



HOUSE RULES AND REGULATIONS

Operator: Hunguest Zrt.
Headquarters: 1056 Budapest, Váci Street 38.

Dear Guests!

This policy is valid for Hunguest Zrt. Napfényfürdő Aquapolis (hereinafter referred to as the Spa) and the conditions of use of the services provided in the Spa. The present policy is applicable to the entire area of the Spa.

COMPLIANCE WITH THE RULES IS THE RESPONSIBILITY OF ALL PERSONS ON THE SPA PREMISES: EMPLOYEES, SPA GUESTS, ATTENDANTS, VISITORS, TENANTS, INSTRUCTORS, ETC. BY PURCHASING A TICKET, SPA GUESTS ACCEPT THE PROVISIONS OF THESE RULES AS BINDING FOR THEMSELVES.

The services of the Spa may only be used in compliance with the present Rules and Regulations, the GTC and other information leaflets displayed in the Spa.

Anyone who does not comply with the provisions of these rules may be denied service, removed from the premises of the Spa, expelled in justified cases and not entitled to compensation or reimbursement.

We would like to draw the attention of our guests to the fact that the Operator does not take any responsibility for the objects placed in the area of the Spa and in the lockers! We recommend the use of valuable keepers.

Our spa staff do their utmost to ensure that our guests' relaxation is enjoyable and uninterrupted.
We therefore ask you to take note of and comply with the following:

SPA - RULES:

1. Everyone (guests, accompanying persons, visitors, tenants, instructors, etc.) may use the Spa and its services and facilities at their own risk. Exceptions are made for children under the age of 14. Children under the age of 14 are the responsibility of their adult companion over the age of 18 throughout the whole premises of the Spa.
2. Children under 14 years of age may only visit the Spa under the supervision of an adult and may only use the facilities of the Spa, in particular the pools and slides, under the constant supervision of their adult.
3. The leaders of the children's groups are responsible for the safety of life, accident and property of the group, and for the observance and enforcement of the rules of the house.
4. Information on the current admission fees, the prices of services and opening hours is available on the price list and opening hours at the main entrance and at the ticket offices. No complaints will be accepted after leaving the ticket offices and the dispatch desk.
5. Upon purchase of the ticket, each guest will receive a digital wristwatch valid for the day of purchase, valid for one-time access, non-refundable and non-transferable, charged according to the chosen service, which must be worn on the wrist throughout the entire area of the Spa. The digital wristwatch may be requested by the Spa staff at any time during the guest's stay. In the event of loss of the watch, the guest shall be liable to pay a surcharge on leaving the premises.
6. In the case of time-limited ticket types (3-hour ticket, swimming ticket, water sports ticket, fitness room use, etc.), the guest must pay an occurring time overrun fee, if there is one, upon leaving the spa.
7. In justified cases (e.g. technical reasons, events, adverse weather conditions), the Operator is entitled to close the Spa in whole or in part, including the closure of individual pools, elevators, experience elements, for which the guests are not entitled to claim damages or other claims against the Operator.

8. Persons under the influence of alcohol or drugs, infectious patients, patients with convulsive loss of consciousness (e.g. epilepsy), as well as persons with unhealed wounds and appearance not in accordance with general hygiene conditions, or persons suffering from other diseases where bathing is contraindicated, are not allowed to visit the Spa or use its services. In the event of any of the above, the guest may be immediately refused access to the services, in particular to the slides and saunas. Compliance with the current public health conditions is compulsory.

9. Guests with physical and/or mental disabilities may use the services of the Spa, in particular the slides, pools and saunas, only with the permanent supervision of an accompanying person, and under the sole responsibility of the accompanying person.

10. All guests must follow the instructions on the warning signs and pictograms. In addition, the instructions of the lifeguard/pool attendant must be followed when using the slides, pools and all the fun elements in the spa area.

11. Due to the increased risk of slipping and for hygiene reasons, the use of bathing slippers is obligatory in the Spa area.

12. In the event of damage to the fixtures, fittings or pools (e.g. contamination of pool water) caused intentionally or negligently, the costs of repair are borne by the guest who caused the damage. Damage caused by children shall be the responsibility of the parents or adult accompanying persons.

13. In case of insufficient swimming skills, the use of the necessary protective equipment is mandatory. The deep-water parts of the pools are for self-sufficient swimmers only.

14. Shower and foot wash before entering the pool is mandatory.

15. The swimming pools and their accessories may only be used for their intended purpose. The Spa shall not be liable for accidents and injuries resulting from their improper use.

16. The use of thermal pools is contraindicated in case of: severe cardiac, circulatory or respiratory insufficiency, incontinence, malignant tumours, acute inflammatory diseases, tuberculosis, thrombosis, severe varicose veins, pregnancy or any other disease that may pose a risk to the use of thermal water.

17. Access to the pools is only allowed in the designated areas, no side access and no jumping. No running in the pool area.

18. Children under 3 years old can only use the children's pool, where children under 3 years old must wear a swimming diapers. For reasons of hygiene and to protect children, adults are not allowed in the children's pool.

19. Each person can only book 1 sunbed. For hygiene reasons, they can only be used by lying on towels.

20. Found objects are kept in the spa for 3 months.

21. Food and drink may only be consumed in designated areas.

22. There are a limited number of sun loungers and sun beds available in the Spa, which are available on a first-come, first-served basis. Due to the limited number of sunbeds, the Operator is not obliged to provide sunbeds for all guests. The use of a lounger or sunbed is not included in the price of the ticket.

23. Smoking in the Spa is allowed only and exclusively outdoors, at a distance of more than 5 metres from the entrance to the pool area.

24. It is forbidden to store flammable or explosive substances in the Spa or to operate other electrical appliances brought from home.

25. Guests and patients undergoing therapeutic treatments are equally subject to the rules and regulations of the Spa.

26. The detailed operating procedures of the Spa, the water supply, cleaning and disinfection of the pools, and fire safety instructions are laid down in the company's operating regulations. Furthermore, the manager of the Spa must keep and maintain an operating, inspection and damage logbook.

27. If the guest arrives by car, the guest is obliged to park his/her vehicle in accordance with the Napfényfürdő Aquapolis Parking Regulations and the regulations applicable to public areas. In case of improper parking, access to the Spa may be refused.

STRICTLY PROHIBITED:

- 1. Entering the Spa area (including the pool areas of the adventure spa and the sauna and pool area of Forrás Spa) in street shoes and street clothes.**
- 2. Bringing fragile objects into the pool area.**
- 3. Garbage.**
- 4. Behaving in a way that endangers your own safety or that of others, or disturbs the peace and quiet of bathers and guests who are relaxing. Behaving in a manner contrary to public morals, public order or the rules of coexistence.**
- 5. Leaning over the guardrail, climbing over. Entering areas closed to guests, using closed facilities and tracks.**
- 6. The use of soap, shower gel, shampoo and other hygiene products in the pool area (these are only allowed in the clean shower, i.e. the changing room).**
- 7. Shaving, cutting nails in the whole area of the Spa (including the changing rooms).**
- 8. Washing swimsuits in the pools.**
- 9. Using spa pools under 14 years of age (except with a valid medical certificate).**
- 10. Bringing any animal (except guide dogs) into the Spa area.**

SAUNA - RULES:

1. All guests are allowed to use the sauna at their own risk and under their own health condition. The use of saunas is not recommended for: persons suffering from serious heart, circulatory or respiratory disorders, or any other illnesses which may pose a risk of using the sauna.
2. Participation in the sauna programs is only possible with a pre-booked sauna ticket. Guests without a sauna ticket are not allowed in the sauna during the sauna program.
3. Showering before entering the sauna is mandatory.
4. The use of the sauna is only allowed with towels (you must sit on them and put them under your feet).
5. Bath slippers are not allowed in the sauna.
6. The use of the sauna in a lying position is only allowed if the occupancy of the sauna makes it possible.



7. Pouring liquids containing alcohol, strong smelling essences or flammable concentrates directly onto the stove is prohibited.
8. Pouring can only be carried out from a basin, with pouring spoons placed in the basin.
9. Showering is mandatory before using the plunge pool.
10. Children must be 16 years or older to use the sauna.
11. The use of a cellphone is prohibited in the entire sauna area.
12. Food and drinks are not allowed in the sauna.
13. Wearing jewelry is not recommended.

SLIDE - RULES:

1. Each slide must only be used according to the instructions on the pictograms (drawings). In the event of any difficulty in interpreting the markings, the lifeguard/pool attendant in charge of the slide should be consulted for information on the correct use of each slide.
2. During the accident-free use of the slide, according to the practice or by verbal agreement with the competent authority, no tools or objects that protrude from the regular contours of the human body (jewellery, bracelets, necklaces, head cameras, selfie sticks, etc.) may be used for the guest's own benefit. The use of the water slides is contraindicated for: serious heart, circulatory and respiratory disorders, musculoskeletal disorders, spinal disorders or any other illnesses for which the use of the water slides poses a risk.
3. The use of the slides for guests under the age of 14 is only allowed if they are independent swimmers. Their adult companion is responsible for the swimming ability of the guest under the age of 14. The slides with a deep-water arrival pool are for independent swimmers only. Guests over 14 years of age are responsible for their own swimming ability. Exceptions to this rule are those arriving with an accompanying person for official or medical reasons, in which case the accompanying person is responsible for the swimming ability of the guest over 14 years of age.
4. All guests must be over 140 cm tall to use the slides. Exceptions to this rule are slides for children. Children with a height between 130 and 140 cm can use the slides with parental consent, a parental declaration of responsibility and in the presence of the parent.
5. You can only start sliding on the slides if you have permission from the slide attendant or the green signal.

STRICTLY PROHIBITED:

1. **Using the slides backwards.**
2. **Climbing up the slide from below or from the side is prohibited.**
3. **Bringing any object that could cause injury or any accessories (rubber, mat, goggles, slippers, towels, etc.) into the slides.**
4. **Sliding in pairs (except family slide), standing, prone, kneeling, squatting and sliding backwards.**
5. **Staying in front of the incoming slide at the arrival.**
6. **Going into a non-operating slide.**



SPA TREATMENT - RULES: 1. The Forrás Spa is only open to visitors over 16 years old.

2. Spa treatments are available to all guests at their own risk and in full awareness of their own health and personal hygiene. Please arrive in good health for your treatments, and if you notice any symptoms (fever, cough, headache, etc.), please report them and request an alternative appointment.

3. Spa treatments require an appointment in advance. Appointments can be booked in person at the spa reception, by phone on +36 62 566 499 or by e-mail to wellness@napfenyfurdoaquapolis.com.

4. Please arrive at least 15 minutes before your appointment, so as the preparations do not take time away from your treatment.

The Spa reserves the right to change the rules of this policy!

We wish you a pleasant stay at Napfényfürdő Aquapolisban!
We are at your disposal for any questions or requests!