

# ASINELLI TOWER

## REGULATIONS AND RULES OF CONDUCT

Management reserves the right to take all necessary measures, depending on the circumstances, to ensure the safety of persons or property, such as, for example, prohibiting access, at the sole discretion of the staff, to visitors who do not comply with the following regulations. In this case, the entrance ticket already purchased will not be refunded.

### 1. Booking requirements

- Bookings are required to access the Asinelli Tower;
- Visitors are required to show up at least five minutes before the booked time at the entrance of the Asinelli Tower;
- If you are late you will not be granted a refund and you will need to purchase a new ticket, depending on the availability at the time.

### 2. Health conditions

- Access to the Asinelli Tower is not recommended for visitors with motor impairment, heart disease, asthma, those who are afraid of heights and claustrophobia and, generally, all ailments or conditions which are not compatible with activities that require physical effort.

### 3. Access for minors

- Minors can only access the Asinelli Tower when accompanied by an adult. Parents or guardians shall be solely responsible for all minors they accompany during the entire time spent in the Tower.

### 4. Pets

- Pets, regardless of their size, are not allowed inside the Asinelli Tower.

### 5. Bulky bags and rucksacks

- It is forbidden to enter with bulky bags and backpacks.

### 6. Clothing and footwear

- Access to the Asinelli Tower with high heels, slippers or barefoot is prohibited;
- It is recommended to wear appropriate and non-slip footwear, as the floor of the

Asinelli Tower is uneven and requires attention when climbing and descending;

- When visiting the Asinelli Tower, it is recommended to wear comfortable clothing.

### 7. Food & Beverages

- The consumption of food and beverages of any kind is prohibited inside the Asinelli Tower, with the exception of water.

### 8. Safety and conduct

- Visitors are required to behave in a responsible and careful manner, refraining from behaviour that does not comply with the provisions of these Regulations and those imparted by the personnel in charge;
- It is forbidden to lean over railings and balustrades;
- It is forbidden to lean over or throw objects from the Asinelli Tower;
- It is forbidden to smoke;
- It is forbidden to access the facility with glass bottles;
- It is forbidden to damage the structures of the Asinelli Tower;
- It is forbidden to access areas other than those included in the visitation route of the Asinelli Tower;
- It is forbidden to behave in a manner that may compromise the safety of people and property. Every incident or anomalous event must be immediately reported to the staff on duty;
- It is forbidden to leave any waste inside the Asinelli Tower.

### 9. Instructions and requirements of supervising staff:

- The supervising staff are at the disposal of visitors for general information along the route. They are also responsible for the safety of the Asinelli Tower and the correct progress of visiting activities: the instructions and

requirements of the supervising staff must therefore be followed carefully;

- Supervising staff are authorised to request visitors to exhibit their tickets anywhere along the route: we recommend you keep it at hand until the end of the visit;
- Visitors must comply with the instructions on the signs along the route;
- Visitors must follow the instructions of the staff and in case of need or specific requests, they must only refer to the Asinelli Tower staff;
- The supervising staff are responsible for security aspects in the Asinelli Tower, therefore, in the event of an alarm, visitors are required to strictly follow the instructions of the Tower staff;
- In the event of an attempted theft in the Asinelli Tower, some urgent measures may be taken, such as closing access points and controlling exit points.

#### **10. Weather conditions and force majeure**

- In case of force majeure or unfavourable weather conditions (fog, strong wind, rain), access to the Asinelli Tower may be suspended for safety reasons. Entrance tickets already purchased will be fully refunded or exchanged for tickets for another date at the visitor's choice.

#### **11. Videos & photos**

- Videos and photos can be taken without flash options or tripods, exclusively for non-commercial purposes. Any exceptions must be formally authorised by Management.

#### **12. Evacuation of the Asinelli Tower**

- In case of fire or any other emergency, please keep

calm. If the evacuation of the Asinelli Tower is ordered, please proceed in a calm and orderly manner, obeying the instructions provided by the Tower staff.

#### **13. Video surveillance**

- In some areas of the Asinelli Tower, video surveillance systems are active, with the sole purpose of guaranteeing safety and safeguarding the property. As required by law, the images are viewed by the surveillance personnel and can be consulted by the personnel in charge or by the Public Security Authorities.

#### **14. Security checks**

- Upon requesting access to the Asinelli Tower and/or by purchasing the entrance ticket, visitors accept without reservations that security checks are carried out on their backpacks, containers, bags or other objects in their possession, in compliance with the law in force and the provisions of these Regulations;
- Bags, rucksacks, backpacks and any similar objects may undergo security checks both at the entrance, before accessing the Asinelli Tower, and inside during the visit;
- Security checks involve a quick inspection to ascertain the presence of objects potentially suitable to offend or harm the safety of others or to damage property and possessions. Bags, backpacks, rucksacks, cases, etc., and other personal items in the possession of visitors, will be checked by asking the visitor to show the contents;
- Management reserves the right to prohibit entry to persons who refuse to undergo the security checks.

Failure to comply with the provisions of these Regulations may result in visitors being escorted from removal from the Asinelli Tower. Management declines all liability for accidents or damage to persons or property caused by negligence or failure to comply with safety rules and regulations. Visitors will be required to pay compensation for damages caused to the facility.