

RULES ON BOARD

To ensure the safety and smooth operation of your cruise, please observe the following:

1. Passengers must follow the instructions of the crew and pier staff at all times.
2. Passengers must be in possession of a valid ticket upon boarding. If this is not the case, they must proceed to the ticket office on board immediately, no later than the boat's departure. Multi-trip cards must be validated immediately upon boarding. Upon request by ticket inspectors, all tickets and supporting documents must be presented. In the event of a fine being issued, an identity check may be carried out by authorised staff and/or the police.
3. Children under the age of 10 must be accompanied by an adult. From the age of 10, CGN allows minors to travel unaccompanied, but their parents remain responsible for them.
4. Dogs must be kept on a lead or transported in suitable carrier.
5. Bicycles and scooters are accepted subject to availability. Where possible, please fold them before boarding. They must be stowed as instructed by the crew, usually outside, and must not obstruct passageways on board or access to safety equipment. Charging electric scooters and bicycles on board is prohibited.
On certain routes indicated in the timetable, bicycles and scooters are not permitted.
6. Bulky luggage, parcels or any other large items may be permitted on board at the crew's discretion and subject to space availability.
7. Seats must be kept free of luggage to allow other passengers to sit down.
8. Insults, threats and physical assaults against staff will result in prosecution.
9. The following activities are prohibited on board CGN boats:
 - smoking inside the boats or on the outdoor decks of public transport routes N1, N2 and N3 (including e-cigarettes)
 - using drugs
 - running, cycling, using a scooter, skateboard, roller skates or similar
 - putting feet on seats and benches
 - littering on board or overboard
 - making excessive noise
 - selling goods or begging
 - causing damage or vandalism
 - any commercial activity, display of advertising, free distribution of products, organisation of collections or demonstrations, or collection of signatures without the express prior consent of CGN.

Failure to comply with these regulations or engaging in inappropriate behaviour will result in penalties ranging from a warning or compensation claim to a ban from using the CGN network. CGN reserves the right to take civil and criminal legal action in the event of non-compliance with legal provisions.

