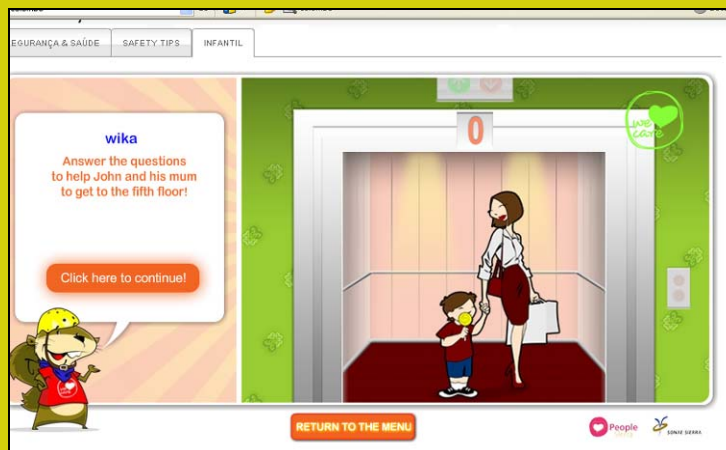


## Elevators

### When approaching elevators, follow these guidelines:

- Push the elevator call button once for the direction you want to go;
- Stand aside for exiting passengers. If the arriving elevator is full please wait for the next elevator;
- Users with special needs – disabled, pregnant, blind or elderly people, people carrying baby trolley or anyone who having difficulty walking, standing or keeping their balance - should avoid use of mechanical escalators, and use elevators instead. Remember that you should give them priority;
- Take the stairs if there is a fire or other emergency;
- Teach children how to use properly an elevator. You can go to a Sonae Sierra shopping centre website and play with Wika (ex.: <http://www.colombo.pt/infantil.php>)



### When entering and exiting elevators:

- Enter and exit carefully. Passengers nearest the doors should move first;
- Once on board, quickly press the button for your floor, and move to the back of the cabinet to make room for other passengers;
- Stand clear of the doors, keeping clothes and carry-on away from the opening;
- Push and hold the DOOR OPEN button if doors need to be held open, or ask someone to push the button for you.

### When riding on elevators:

- Stand back from the doors;
- Pay attention to the floor indicators and be prepared to exit at your destination;
- If the doors do not open when the elevator stops, push the DOOR OPEN button. If the doors still don't open, ring the ALARM button and/or use the telephone or intercom. Wait until qualified people can assist you.

### In case the elevator stops between floors:

- Do not force open the elevator doors;
- Do not attempt to leave the elevator;
- Be patient—help is on the way. You are safe and there is plenty of air. So relax and wait for help.

Source: <http://www.otisworldwide.com/d71-safetylev.html>