person authorized by the Operator is entitled to:

- Give instructions to passengers and persons entering the premises of the passenger station or present on these premises to behave with due care so that their behaviour does not compromise the safety of rail transport and not to allow others to do so.
- Give instructions to persons in the perimeter of the railway to ensure their safety, the safety of other persons, and instructions to protect property and public order and to prevent possible disruption or threat to the operation of the railway and rail transport.
- Give an instruction to leave the passenger station immediately to persons who:
  - > are under the influence of alcohol, narcotics or psychotropic substances;
  - > violate the prohibition to smoke;
  - > prevent the use of operating devices, entrances, exits and passages;
  - > behave noisily, reproduce loud music or sing aloud, use audiovisual devices in a loud manner;
  - > bother other passengers with inappropriate behaviour;
  - > pollute or damage the equipment of the passenger station or use it for other purposes than specified;
  - > enter the station in insufficient, inappropriate or extremely dirty clothing, bother passengers or other visitors with odours.

## It is Forbidden to Do the Following on the Premises of the Passenger Station:

- Smoke and use electronic cigarettes.
- Drink alcohol in other areas than those designed for it (restaurants, bars), and use other addictive substances, apply them to anyone, or bring them to the premises of the passenger station in order to consume them or trade them.
- Beg, make door-to-door sales, bother passengers with religious, political or other agitation, hold demonstrations.
- Damage and steal any property located in all external and internal areas of the passenger station, or otherwise illegally interfere with the equipment of the passenger station.
- Block the emergency exits.
- and escape routes in any way.
- Leave luggage unattended outside the designated areas.

- Gather and place luggage on seats; place luggage or other items to areas where they stand in the way of other people or make cleaning impossible; obstruct cleaning in any other way.
- Dispose of rubbish outside the designated containers, collect rubbish from the bins and manipulate the contents of rubbish bins in any way, leave behind any things, and pollute the premises of the passenger station, including walls and floors, in any other way.
- Charge electric vehicles for micro-mobility (electric bicycles, electric scooters, etc.) outside the designated areas.
- Ride roller skates, bicycles, kick-bikes, skateboards or other means of transport.
- Leave bicycles or kick-bikes outside the designated areas.
- Stay in the area with luggage lockers for other purposes than storing or picking up luggage.
- Bother other passengers with excessive noise, shouting, whistling, etc.
- Stay in areas accessible only with a ticket without a valid ticket.
- Perform activities which would unreasonably limit or bother other users of the passenger station premises or which could apparently lead to a disruption of the proper functioning of the passenger station or the operation of the railway and rail transport.
- Bring in a dog which does not have a safe muzzle, is not held on a short leash or is not completely enclosed in easily portable cages, baskets or other suitable transport boxes with an impermeable bottom. Similar appropriate measures apply to other animals which may cause injury to persons, disturb the order or proper functioning of the passenger station premises (except for guide and service dogs, etc.).

## It is Allowed to Do the Following on the Premises of the Passenger Station only after Prior Approval of the Operator:

- Perform activities which are considered business.
- Distribute or put up leaflets, brochures or printed offers, put up posters, sell, provide or offer services, goods or promotional items (even free of charge).
- Take commercial photos, record videos or shoot films.
- Conduct surveys, marketing research, signature events, organize collections or charity events, etc.

## Tenants, Commercial Premises, Vending Machines

All occupied non-residential and commercial premises of passenger stations are rented on the basis of concluded contracts (according to valid legislation) between the Operator and the tenant. The obligation of the tenant is to offer exclusively the services specified in the subject of their business in the concluded rental agreement. The availability of free non-residential and commercial premises can be checked by contacting the Operator the following e-mail address: [podatelna@spravazeleznice.cz](mailto:podatelna@spravazeleznice.cz).

## Security

In case of an emergency, all persons are obliged to follow the instructions of the intervention commander of the integrated rescue system (hereinafter referred to as the "IRS"), or the instructions of an employee of the Police of the Czech Republic, or a responsible employee of the Operator, or an employee of a security agency providing security of the building.

## Fire Safety

- Everyone is obliged to act in such a way so as not to cause a fire, endanger the life and health of people, animals and property.
- In case of a fire or other emergencies, it is necessary to proceed according to the Fire Alarm Directive or according to the Fire Evacuation Plan, if it has been prepared.
- If a fire alarm is announced and it is necessary to evacuate the area where passengers, visitors or tenants and their employees and customers are present, these persons must leave the passenger station by using the shortest and fastest route and they are obliged to follow the instructions of the members of the IRS units or employees of the Operator.
- If there is a fire or another emergency, everyone is obliged to follow the announcement of the local radio.

## Physical Security

The person authorized or designated by the Operator to provide physical security of the building (hereinafter referred to as the "security guard") carries out security patrols, inspects the surroundings of the passenger station and guards the property and buildings managed by the Operator, as well as the life, health, and property of persons present inside the building so that the proper operation of the building and the Operator's premises is not restricted, disrupted or compromised. The security guard is obliged to intervene if the above-mentioned is compromised or if these Rules of Operation are violated.

If there is an emergency when the health and lives of persons are in danger or damage to property is imminent, it is necessary to immediately inform the Police of the Czech Republic, security guards and also employees of

the Operator directly in the building. In case of an emergency, the security guard will secure the location of the emergency.

## Booby-Trapped Explosive System, Ammunition, Dangerous Substances – General Principles

- To the best of their ability, each person monitors whether there is an object without an owner in their vicinity or an object which clearly does not fit into the surroundings.
- If a suspicious object is detected, everyone proceeds with the utmost prudence and calmness in order to prevent the spread of panic. Until the contrary is reliably proven, the object found is considered suspicious. It is forbidden to touch in any way or manipulate in any way, not even with any tool (e.g. stick, umbrella, etc.), with any suspicious item or dangerous substance which may cause an explosion, fire, damage to property, injury, poisoning, burns, and illness of humans and animals, or which may otherwise damage or compromise safety and health and which may compromise the safety of rail transport.
- It is necessary to go away from the place of discovery discreetly and without undue delay.
- Furthermore, it is necessary to prevent or at least reduce shocks and vibrations in the immediate vicinity of the place of discovery.
- Unauthorized persons must be prevented from accessing the endangered area (e.g. by verbal warning of the danger of explosion).
- It is necessary to follow the instructions of the members of the IRS units.
- Everyone is obliged to report any notification of placing or finding a suspicious item to the emergency line 112, as well as to the operations and information centre of the Operator, i.e. to the Fire and Rescue Service of Správa železnic (hereinafter referred to as the "Fire and Rescue Service of Správa železnic"), see Contact Information.
- After reporting the information on the anonymous notification of placing or finding a suspicious item according to the above-mentioned procedure, everyone follows the instructions of the members of the IRS units, especially the Police of the Czech Republic, the Fire and Rescue Service of the Czech Republic or the Fire and Rescue Service of Správa železnic.

## Persons with Limited Mobility and Orientation

- A specific list of passenger stations with barrier-free access is available on the Operator's website – [www.spravazeleznice.cz](http://www.spravazeleznice.cz), in the section Search for a Station.
- This website provides up-to-date information on the accessibility of each passenger station, including a description of the state of barrier-free access and the possibility of providing assistance.
- In case of a passenger station, where barrier-free access is built, it is the duty of the carrier to ensure boarding and unboarding the train after prior agreement.
- Assistance in providing transport for persons with limited mobility and orientation.
- at a passenger station (if provided in the locality) can be ordered at [oneticket.cz](http://oneticket.cz).

## Transport Office, Traffic Management Staff

The premises of the Transport Office premises are not intended to deal with common inquiries regarding operation and provide information to passengers. Unauthorised entry to the premises of the Transport Office is forbidden.

## Cleanliness of Areas Accessible to the Public

- Passengers, visitors and tenants, their customers as well as their employees and employees of the carrier are obliged to keep the place clean. Sorted according to the type of waste, rubbish must be disposed of in communal waste bins and sorted waste bins located throughout the premises of the passenger station. It is forbidden to dispose of waste other than indicated on the bins, e.g. hazardous or oversized waste.
- It is forbidden to dispose of rubbish outside the specified rubbish bins.
- In case of extraordinary pollution or mess, it is possible to report this fact using a form on the Operator's website [www.spravazeleznice.cz](http://www.spravazeleznice.cz).

## Public Toilets

- Everyone who uses public toilets is obliged to keep them clean.
- Sanitary material (soap, toilet paper) is supplied on an ongoing basis. This material is intended to be used at these toilets only. It is forbidden to take this material away.
- It is forbidden to destroy the equipment of the public toilets in any way.
- The Operator's website [www.spravazeleznice.cz](http://www.spravazeleznice.cz) contains information on where barrier-free toilets are located, including information on the Euro Key.
- Operator is also entitled to temporarily or completely close public toilets for technical reasons, emergency cleaning, construction work, etc.

## Waiting Rooms

- The waiting room is designed exclusively for passengers waiting for their transport connection, so it is possible to enter its premises only with a valid ticket. Persons accompanying passengers with a valid ticket are an exception.

- It is forbidden to lie on benches, tables, or to sleep on the floor.

## Parking Bicycles and Kick-Bikes

- Passengers and visitors are obliged to park their bicycles and kick-bikes (hereinafter referred to as the "means of transport") only at places designated for parking these means of transport.
- The Operator or another operator of the rack is not liable for a means of transport parked there.
- It is forbidden to park a means of transport outside the designated places (parking outside the reserved places or spaces), especially at places where a locked means of transport would stand in the way of persons and technological vehicles and prevent the safety of persons and property. The Operator has the right to have this means of transport removed and secured at the expense of its owner.
- Collection of the removed means of transport, including possible payment of costs, can be solved at the facility administrator or on the phone number listed at [www.spravazeleznice.cz/kontakty](http://www.spravazeleznice.cz/kontakty).

## Information Boards, Signs

- They are used to inform passengers and visitors.
- Anyone interested in publishing an advertisement are obliged to contact the facility manager.
- It is forbidden to use these boards or other vacant areas or spaces for placing advertising communications without the prior approval of the facility manager.
- Passengers, visitors, tenants, their customers and also their employees are forbidden to place any messages of their own on these boards and signs.

## Using Lifts, Escalators, Travelators

- There are operating instructions in each lift, which also includes information on how to proceed in case of a lift failure.
- When using escalators and travelators, each person is obliged to hold on to the movable handrail when boarding, riding and unboarding them.
- If a passenger, visitor, tenant, their customer or employee, or an employee of the carrier finds out that any of the equipment is not functional, they shall announce this fact on the Operator's website – [www.spravazeleznice.cz](http://www.spravazeleznice.cz).

## Making Suggestions, Damages

Passengers, visitors, tenants, their customers and employees, as well as employees of transport companies, have the opportunity to report their findings and suggestions for improving the services offered via the contact form on the Operator's website – [www.spravazeleznice.cz/kontakty/napiste-nam](http://www.spravazeleznice.cz/kontakty/napiste-nam). Suggestions submitted in an electronic way should be supplemented with a photograph or an accurate description of the finding or suggestion. In case of property damage, or non-property damage in connection with the occurrence of an accident in the publicly accessible premises of Správa železnic, státní organizace, it is possible to send a claim for damages to the address [podatelna@spravazeleznice.cz](mailto:podatelna@spravazeleznice.cz).

## Lost and Found Items

- A found item or luggage can be handed over to an operating employee of the Operator (dispatcher) or to a cashier of České dráhy a.s.
- If no operating employee of the Operator is present at the passenger station or if an operating employee is busy with the management and organization of rail transport, it is possible to hand over the found item to the nearest municipal office, to the Police of the Czech Republic, or the nearest passenger station where employees are present.
- If an item or luggage is lost, it is possible to ask an operating employee of the Operator or a cashier if it has been found at the passenger station and handed over to them. Alternatively, it is possible to try to find a lost item or luggage in the national database of lost and found items at [www.eztraty.cz](http://www.eztraty.cz).

## Advice

- These Rules of Operation have been prepared in accordance with the relevant legal regulations, as amended, and also in accordance with the available Contractual Conditions of Carriage valid for public rail passenger transport issued by the carrier. The regime stipulated by these Rules of Operation must be respected by all persons present on the premises of the passenger station. Compliance with these Rules of Operation may be demanded by the Operator or a person designated by the Operator through the Police of the Czech Republic, or the locally competent municipal police.
- Everyone is responsible for violating the obligations specified in these Rules of Operation or for violating the Operator's instructions according to generally binding legal regulations.
- Violation of the obligations specified in these Rules of Operation may be considered an offence according to the provisions of Section 50 para. 1 letter e) of the Rail Systems Act, for which the Operator may impose a sanction of up to CZK 10,000.

**Some parts of the passenger stations described in these Rules of Operation may only be present at selected railway stations and stops.**

## Emergency telephone numbers

Emergency line	112
Ambulance Service	155
Police of the Czech Republic	158
Municipal Police	156
Fire and Rescue Service of the Czech Republic	150
Fire and Rescue Service of Správa železnic	+ 420 972 235 150

Things found at the station can be searched for online at [www.eztraty.cz](http://www.eztraty.cz)

Technical problems can be reported via the form provided on the website [www.spravazeleznice.cz](http://www.spravazeleznice.cz)



[eztraty.cz](http://eztraty.cz)  
národní databáze nálezů

Effective from 1 December 2022

Operator  
Správa železnic, státní organizace