



Regulations of using the facility of Park Wodny Sopot Sp. z o. o. located in Sopot, at Zamkowa Góra 5 street

I. GENERAL PART

1. The facility consists of indoor and outdoor pools with devices and water attractions, a complex of saunas (hereinafter also referred to as: Aqua SPA), a bowling alley, a restaurant with outdoor terraces, a cloakroom and an outdoor car parking.
2. The entity managing the Facility is Park Wodny Sopot Spółka z ograniczoną odpowiedzialnością with its registered office in Sopot at ul. Zamkowa Góra 5, entered into the Register of Entrepreneurs kept by the District Court Gdańsk-Północ in Gdańsk, 8th Commercial Division of the National Court Register under KRS number 0000018353 (hereinafter referred to as Park Wodny Sopot).
3. The opening hours of the Facility are specified in the current offer.
4. Before entering the Facility, persons using the services of the Facility are required to familiarize themselves with: the price list of services, the regulations of the Facility and the rules for using tickets and electronic chips at the Facility. Purchasing a ticket entitling you to use the selected service means accepting the terms of these Regulations.
5. Persons using the swimming pool complex, water attractions and devices, including in particular the slides and the wild river, are obliged to read the pictogram boards of the attractions devices, hereinafter referred to as instructions, and to comply with them.
6. The types of tickets valid in the Facility and the rules for using tickets and electronic chips are specified separately and are available for inspection at the Facility in the Customer Service Office.
7. Persons using the services offered in the Facility are obliged to pay a fee for these services, in accordance with the currently valid price list.
8. Any gainful activity inside the Facility by third parties, as well as any activity competitive to the activities of Park Wodny Sopot, in particular swimming lessons or other activities conducted in water, without a written consent of PWS to conduct such activity, is prohibited.
9. Children under the age of 7 may stay in the Facility only under the care of statutory or legal guardians, and children under the age of 13 under the care of adults. Persons under the care of persons under the age of 13 are responsible for their safety and damage caused by them.
10. Employees of the Facility may request relevant documents to confirm the rights of the person using the services of the Facility, resulting from these regulations or the price list of services. Failure to present the relevant documents by the person using the services of the Facility will result in the refusal to exercise the given entitlement.
11. Persons whose condition indicates alcohol consumption, intoxicated, aggressively behaving, under the influence of psychoactive substances, violating the personal dignity of others, inappropriately dressed, persons violating public order, the provisions of the Facility's regulations and instructions for using devices located in the Facility, not complying with to the recommendations of the Facility staff, Facility security agents or security services, will be removed from the Facility by the Facility Security agents, and the value of the unused admission ticket will not be returned to them. The staff of the Facility have the right to refuse to sell an entry ticket to persons who are intoxicated, under the influence of psychoactive substances or who may pose a threat, or to persons who have violated the Regulations of the Facility during previous stays.
12. The following applies on the premises of the Facility:
 - a. complete ban on smoking, except in places designated outside the Facility,
 - b. a total ban on bringing glass containers, sharp tools and other dangerous objects,
 - c. a complete ban on bringing in or bringing in and staying animals,
 - d. a complete ban on entry to persons whose condition indicates the consumption of alcohol or psychoactive substances.
 - e. a complete ban on the clients of the Facility from engaging in any kind of behavior that is socially considered indecent or offensive, discriminatory, vulgar, or causing a feeling of embarrassment or embarrassment in other people, in particular, it is forbidden to behave that may be considered indecent within the meaning of the Code of Petty Offenses. Any such behavior of other users should be immediately reported to the staff of the Facility who are entitled to call the Police in order to clarify the circumstances of the event.
13. In justified cases, the Facility staff have the right to request the Facility user to undergo a sobriety test or a test for the presence of psychoactive substances in the body. The user's refusal to undergo such an examination or test is tantamount to recognizing that user of the Facility as a person under the influence of alcohol or psychoactive substances, with all the consequences provided for in these Regulations.
14. In the event of an accident or any damage to health, Park Wodny Sopot or the insurer has the right to refuse to pay compensation to persons under the influence of alcohol or any psychoactive substances.
15. There is a video monitoring system with recordings on the premises of the Facility, and recordings of the video monitoring system in the event of disclosing an act having the features of a crime or misdemeanor may be transferred to the relevant authorities in order to initiate proceedings or may be the basis for holding persons who do not comply with to the applicable Regulations and to instructions and orders issued by authorized persons. The monitoring is carried out in a manner that does not violate the personal rights and dignity of persons staying on the premises of the Facility.
16. Park Wodny Sopot reserves the right to turn off individual devices or attractions or limit the accessibility to some of the reservoirs, including during weather threatening the safety of users, pollution or defects caused by users of the Facility or other external factors.
17. Persons using the services of the Facility are obliged to pay for the service or services and leave the Facility no later than 15 minutes after its closing time.
18. Complaints about the performance of the service should be reported by the users of the Facility to the Customer Service Office, where they will be informed about the method of submitting a complaint and the mode of consideration. The basis for submitting a complaint by the user of the Facility is the proof of payment for the advertised service or a printout of the subscription history, if the user of the Facility stayed at the Facility under such a subscription.
19. The rules for using the Park Wodny Sopot pool complex by organized groups are set out in separate regulations.

II. RULES OF USING THE POOL COMPLEX

1. Only swimwear, clean sportswear: shorts and a t-shirt, and flip-flops are required in the swimming pool complex.
2. Children and adults using or requiring diapers are required to use special disposable diapers for bathing.
3. Before entering the swimming pool complex, each user of the swimming pool complex is obliged to wash the whole body with soap or shampoo and to rinse the feet with the disinfectant located in the paddling pool at the exit of the showers to the swimming pool hall.
4. When using the complex of swimming pools, water attractions and devices, including in particular the slides and the wild river, users must strictly comply with the instructions for use of the complex, water attractions and devices, as well as the instructions of the lifeguard.
5. Pregnant women should not use the wild river and slides.
6. Disabled persons use the complex of swimming pools, water attractions and devices, including in particular the wild river and slides, solely at

their own risk or responsibility of the guardian under whose care they remain during their stay at the Facility.

7. Park Wodny Sopot is not responsible for damage to swimwear caused while using the swimming pool complex, water attractions and devices.
8. The four-lane swimming pool is intended only for people who can swim and are swimming, the right-hand direction applies to the swimming lanes.
9. Information on booking lanes at the swimming pool is available at the Facility's ticket offices and on the website.
10. If the track is booked, other people cannot use it.
11. Water attractions located in the children's pool are available only for children under 10 years of age.
12. The outdoor swimming pool is open only in the summer season under favorable weather conditions.
13. From the so-called The harvester, i.e. the water attraction located in the outdoor swimming pool, can only be used by children under 12 years of age.
14. Entering and leaving the pools, including the outflow pool to the Facility's external terraces, may only take place in designated and adapted places.
15. On the premises of the swimming pool complex it is forbidden to:
 - a. running,
 - b. jumping into the water, pushing and throwing other users into the water,
 - c. swimming across the lanes at the swimming pool,
 - d. sitting on the lane ropes at the swimming pool,
 - e. climbing on balustrades, walls surrounding swimming pools, stones and other similar devices and decorative elements,
 - f. using rescue equipment for purposes other than intended, g. bring in or consume food, excluding the consumption of products purchased in bars located in the swimming pool complex - in this case, consumption of such products should take place in designated areas at the bars,
 - h. throwing dishes, food and other items into the pools,
 - i. destruction of equipment,
 - j. pollute the water in the pools, use soap or other chemicals in the pools,
 - k. entering the swimming pool hall with prams for children, l. loud use and playback of audio or video devices or other electronic devices.
16. Watches and jewellery, e.g. earrings, rings, chains, etc., are worn by persons using the swimming pool complex at their own risk.
17. Persons using corrective glasses wear them at their own risk and are obliged to fasten these glasses in a way that prevents them from falling, e.g. by means of special holders, rubber bands, etc.
18. In the event of breakage or cracking of glasses, the person using them is obliged to immediately inform the lifeguard about this event.
19. It is forbidden to use the swimming pool complex for persons whose external symptoms indicate: infectious skin diseases or other infectious diseases, mycosis, warts, erythema, erysipelas or similar diseases, open cuts, difficult to heal wounds, lack of personal hygiene, frequent intravenous injections on the limbs, difficulty breathing, balance disorders and aggressive behavior. In such a case, the staff of the Facility have the right to refuse to sell the admission ticket or to refuse the right to enter the swimming pool complex.
20. Persons with an unstable health condition should use swimming pools, attractions and devices with particular caution, after consulting their doctor. PWS is not responsible for the negative effects on the health of these people while staying on the premises of the facility.
21. All cuts, injuries and deterioration of well-being should be immediately reported to the nearest lifeguard.
22. First aid is provided to persons reporting to lifeguards at the first aid point located in the swimming pool complex.

III AQUA SPA REGULATIONS

1. Only adults are allowed to enter the Aqua Spa.
2. The Aqua Spa consists of locker rooms with showers, respectively for women, men and people with disabilities, and a sauna area. The sauna area consists of a relaxation area (tepidarium and areas with deckchairs), a public area (reception area, terrace) and steam sauna rooms (steam bath, caldarium, laconium, serail bath), and dry saunas (Nordic sauna, Finnish sauna, aroma, biosauna). The sauna area is a textile-free area where you stay without clothes, swimwear, underwear or shorts. When using the sauna area, you should take into account the fact that there will be naked or incompletely dressed people.
3. The leisure area and the public area (reception area, terrace) are not nude areas. The use of these zones takes place only in the sauna outfit intended for this purpose (such as a towel, apron, pareo, kilt, bathrobe).
4. In dry saunas and steam saunas you can only be naked or in a sauna suit. Before entering dry or steam saunas, you must remove your flip-flops.
5. Before entering the sauna area, the entire body should be thoroughly washed in the shower.
6. When using dry saunas, it is necessary to lay out the towels in such a way that no part of the body (including feet) is in contact with the wooden surface of the benches or gratings on the floor while staying in the sauna (after taking a seat: sitting or lying). When using dry saunas, it is forbidden to use sauna clothes previously used in steam saunas (steam bath, caldarium, serail bath).
7. When using steam saunas, before contact with the seat and after using it, rinse it thoroughly with water.
8. Persons violating the rules, not complying with the above prohibitions, as well as with the staff's instructions regarding the behavior reported to them, violating public order or moral norms, posing a threat to other sauna users, causing also damage or destruction of property, may be asked to leave the facility without the possibility of applying for a refund of the purchased ticket. In the event of behavior having the hallmarks of a crime or misdemeanor, the employees of the Facility are authorized to call the Police. The owner of the Facility reserves the right to refuse to provide services in the future to persons who have committed inappropriate behavior, considered as indecent behavior.
9. The use of additional Aqua SPA services, in particular treatments or massages, is possible after purchasing an entry ticket to Aqua SPA in advance.
10. List of forbidden things:
 - all kinds of behavior considered socially indecent or offensive, discriminatory, vulgar, or causing a feeling of embarrassment or embarrassment in other people, in particular, it is forbidden to conduct behavior that may be treated as indecent within the meaning of the Code of Petty Offences. Any such behavior of other users should be immediately reported to Aqua SPA personnel;
 - using the sauna area in clothes, including a swimsuit, underwear, shorts, outer footwear;
 - running, making noise and talking loudly;
 - touching control panels with control devices
 - destroying or contributing to damage to devices located in the sauna area, including, among others, pouring oils on stones;
 - bring in and consume alcohol and alcoholic beverages as well as own food and beverages in the Aqua SPA area;
 - leaving towels and other personal items on deckchairs for the duration of staying in the saunas, which prevents other Aqua SPA customers from using them;
 - customers of Aqua SPA bring mobile phones and devices for recording images or sound into the sauna zone.
11. For the duration of the purchased treatment, time is stopped on the chip device of the person using it, which allows full use of the purchased minutes in the sauna area.
12. The customer's resignation from the massage or treatment does not entitle him to demand a refund of the amount paid for entering the Aqua SPA.
13. Consumption of food or drink purchased at Aqua SPA is allowed only in a designated area at the Aqua SPA reception desk.
14. People whose external symptoms indicate: infectious skin diseases or other infectious diseases, mycosis, warts, erythema, erysipelas or similar diseases, open cuts, difficult to heal wounds, lack of personal hygiene, frequent intravenous injections are forbidden to use the Aqua SPA.

on the limbs, difficulty breathing, balance disorders and aggressive behavior. In such a case, the staff of the Facility's staff have the right to refuse to sell the admission ticket or to refuse the right to enter the Aqua SPA complex.

15. Contraindications to using saunas:

Acute infections, asthmatic conditions, chronic obstructive pulmonary disease, infectious diseases, pregnant or menstruating women, diseases of the circulatory and respiratory system, hypertension, blood vessel diseases, atherosclerosis, skin lesions, inflammation of the skin, open wounds, difficult to heal wounds, increased body temperature, epilepsy, psychotic states, unstable diabetes, cancer, glaucoma, thyroid diseases, claustrophobia, epilepsy.

16. Contraindications to the use of massage:

Inflammation, hematomas, aneurysms, varicose veins, skin changes, hemangiomas, advanced atherosclerosis and osteoporosis, untreated hypertension, heart attacks, cancer, blood diseases, epilepsy, bleeding tendencies, peptic ulcer disease, kidney stones, fever, menstruation, advanced pregnancy.

17. Persons with an unstable health condition should use saunas and other Aqua SPA devices with particular caution, after consulting their doctor. Park Wodny Sopot is not responsible for the negative effects on the health of these people during their stay in the Aqua SPA area.

18. Any cuts, injuries and deterioration of well-being should be reported immediately to Aqua SPA personnel.

19. Aqua Spa employees are not responsible for towels, books and other personal belongings left unattended in the Aqua SPA zone.

IV. LIABILITY AND PENALTIES

1. A User using the services at the Facility who, by his act or omission, caused the destruction or damage to the equipment of the Facility, any damage in the Facility or the loss of the equipment issued to him in connection with the use of the entrance to the Facility or additional services (e.g. entry chip, towels, apron, key to the deposit) is obliged to cover the costs of the damage up to the full amount.

2. The User using the services in the Facility is responsible for his actions or omissions towards third parties within the limits of applicable law.

3. Park Wodny Sopot accepts items for storage only in places indicated for this purpose.

- In the case of valuables such as money, documents, persons using the Facility are obliged to leave them in the deposit lockers located in the main hall of the Facility before entering the swimming pool locker room complex.

- In the case of other things, these are wardrobes.

- With regard to items such as a wheelchair, a rehabilitation walker/walker, the dimensions of which do not allow for storage in lockers after prior consultation with an employee of the Facility, these are cloakrooms.

Only leaving the items in the places indicated for this purpose is tantamount to handing over the items to the Aqua Park as a custodian and taking over responsibility for the loss or damage of the items entrusted for storage by the Aqua Park.

4. For the loss of a chip identifier (wristband with a chip), or its damage preventing its further use, loss of the key to the deposit locker or the number to the cloakroom, a fee is applicable in accordance with the current price list.

5. Park Wodny Sopot is not responsible for accidents caused by non-compliance with these Regulations, instructions for use of devices or attractions, as well as instructions or recommendations of the staff of the Facility.

6. Park Wodny Sopot shall not be liable for interruptions in the functioning of the Facility and devices or attractions or equipment located in the Facility, in particular in the area of the swimming pool complex, resulting from force majeure or reasons beyond the control of Park Wodny Sopot, including in particular interruptions in power supply electricity, gas or water.

7. If any provision of these Regulations turns out to be invalid by law, its remaining provisions shall remain in force.

V. EMERGENCY NUMBERS

112 Emergency telephone – Emergency Notification Centre

999 Ambulance Service

998 Fire Department

997 Police

These Regulations were approved on December 19, 2022, the Management Board of Park Wodny Sopot Sp. z o. o.