

House rules & regulations



Operator: Aquaworld Hotel és Élményfürdő Szolgáltató Zrt.
Company seat: H-1044 Budapest, Ives Rd. 16.;
Telephone: +36 1 2313 700

Public health inspection body:

The Government Office of the city of Budapest – Department of Public Health, district V.
1055 Budapest, Kossuth Lajos sq. 13-15., floor I. (doorbell no. 13); postal address: 1392 Budapest,
P.O. box: 285.; Tel.: 1/340-3158; Fax: 1/349-4966; e-mail: 04kerulet@kmr.antsz.hu
Director: Dr. Róbert Kormos

Guests can file their complaints with the following authorities:

Budapest Főváros Kormányhivatala – IV. Kerületi Hivatal
1042 Budapest, István út 15.,
Email: vezefo@04kh.bfkh.gov.hu.;
Tel.: 1/231-3101; Fax: 1/231-3223

The Government Office of the city of Budapest – District IV office
1042 Budapest, István Rd. 15.,
Email: vezefo@04kh.bfkh.gov.hu.;
Tel.: +361/231-3101; Fax: +361/231-3223

Mayor's office of the city council of Budapest's District IV (Újpest)
1044 Budapest, István Rd. 14.,
Dr. Róbert Tahon, notary
Tel.: +361/2313-101;

The Conciliation Board of Budapest
1016 Budapest, Krisztina Blvd 99; BKIK Building, room 107
1253. Budapest, P.O. box: 10. ; tel.: 488-2131; fax: 488-2186 ;
e-mail: bekefteto.testulet@bkik.hu

Pest County Government Office – Department of Food Safety, Plant Protection, and Soil Preservation
Address: 1135 Budapest, Lehel str. 43-47.;
Tel.: +361/329-7017; Fax: +361/350-6117;
E-mail: elelmiszer@pest.gov.hu

The Government Office of the city of Budapest – Department of Engineering, Licensing, and Consumer Protection, Office of Consumer Protection
Address: 1052 Budapest, Városház st. 7.; Postal address: 1364 Budapest, P.O. box: 144.;
Tel.: +36-1 450-2598.
E-mail: foggyved_kmf_budapest@nfh.hu

1. These Rules and Regulations govern the conditions of the use of Aquaworld Resort Budapest's water park (including the Spray Park) and Aquaworld Resort Budapest's Oriental Spa Wellness and Fitness Center (the so-called "Island of Calm", hereinafter collectively referred to as "Spa" or "Facilities") as well as the use of the services provided in these Facilities. These Rules and Regulations apply to the entire area of the Facilities.

1.1. The provisions of these Rules and Regulations and the instructions of the spa employees shall be adhered to.

1.2. By purchasing an entry ticket, visitors of the Spa accept these Rules and Regulations and assume responsibility for the perusal and understanding of the provisions contained in this document. The Operator explicitly warns guests that the adventure elements can only be used at their own risk and if they are in good health as the use of the adventure pools and some of the adventure elements require a certain degree of skill, good physical and mental condition, as well as alertness and experience. The Operator's employees are happy to assist and instruct guests regarding to use of the facilities in order to avoid accidents.

1.3. Those who do not adhere to the provisions contained in these Rules and Regulations can immediately be excluded from the use of our services. In justified cases, the guests who violate our Rules and Regulations may be banned from the premises of the Spa and the Facilities.

1.4. There are limited number of sunbeds in the waterpark, guest are able to use them in order of arriving. Due to the limited number of sunbeds the Operator is not obliged to provide sunbeds for each & every guests, this is not included in the ticket price.

2. The daily opening hours of the Spa are: 07:00 – 21:00. However, in the water park, we start closing the indoor and outdoor pools as well as the various adventure elements and slides from 20:30.

The daily opening hours of the Oriental Spa Wellness and Fitness Center are: 07:00 – 21:00. Oriental Spa's Sauna World closes at 20:30, pool area closes at 20:40.

2.1. The cash desk opens every day at 07:00 and closes at 21:00. The cash desks of the Oriental Spa Wellness and Fitness Center open every day at 07:00 and close at 21:00. However, the OSPA Fitness Center's cash desk closes at 20:30.

2.2. Pools: 07:00-10:30 (in winter, only the indoor pools are available, while in the summer season, the outdoor pools are available as well).

2.3. Waterpark: 10:00-21:00 (the pool area closes at 20:30).

2.4. Sauna world: 07:00 – 20:30. The saunas operate according to the schedule noted on the information board.

2.5. In justified cases – especially but not exclusively on public or national holidays – the Operator may change the opening hours of the Facilities, but is obligated to notify guests – in advance, if possible – by posting the changes on the information board in the entrance hall of the Facilities. Current updates on the opening hours (or closures) of the slides, pools and other adventure elements are available on the information board at the entrance hall of the water park.

2.6. In justified cases – e.g. technical issues, events, private functions, etc. – the Operator is entitled to the complete or partial closure of the Facilities (specially the closure of the pools, elevators or adventure elements). In such cases, guests are not entitled to claim damages or file any other claims against the Operator.

2.7. If service is reduced due to technical issues, the Operator reserves the right to decide whether to make any changes in the relevant service fees.

3. Dear guests, when entering the Spa, please purchase the appropriate ticket at the cash desk (or show a document which certifies your right to enter, e.g. season ticket or pre-purchased ticket) and take the waterproof access chip watch from the cashier which enables you to use services in a practical way and which records the duration of these services. Please keep/wear the watch during your stay at the Spa and return it in good condition when you pay your bill at the end of your visit. In case of a 3-hour ticket, you have an additional 15 minutes to change your clothes. If you stay in the Spa beyond this time limit, a fee of 35 HUF / min. will be charged on your access chip watch.

3.1. Guests who lose the watch with the access chip shall pay a compensation fee of 2000 HUF / watch. The payment of this compensation fee does not exempt guests from the payment of the fees of the various services they have used during their stay at the Spa. If you lose your watch, please notify the employees of the Spa immediately or ask for assistance at the information desk. The Operator will not be held responsible for any unauthorized charges made to the lost access watch.

3.2. Entry to the Spa is allowed on a "first come first served" basis. Exceptions can be made for pre-booked groups, people with disabilities, and pregnant mothers (people belonging to the latter two categories shall have to verify their respective conditions upon request).

3.3. In order to access the Spa and other services, the watches must be verified.

3.4. The number of separate entries ticket holders are entitled to depends on the type of ticket they have purchased. Also, the validity period of each ticket must be observed as entry is not possible with expired tickets.

3.5. Tickets are only valid for the service for which they have been issued.

3.6. Guests eligible for discount tickets:

- Children under 3 may enter the Spa free of charge. (The age of the child must be verified by the accompanying adult upon request)

- Children under 11; in case of a family ticket, children under 14;

- Students regardless of age, however, they must verify their student status by presenting a valid student ID issued by a Hungarian educational institution;

- Senior guests, that is people who can verify their status as senior citizens entitled to retirement pension under current laws and regulations;

- Residents of Újpest (District IV of Budapest) can purchase discount tickets if they present documents which certify their eligibility for the discount (personal ID, residence card etc.). However, this discount is not valid for the Oriental Spa Wellness and Fitness Center.

The Operator reserves the right to determine the validity of the presented documents himself and approve or reject the right of guests to purchase discount tickets based on his own judgement.

3.7. From the Oriental Spa, the water park can only be accessed with a valid watch.

3.8. The building complex which houses the Facilities, the building's entry points as well as the parking lots and the areas which require increased security are constantly monitored by a video surveillance system. The video recordings are stored by the Operator in accordance with the applicable laws and regulations. Unused recordings will be erased permanently by the Operator as per applicable legal requirements. The recordings may only be handed over to competent authorities.

3.9. The price of the ticket does not include extra services (rental, safety deposit boxes, sauna séance, surfing class, cloakroom, etc.), however, such services can be purchased with the access chip watch in the form of a credit system. The service fees shall be paid at the end of your visit when you return the access watch.

Attention:

Please note that when you enter the Spa, you will only be charged for the duration of the services which you select. Any further services which have not been included in your initial purchase, as well as any drinks, meals or snacks you order during your stay will be registered on your access watch and charged to you when you leave the Spa. All services, drinks and food are payable before leaving the Facilities.

If you cannot or do not want to pay the charged amount upon leaving the Facilities, you are obliged to verify your personal identity to the Operator's representative and make a written record of your statement. Aquaworld Ltd. is entitled to charge a late fee for the amount of the debt. The late fee is equivalent to twice the central bank's current base interest rate. The Operator is also entitled to seek compensation for additional expenses incurred by the guest's inability or refusal to pay for the services used.

In case there is suspicion of a criminal offense, the Operator will make a report to the proper authorities.

4. Guests may use the Facilities, the saunas, and the associated services at their own risk. Deeper pools may only be used by guests who are able to swim. This includes pools at the ends of slides. Guests are obligated to check the depth of such pools before using the slides.

5. Guests under 14 years of age are only allowed on the premises of the Spa under the supervision of a parent or accompanied by an adult (a person over 18 years of age).

6. All guests are obligated to adhere to the instructions posted on signs, pictograms, etc. It is obligatory to comply with the instructions of the pool lifeguard and the slide guard when using the slides, pools, or any adventure elements on the premises of the Spa.

7. Guests who refuse to use protective equipment prescribed for the services (swimming cap, protective helmet, sliding rubber etc.) can be automatically excluded from these services by the pool lifeguard.

8. The outdoor pools – not including the outdoor extensions of indoor pools – are opened, operated and closed depending on weather conditions.

9. It is strictly forbidden to enter or use pools or adventure elements which are closed.

10. The Operator shall only be responsible for items stored in the safety deposit boxes, i.e. for items which have been handed over to the Operator's staff explicitly for safekeeping.

11. The Operator does not take responsibility for items or valuables dropped in a pool. The Operator cannot be obligated to open or check drains and pipelines to retrieve lost items.

12. Guests are liable for any damages caused – either deliberately or by negligent behavior – to the furniture or equipment of the Facilities or to the plants of the park and shall reimburse the Operator for said damages.

13. Due to increased slipping hazard on the premises of the Facilities, the use of flip-flops or beach sandals is recommended.

14. People with infectious diseases, infectious skin diseases or open wounds are not allowed to use the Facilities.

15. People who are intoxicated or are under the influence of psychotropic drugs or drugs which cause drowsiness are not allowed on the premises of the Facilities and may not use the services of the Facilities.

16. Adults may not use the children's pool if they are not accompanying children.

17. The so-called "onion pool" may only be used with a valid access watch by guests who are taller than 130 cm and are skilled swimmers. The jumping pool may only be used by people who are skilled swimmers. The surf pool may only be used with a valid access watch by guests who are taller than 140 cm and are skilled swimmers.

18. It is forbidden to jump into the pools with an overheated body or to swim under water for longer periods of time.

19. Entry into the self-service restaurant is not allowed with a wet body and without slippers.

20. Guests shall adhere to government public health regulations. In order to ensure the uninterrupted relaxation and sports activities of other guests, it is not allowed to:

20.1. use the swimming pools without taking a shower or using the foot-baths beforehand.

20.2. enter the Spa without proper swimwear.

20.3. use the shared pools without a bathing cap – this also applies to pools where wearing such a cap is explicitly prescribed.

20.4. use the pools with an oily, sandy body or with a body covered in suntan lotion.

20.5. move around in the indoor pool area wearing street shoes or street clothes.

20.6. block the steps leading into the pools.

20.7. jump into the pools from the sides (apart from a specific side of the outdoor beach pool, where it is shown on an information board), to disturb others, to interfere with others' use of the pools and to endanger others in the pools.

20.8. use deep pools without adequate swimming experience and ability.

20.9. consume food or alcoholic beverages or to smoke in the pool and sauna areas of the water park, the Oriental Spa, and the indoor pools. It is also forbidden to litter or to pollute the above-mentioned areas and the water of the pools in any other way.

20.10. take fragile or hazardous objects – including objects which may cause injury, accident or outrage, such as bottles or glasses, etc. – into the pools or to the pool areas.

20.11. use toiletries or to shave in the pools, in the saunas, and in the indoor pool areas.

20.12. take balls (with the exception of beach balls), pool mattresses, scuba diving gear (unless it is explicitly authorized), or any other objects into the pools which might disturb other guests.

20.13. bring flammable or explosive materials, weapons, chemicals, etc. onto the premises.

20.14. take food, drinks, or cutlery from the restaurants and bars to the pool area.

20.15. litter on the premises of the Spa and in the pools.

20.16. take animals onto the premises of the Spa.

20.17. use the benches, chairs, deck chairs and other equipment in an inappropriate way and to move these items from their places.

20.18. take motor vehicles, bicycles, Segways, drones or other remote-controlled devices, hoverboards, scooters or toy bikes onto the premises of the water park and to use such vehicles and items during operating hours (with the exception of service vehicles).

20.19. use or listen to radios, portable cassette or CD players, musical instruments, etc. in a way which disturbs others.

20.20. sell or peddle any items, to distribute leaflets or to beg.

20.21. violate public morals or disturb the public order as well as to violate the rules of mutual coexistence in any way.

21. If a guest pollutes the water of a pool deliberately or through negligent behavior and as a result the pool in question needs to be closed, drained, and disinfected, the polluting guest is liable for the costs of such maintenance procedures and is also obligated to compensate the Operator for the Operator's lost income due to the temporary unavailability of the polluted pool.

22. The first aid point is available free of charge for any health problems related to the use of the Facilities.

22.1. In accordance with point 22. above, we would like to ask our guests to notify the Spa's personnel immediately if they notice or suspect that someone is in need of first aid (e.g. accidents, nausea, fainting, etc.). The Operator is not allowed to give any medicines to the guests, even if they explicitly request them.

22.2. A thorough record is made of any health issues requiring first aid.

22.3. The record of the first aid procedures – and any other comments which the parties consider necessary – will be verified by the injured person or the person accompanying him/her by signing the record.

23. In order to prevent fires it is forbidden to:

23.1. smoke in the dressing rooms, dressing cabins, corridors, restrooms and in any enclosed space on the premises of the Facilities.

23.2. smoke in every room or indoor space, except in designated smoking areas.

23.3. throw burning cigarettes or other tobacco products in plastic waste bins where they can get into contact with flammable waste.

23.4. conduct any activities which might result in a fire or which might produce an open flame. It is also forbidden to use fireworks or any other pyrotechnic devices.

24. Please leave the escape routes, emergency exits, and fire hydrants unobstructed.

25. Please leave any found objects at the information desk and have it recorded in the "lost and found" directory.

26. Guests can make comments and file complaints at the information desk verbally or by writing an entry in the complaint register.

27. In case the Operator or its representative produces promotional material (photographic, video, or audio recordings) on the premises of the Facilities in order to introduce or advertise Aquaworld's services and a guest appears in one of these recordings, the guest in question cannot file any claims against the Operator or any other party in connection with his/her appearance in the above-mentioned promotional recordings.

28. The Operator takes a digital photo of guests who enter the Facilities and use its services and maintains a photo directory of these guests in accordance with the applicable laws and regulations as well as with the provisions of the Operator's privacy policy. The Operator has the right to refuse service to guests who do not agree to the use of the data necessary for their registry process and who do not agree to have their picture taken. The Operator uses the guests' data solely for its own database and in full accordance with the provisions of data protection laws. The Operator is not allowed to transfer the guests' personal data to any third parties.

29. Use of changing rooms:

29.1. Each bathing unit (water park, Oriental Spa) has adjoining changing rooms. The fees for the use of the changing rooms are included in the price of the entry ticket. The changing rooms are to be used independently by guests in accordance with the rules pertaining to the changing area. Independent use means that guests should take care to use the changing rooms, the lockers, the showers, etc. in the proper manner, i.e. in accordance with the applicable rules.

29.2. Guests should make sure that their clothes and valuables are locked securely in the selected locker and that they have put all their personal items in the locker.

29.3. The Operator cannot be held responsible for personal items left outside the lockers or in a locker which is not locked securely. Furthermore, the Operator is not liable for clothes or other items brought to the premises of the Facilities, the pool area, the service areas, or the treatment rooms.

29.4. It is not recommended to bring valuable jewelry (or other valuable items) or a large amount of cash into the Facilities as the Operator does not take responsibility for the safety of such valuables either.

30. Use of the sauna:

30.1. The sauna can be used by guests at their own risk and in accordance with the sauna regulations posted in the sauna area. Also, guests must take their state of health into consideration before using the sauna.

30.2. Guest under 14 years of age are not allowed in the sauna world – not even with an adult escort.

30.3. The water park's saunas can be used in the proper attire (bathing suit, swimming trunks) except on nude sauna days. Clothing rules should also be observed with regards to the saunas of the Oriental Spa Wellness and Fitness Center depending on the sauna's type (nude or swimwear).

30.4. It is obligatory to use towels or sauna sheets in the saunas.

30.5. Using the showers before entering the sauna or between two sauna sessions is obligatory.

30.6. It is obligatory to take a shower before using the dipping pool.

30.7. It is obligatory to wear slippers in the sauna's entrance area.

30.8. It is forbidden to enter the sauna wearing slippers.

30.9. A In the sauna, only spa employees are allowed to use essential oils and other scented or aromatic substances.

31. Use of the children's pool:

31.1. In case of children who are not toilet trained, it is obligatory to use special waterproof baby diapers.

31.2. This pool is only for children or children with their parents.

31.3. Adults are not allowed to sit in this pool.

31.4. Children are not allowed to enter the indoor playground with wet bodies.

32. Use of the children's banquet hall:

32.1. The children's banquet hall serves as a venue for children's meals and various child events.

32.2. Only food and drinks from the self-service restaurant can be consumed in the children's hall.

32.3. In case there is a private event in the hall, only invited guests are allowed to enter.

33. Use of the slides:

33.1. The slides can only be used by guests at their own risk if they are confident swimmers. Also, guests should be aware of their state of health before using the slides.

33.2. For safety reasons, some slides can only be used by people who exceed a certain height. The Operator is entitled to check body height at any time. In order to verify body height, the Operator issues various types of armbands:

a) Between a height of 130-140 cm, guests receive pink armbands;

b) Between a height of 140-150 cm, guests receive checkered armbands;

c) People taller than 151 cm are not required to wear armbands.

33.3. The slides can only be used with the equipment supplied by the Operator (single and double sliding rubber, sliding mat). It is not allowed to use the slides with equipment brought by guests.

33.4. The slides can only be used in their proper running direction.

33.5. It is forbidden to slide standing up or backwards to the sliding direction. Standing up on the slides or sliding on your prone with your head forward is prohibited.

33.6. In order to avoid sliding on top of one another, it is obligatory to keep a proper distance after the last person who entered the slide. The next person can only start sliding once the person before him/her has landed in the pool. In case of the giant slides, one can only enter the slide once the free signal appears on the display. The instructions of the slide guards should always be followed.

33.7. It is forbidden to use the slides in an intoxicated or drowsy state.

33.8. With the exception of dedicated children's slides, slides in general cannot be used by children shorter than 140 cm (or 130 cm in case of certain slides) even if they are accompanied by an adult. Children shorter than 150 cm are obligated to wear armbands.

33.9. Children under 14 years of age who visit the water park with a parent, legal guardian or other adult supervisor can use the slides with the following conditions:

• The giant slides starting from the 5th level of the slide tower (Whirlwind, Kamikaze, and Magic Carpet slides) can only be used by children who are at least 140 cm tall or taller (total height from head to toe). Children shorter than 150 cm are obligated to wear armbands.

• Of the giant slides starting from the 4th level of the slide tower, the UFO and Black Hole slides can only be used by children who are at least 130 cm tall or taller (total height from head to toe). Children shorter than 150 cm are obligated to wear armbands.

• The Rainbow Slide – which starts from the 4th level of the slide tower – can only be used by children who are at least 130 cm tall or taller (total height from head to toe) and only with a single-person sliding rubber. The Rainbow Slide cannot be used with a two-person sliding rubber. Children shorter than 150 cm are obligated to wear armbands.

The use of other slides which do not start from the slide tower:

• The "onion slide" can be used by children with a minimum height of 130 cm who are confident swimmers. Children shorter than 150 cm are obligated to wear armbands.

• The "river stream" slide can be used by children with a minimum height of 130 cm. Children shorter than 150 cm are obligated to wear armbands.

• The Wave and Jungle slides located in the children's pool can only be used by children aged 3-10.

• The Family slide does not have such restrictions as the other slides mentioned above.

33.10. The registration of the above-mentioned height restrictions is conducted at the information and first aid desk next to the surf pool. Body height is checked at designated height checking stations. Due to safety reasons, the Operator cannot make any exceptions with regards to the height restrictions specified in the previous point. The slide guard or the pool lifeguard can prohibit people who violate the above-mentioned height restrictions from using the slides. People who are not confident swimmers are not allowed to use slides which lead directly to a pool. Children shorter than 150 cm are obligated to wear armbands.

33.11. Guests may only slide from the slides' designated starting points.

33.12. It is forbidden to climb onto the slides from underneath or from the sides.

33.13. When using the slides, it is forbidden to wear jewelry, eyeglasses, or any other items which may cause injury to their wearer or to others during sliding.

33.14. Guests are obliged to use the slides with clean and trimmed nails. Also, they must tie or arrange their hair in a way which enables the safe use of the adventure elements.

33.15. Sliding can only be started once the slide guard allows it or the green signal lights up at the starting point of the slide.

33.16. It is not allowed to use the slides in clothes which are not designed as swimwear, i.e. in clothes which can impede the free movement of their wearers when they become wet or entangled (including baggy T-shirts and trousers, long-sleeved clothes, skirts, shawls and clothes with frills, fringes or tufts). Guests accept that the employees of Aquaworld Ltd. are entitled to prohibit people from using the slides if they are wearing clothes which are unsuitable for sliding.

33.17. It is not allowed to use the slides with a mobile phone in hand or equipped with an inadequately fastened mobile phone, handheld camera or action camera (e.g. GoPro style cameras).

33.18. The Operator cannot be held responsible for injuries and damages arising from the irregular and inappropriate use of slides and other adventure elements.

34. Use of the surf pool:

34.1. The surf pool – as the other pools – can be used by guests at their own risk.

34.2. The surf pool can only be used with the help of qualified personnel and under professional supervision. The instructions of the instructor must always be followed and safety regulations should be adhered to at all times.

34.3. The surf pool must be used in proper safety gear (helmet, life vest, etc.).

35. Use of the parking lot:

35.1. The outdoor parking lot is not supervised. The entrances and exits are monitored by a video surveillance system. The parking lot can be used free of charge. The Operator cannot be held responsible for the vehicles parked in the parking lot or for any damages that might occur to said vehicles while they park in the parking lot. Full – administrative, legal, etc. – liability for damages arising from the violation of the highway code or from the inappropriate use of the parking lot shall be assumed by the person causing the above-mentioned damages.

36. Public health conditions:

In accordance with decree no. 37/1996. (X.18.) NM of the Minister of Public Welfare, the following categories of people are not allowed to enter public baths:

- people afflicted by fever and/or infectious gastrointestinal and skin diseases,

- people afflicted by diseases which result in convulsions, cramps, loss of consciousness or large, visible skin lesions,

- people under the influence of alcohol,

- people under the influence of psychoactive drugs or drugs which cause drowsiness.

In case the above-mentioned symptoms are recognizable in a person who uses Aquaworld's services – or intends to use them – such a person can be denied entry into the Facilities or barred from the further use of Aquaworld's services.

If a guest does not meet the sanitary conditions outlined above, the employees of the Facilities – e.g. lifeguard, swimming pool attendant, security guard, shift manager etc. – may ask him/her to undergo a preliminary medical examination – which is independent from the Operator – in order to determine whether his/her condition poses a threat to other guests.

37. Special conditions regarding the use of the Spray Park

37.1. In the Spray Park, children and the adults accompanying them are obligated to conform to the rules and regulations of the SPRAY PARK. Violators of these rules and regulations may be excluded from using the Spray Park.

37.2. In the various areas of the SPRAY PARK, the games can be used according to their designated age groups. Young children (0-4 years of age) can play in the smaller area marked out for them, while children over 4 are welcome to use the adjoining larger area. The play castle in this area of the SPRAY PARK can be used by children aged 4-10 with parental supervision or in certain time periods, with the supervision of child animators.