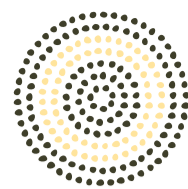


HOUSE RULES



ORIENTALSPA

Company name: Aquaworld Zrt.
Head office: 1044 Budapest, Íves Str. 16
Contact details in case of complaint:
Mailing address: 1044 Budapest, Íves Str. 16
Email address: igazgatosag@aquaworldresort.hu
Telephone: 06 (1) 2313 701

General public health oversight body:
Budapest City Government Office – District V Public Health Department
1055 Budapest, Kossuth Lajos Sq. 13-15, 1st floor (doorbell 13); postal address: 1392 Budapest, PO Box 285.
Tel: 1/340-3158; fax: 1/340-3158; e-mail: nepegeszsegugy05@05kh.bfkh.gov.hu
Head of Institute: Dr. Róbert Kormos

The guest can lodge a complaint with the following authorities:
Budapest City Government Office – District IV Office
Address: 1042 Budapest, István Rd. 15, Email: titkarsag@04kh.bfkh.gov.hu; Tel.: 1/231-3101; Fax: 1/231-3223
Budapest Metropolitan Government Office Technical, Licensing and Consumer Protection
Department, Consumer Protection Division
Address: 1051 Budapest, Sas Str. 19, 3rd floor,; Tel.: +36-1 450-2598
E-mail: fogyvéd_kmf_budapest@bfkh.gov.hu

Budapest Capital City District IV (Újpest) Municipality Mayor's Office
1041 Budapest, István Rd. 14, 2nd floor, office 55, Tel.: 1/2313-197; 1/2313-101 / 210
Dr. Andrea Dallos notary
Budapest Conciliation Board
Address: 1016 Budapest, Krisztina Blvd. 99, 1st floor, office 111;
Postal address: 1253 Budapest, PO Box 10; Telephone: 06 (1) 488 21 31;
E-mail address: bekelteto.testulet@bkik.hu

Pest County Government Office, Department of Food Chain Safety and Plant and Soil Protection
Address: 1135 Budapest, Lehel Str. 43-47; Tel: 1/239-0330;
E-mail: elelmiszer@pest.gov.hu

This Policy applies to the entire area of the Oriental Spa (the so-called Silent Spa).

1. By purchasing an admission ticket, the Guests of the Spa acknowledge that they are bound by the provisions of these HOTEL RULES. The guests are solely responsible for the knowledge and understanding of the provisions and regulations set out in this document.

The Operator expressly draws the attention of the Guests to the fact that the use of certain elements of the spa and fitness center requires a certain degree of skill and experience. The Operator's staff will be happy to assist with such equipment in order to avoid any possible risk of accident.
All guests may use the services of the Spa, the Adventure Baths, and the saunas only at their own risk and in accordance with their state of health.

Children under the age of 14 must be accompanied by an adult and may only use the Spa and Adventure Baths under the responsibility and constant supervision of an adult.
We are not liable for any accidents, injuries or damages caused by Guests due to improper use of the facilities.

Anyone who does not comply with this provision or ignores the warnings of the spa staff may be denied service and, in justified cases, may be expelled from the spa and other facilities.
The Operator reserves the right to modify the conditions of use of the services, if necessary to limit them, if the current epidemiological and public health situation so justifies.

2. The spa is open from 7:00 to 21:00, but the pool area, outdoor pool, adventure elements, sauna world and fitness room close at 20:30.

The last available time for the rental of squash or tennis court rental is 19:00.
After closing time all Guests are obliged to leave the spa area.

The cash desk opens at 7:00 and closes at 21:00 – at the same time as the spa closes.
The spa management may change the opening hours of the spa in justified cases (on official holidays, etc.), but must inform the guests in advance, preferably in the lobby, in writing and on the website.

In justified cases (technical reasons, events, force majeure, etc.), the Operator is entitled to close the spa in whole or in part, therefore the Spa Management is not liable to compensate the Guests or to provide any other legal remedy.

In the event of a possible reduction in service due to technical reasons, the Operator reserves the right to decide at its own discretion whether to apply a change in prices.

3. For current prices, please consult the sign at the spa reception, the printed price list or our website.
When entering the spa, please present the appropriate ticket – or any other document entitling you to entry (season ticket, gift voucher, etc.) – at the cash desk or reception desk, collect the waterproof access watch (which enables you to use services and measures the time of the services) from the receptionist, wear it (and keep it) until departure, and return it intact when you pay the fees. If your stay exceeds the time limit for the type of ticket you have, an additional per-minute fee will be charged as indicated in the current price list.

In case of loss of the access watch received upon entry, Guests are obliged to compensate for the damage. The amount of compensation is HUF 2000 per watch. Payment of the above amount does not, however, exempt you from reimbursement of the services used. If you lose your watch, please inform the spa staff immediately or ask for assistance at the information desk. The Operator is not liable for any unauthorized charges resulting from the loss of the watch. In all cases of suspected criminal offences, the Operator will report the offence to the competent authorities.

Entry to the spa is on a first-come, first-served basis. Exceptions may be made for pre-registered groups, disabled persons, and pregnant women (the latter two categories must provide credible proof of their condition on request).

A bathing pass only entitles you to the services which are specified on this type of ticket within its validity period. The use of specific services (massage, beauty treatments, catering, etc.) is not included in the price of the ticket, but using the credit system, Guests can purchase these services with their watch and pay for them on departure.

Aquaworld reserves the right to decide on the authenticity of any certificates entitling to a discount. From the Oriental Spa, you can only enter or cross to the Aquaworld Spa after purchasing a valid ticket.

Use of changing rooms:

- each bath unit has changing facilities.
- the use of the changing rooms is included in the price of the ticket.
- the changing rooms are used by Guests independently in accordance with the procedures established for the area.
- due to the independent use, the proper use of the changing rooms, lockers, showers, etc. must be ensured by the Guests.
- after placing the clothes in the locker, Guests must check that the locker is locked and that their clothes and personal belongings are securely placed in the locker.
- the Spa is not responsible for personal clothing and objects left outside the changing room.
- furthermore, the Spa is not responsible for any clothing or other items brought into the Aquaworld area, the pool area or the treatment rooms.
- it is not recommended to bring valuable jewellery, large amounts of cash, etc. to the Spa, as Aquaworld is not responsible for these either.

If Guests are unable or unwilling to settle the debt before departure, they are obliged to prove their identity to the Operator's representative and to record their position in a separate written statement or protocol. Aquaworld Ltd. is entitled to charge interest on the amount owed at twice the current base rate of the central bank, and to pass on the costs incurred in this procedure and have them reimbursed by the Guests.

4. All Guests must comply with the instructions on warning signs, pictograms, etc.
We are not responsible for objects, valuables, etc. dropped into the pool, and we do not dismantle, inspect, etc. drains, pipelines, etc. for this reason.

Anyone who damages the furnishings, equipment, park vegetation, etc. of the Spa intentionally or by negligent behavior, shall bear the costs of restoration.

Due to the increased risk of slipping, the use of bathing slippers or flip-flops is mandatory in the Spa and the Adventure Baths.

Swimming in the pools is only allowed in swimwear.
Persons with infectious or contagious skin diseases, injured or open wounds, etc. are not allowed to use the Spa and the Adventure Baths.

Persons under the influence of intoxicants or other mind-altering substances (medication, drugs, etc.) are not allowed to stay in the spa area or use the services there

To comply with official regulations (e.g. health regulations) and to ensure the undisturbed relaxation and sporting activities of other bathers, it is not allowed to:

- use the swimming pools without taking a shower and using the footbath.
- use the Spa and the Adventure Baths without a suitable swimsuit.
- use the pools with a body covered with oil, sand, suntan lotion, etc.
- wear street shoes or street clothes in the indoor pool areas.
- occupy the stairways of the pools.
- jump into the pool water from the side, disturb the peace and quiet of others, and obstruct or endanger their use of the pool.
- enter the deep water by persons who are not experienced swimmers.
- eat, smoke, drink alcohol, litter or otherwise pollute the pool, the pool water, and other areas in the Spa and sauna pools.
- bring fragile objects or objects likely to cause accidents, injuries, scandal etc. into swimming pools or pool areas.
- use personal hygiene products in swimming pools and indoor swimming pool areas
- shave in the whole Spa area
- bring balls, inflatable rafts and pool floats or any other objects that may disturb other bathers into the pools.
- bring in any flammable or explosive material, weapons, chemicals, etc.
- bring food, drinks and cutlery from the Oriental bar to the pool area.
- bring any animals into the bathing area.
- use benches, chairs, sun loungers or other equipment in a manner not in accordance with their intended use, or to move them from their place.
- bring motor vehicles or bicycles into the baths and use them during the operating hours (except for service vehicles).
- listen to or use a radio, tape recorder, CD, musical instrument, etc. in a way that disturbs the peace and quiet of others.
- enter the shower and toilets of the other sex.
- sell anything, hand out leaflets, or beg.
- behave in a way that is contrary to public morals and public order, to violate the rules of coexistence in any way, to be loud or to harass other guests

If a guest intentionally or negligently contaminates the service area, the pool water or any service facilities and the area or pool has to be closed or its water has to be drained or the service area, the pool water or any service facilities have to be disinfected etc., the guest is obliged to compensate the cost of this and in addition the loss of revenue or other damage resulting from the loss of service.

To prevent fires, it is prohibited to:

- smoke in changing rooms, cabins, corridors, toilets, and in the entire enclosed area of the Spa.
- engage in any activity that causes fire or open flames.
- block escape routes, escape doors, fire hydrants, etc.

In case of sickness or accident in the Spa and the Adventure Baths, the treatment is carried out on the spot, by qualified staff, with appropriate equipment.
The first-aid room is free of charge for any medical complaint related to the use of the Spa. In the event of the detection or suspicion of a first-aid emergency (e.g. injuries, sickness), please inform the staff of the Spa immediately.

The Operator may not provide guests with medicinal products even if expressly requested.
The lifeguard or the person appointed by the spa manager is responsible for the professional treatment of injuries, sickness and aquatic emergencies, as well as for first aid.
Detailed logs and minutes are kept of the incidents that occur.

The injured person (or the person accompanying him/her) and the person providing the care shall sign to certify that the care has been provided and record any comments that the parties consider justified.

Please hand in found objects at the reception desk.
Guests can make their comments and complaints verbally at the Information Desk or write them in the guest book (book of complaints).

5. The entire building, including the parking areas, access areas and areas which increased security risk are monitored by a 24-hour security service and a video camera system in constant operation. The recordings will be stored in accordance with the applicable laws and regulations and, if not used, will be permanently deleted (also in accordance with the law). The release of the recordings may only be made to an authorized authority.

If the operator produces or has produced advertising material (moving image, photographic recordings, sound recordings etc.) on the AQUAWORLD premises for the purpose of presenting or propagating its activities or services for any purpose and any guest may appear on such material, the guest may not make any claim against the Operator or anyone else in connection with his/her appearance in the advertising material or other data storage media.

The outdoor car park is unguarded, with cameras at the entrances and exits.

The Operator is not responsible for the cars parked in the car park and for any damage caused to them. Violators are fully liable and legally responsible for any damage caused by the violation of the rules of the Highway Code and the improper use of the car park, including.

6. If a Guest is entitled to use the services of other units of the complex (Sauna World, Adventure Baths, indoor playground, etc.), he/she is reminded to comply with the posted House Rules for the unit in question.

This policy will enter into force on 1st December, 2021 and will apply to all Guests entering the Oriental Spa. The Operator reserves the right to change the provisions of this Policy. The provisions of the currently posted Policy shall prevail, but not retroactively.

We ask our guests to respect the rules of this policy.

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Sívó Roland
Létesítmény igazgató

.....
Pfandler Katalin
Elnök – igazgató

.....
Opoczki Istvánné
Gazdasági igazgató