

House Rules



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1.1. Guests are kindly requested to comply with the provisions set out in these House Rules and to follow the instructions and notices of the Aquapark staff.

- 2 By purchasing an admission ticket, guests acknowledge and accept the provisions of these House Rules as binding upon themselves. Guests bear sole responsibility for familiarising themselves with and understanding all regulations and requirements contained herein. The Operator expressly draws guests' attention to the fact that all attractions and pools of the Aquapark may only be used at their own risk and exclusively in good physical and mental condition. The use of certain pools and attractions requires appropriate skills, good physical and mental preparedness, and practice. The Operator's staff will gladly provide guidance to help guests acquire these skills and thereby prevent potential accidents.
- 3 Any person who fails to comply with the provisions of these House Rules may have their right to use the services withdrawn with immediate effect and, where justified, may be expelled from the Aquapark and any other associated facilities.
- 4 Sun loungers and deck chairs are available in limited numbers and may be used by guests on a first-come, first-served basis. Owing to their limited availability, the Operator is not obliged to provide a lounge or deck chair for every guest, and their use is not included in the admission fee.

2. Opening Hours

The Aquapark is open daily from 7:00 a.m. to 9:00 p.m. The pool area and outdoor pools close at 8:30 p.m., while the operation of slides and other attractions ends at 8:20 p.m.

The Oriental Spa Wellness & Fitness Center is open daily from 7:00 a.m. to 9:00 p.m. The pool area and sauna world close at 8:30 p.m.

2.1 Cash desks open every day at 7:00 a.m. and close at 9:00 p.m., at the same time as the Aquapark closes.

The cash desks of the Oriental Spa Wellness & Fitness Center open daily at 7:00 a.m. and close at 9:00 p.m.

2.2 Swimming Pool (with morning swimming ticket or swimming pass): 7:00 a.m. – 10:00 a.m.

During the winter season, only the indoor swimming pool may be used; during the summer season, the outdoor swimming pool is also available.

2.3 Aquapark: 10:00 a.m. – 9:00 p.m. (Pool area closes at 8:30 p.m.)

2.4 Sauna World: 7:00 a.m. – 8:30 p.m.

Saunas operate according to the current schedule displayed on the on-site information boards.

2.5 The Operator may modify the opening hours of the Facilities when justified (in particular, but not limited to, public holidays and national holidays). Guests will be informed of any changes in advance whenever possible, via the information boards placed in the lobby of the Facility or on the official website. Up-to-date information on the opening hours and any temporary closures of slides, pools and other attractions is available on the information board located in the lobby of the Aquapark.

2.6 For justified reasons (such as technical issues, maintenance or events), the Operator is entitled to partially or fully close any of the Facilities – including, but not limited to, individual pools, lifts, or attractions. Guests shall not be entitled to claim compensation or any other remedy from the Operator in such cases.

2.7 In the event of a reduction in services due to technical reasons, the Operator reserves the right to decide at its own discretion whether to apply any change to the admission fee.

3. Admission and Access

Upon entering the Aquapark, guests are required to purchase the appropriate ticket at the cash desk, or present another valid admission document (season pass, pre-purchased ticket, etc.), receive a waterproof wristband from the cashier (which records and monitors the duration of services used), and wear or keep it until departure. The wristband must be returned intact at the time of payment upon leaving.

For time-limited tickets an additional 15 minutes is provided for changing; for 2-hour, 3-hour and 5-hour sauna tickets, an additional 20 minutes is provided. If the guest stays above the purchased time, the current overtime per-minute fee will automatically be charged to the wristband. The applicable rate is specified in the current Price List.

3.1 In the event of loss or damage of the wristband received at admission, the guest is liable to pay compensation. The compensation amount is uniformly HUF 3,000 per wristband. This payment does not exempt the guest from paying for the services actually used. In case of loss, guests must immediately notify the Aquapark staff or seek assistance at the information desk. The Operator assumes no liability for unauthorised charges resulting from the loss of the wristband.

3.2 Entry to the Aquapark is on a first-come, first-served basis. Exceptions apply to pre-registered groups and guests with online tickets, who may enter through the information desk.

3.3 Access to the Aquapark or any other service is only possible by validating the wristband.

3.4 Regardless of the type, each ticket entitles the holder to a single entry only.

3.5 Each ticket is valid solely for the specific service indicated on it.

3.6 Guests entitled to discounted admission:

- Children under 3 years of age are admitted free of charge. (Proof of age must be verified upon request by the Operator by the accompanying adult.)
- Children under 11 years of age in the case of a family ticket, children under 14 years of age.
- Students of any age, upon presentation of a valid student ID issued and certified by a Hungarian or foreign educational institution.
- Pensioners, i.e. persons entitled to an old-age pension in accordance with the applicable Hungarian or foreign legal regulations, with appropriate proof.
- Residents of Újpest (4th district of Budapest), upon presentation of a document entitling them to the discount (e.g. personal ID, address card). This discount is not valid in the Oriental Spa Wellness & Fitness Center.

The Operator reserves the right to determine the authenticity of any documentation presented to claim a discount.

3.7 Access from the Oriental Spa to the Adventure Pool area is possible only with a valid wristband.

3.8 The entire building complex, including all Facilities and parking areas, is continuously monitored by a video surveillance system for property protection, access control and security purposes. The Operator stores video recordings in compliance with applicable legal requirements and permanently deletes them in accordance with legal provisions if the recordings are not used. Recordings will only be released to the competent authorities authorised by law.

3.9 The admission fee does not include additional services (e.g. equipment rental, safe deposit, sauna rituals, cloakroom). Such services may be purchased on a credit basis using the wristband and are to be paid upon departure.

Notice to Guests:

Please note that upon entry only the fee for the initially selected duration of services will be charged. Should a guest use additional services or stay beyond the purchased time, the charges for extra services and consumption will be recorded on the wristband and must be paid when leaving the Facilities.

If a guest is unwilling or unable to settle the outstanding balance upon departure, they are obliged to provide proof of identity to the Operator's representative and sign a written statement or official record acknowledging the debt. AquaWorld Zrt. is entitled to charge default interest at twice the prevailing central bank base rate on any unsettled amount, and to recover any related costs from the guest.

In the event of suspected criminal activity, the Operator will in all cases file a report and notify the competent authorities.

3.10 For the protection of our guests' personal belongings and the facility properties, CCTV operates in the locker area. The cameras only monitor the common areas and the locker sections. No cameras are installed inside of the changing cabins or in other private areas. Changing clothes is permitted only in the designated changing cabins. Detailed information about data processing related to the CCTV system is available at the Waterpark Reception.

4. All Facilities and saunas may only be used at the guest's own risk. Pools may only be used by guests who can swim, where the depth of the water makes swimming ability necessary. This requirement also applies to the landing pools of the slides. Guests must check the water depth before starting any slide ride.

5. Guests under the age of 14 may enter and remain on the Aquapark premises only under parental supervision or when accompanied by an adult (18 years or older).

6. Compliance with instructions displayed on warning signs, pictograms and similar notices is mandatory for all guests. The instructions of lifeguards and slide attendants must be followed when using the slides, pools and all other attractions within the Aquapark.

7. Guests who refuse to use the required protective equipment (such as inflatable rings or slide mats) for certain attractions may be excluded from using those services by lifeguards or slide attendants.

8. The operation, opening and closing of outdoor pools-excluding pools with indoor/outdoor connections-depend on weather conditions & are determined by the Operator.

9. It is strictly forbidden to enter or use pools and attractions that have been closed off.

10. The Operator assumes liability only for items deposited in the officially supervised safe deposit boxes.

11. The Operator accepts no responsibility for objects or valuables dropped into pools. The Operator is under no obligation to dismantle drains or pipelines for inspection or retrieval of such items.

12. Guests are liable for the full cost of replacing any damage to the Facilities' furnishings, equipment or vegetation caused intentionally or through negligence.

13. Due to the increased risk of slipping, it is recommended that guests wear both slippers or similar non-slip footwear throughout the Facilities.

14. Guests suffering from infectious diseases or contagious skin conditions, or those with injuries or open wounds, are not permitted to use the Facilities.

15. Guests under the influence of alcohol, intoxicants, or any mind-altering substances (including certain medications or drugs) are not allowed to remain within the Facilities or use their services.

16. Adults may not use children's pools unless accompanied by their own children.

17. The diving pool may only be used by guests who are competent swimmers.

18. Jumping into the pools with an overheated body is prohibited.

19. The self-service restaurant may not be entered with a wet body or without footwear.

20. Only food and drinks prepared or purchased on the premises may be consumed within the Aquapark.

21. Mandatory Compliance with Health and Safety Regulations

To ensure compliance with applicable health and safety regulations and to guarantee the undisturbed relaxation and sporting activities of other guests, the following are strictly prohibited:

21.1 Entering the pools without prior use of the pre-swimming facilities, such as footbaths and showers.

21.2 Using slides or pools without appropriate swimwear (only garments made of swimwear fabric are permitted).

21.3 Wearing swimwear that does not appeal to the general public or that is offensive.

21.4 Entering the pools with oily, sunscreen-covered, or sandy bodies.

21.5 Walking in the indoor pool areas in street shoes or street clothes.

21.6 Obstructing or occupying pool stairways.

21.7 Jumping into the pools in a way that disturbs others, hinders their swimming, or endangers their safety.

21.8 Using deep-water pools without being able to swim safely.

21.9 Eating, smoking, consuming alcoholic beverages, littering, or otherwise contaminating the pool water or surrounding areas in the Adventure Pool, Oriental Spa, indoor swimming pools, or sauna facilities.

21.10 Bringing any fragile items or objects into pool area which are likely to cause injuries, accidents (such as glass bottles or glasses).

21.11 Using cleaning agents, shaving, or performing personal hygiene tasks inside the pools, indoor pool areas, or saunas.

21.12 Bringing balls (except beach balls in the AquaWorld Adventure Pool area), air mattresses, diving equipment (except with prior authorisation), or any objects that could disturb other guests.

21.13 Bringing flammable or explosive substances, weapons, chemicals, or similar hazardous materials.

21.14 Taking food, drinks, or tableware from catering outlets into the pool areas.

21.15 Urinating within the Aquapark or in the pools.

21.16 Animals are not permitted within the Bath premises.

An exception applies to certified assistance dogs, including in particular guide dogs for the visually impaired and other assistance dogs, as well as dogs used for guarding the facility under the responsibility of the Operator. Entry of an assistance dog to the Bath premises is subject to the following conditions:

• The legally required documents certifying the dog's status as an assistance dog must be available on site.

• Documents proving the handler's entitlement to use the assistance dog must be available on site.

• The identification card attached to the dog's harness must be present, and the dog may access the premises only while properly equipped with this harness and identification. These documents must be presented upon request of the Operator in a verifiable manner. Failing to present the required documents may result in refusal of entry.

21.17 Missing, moving, or removing benches, chairs, sun loungers, or other equipment from their designated locations.

21.18 Bringing or using vehicles, bicycles, Segways, dromes, other remote-controlled devices, hoverboards, scooters, or toy motorcycles on the premises during operating hours (except service vehicles).

21.19 Playing radios, music players, CDs, musical instruments, loudspeakers, mobile phones, or any mobile devices in a manner that disturbs others.

21.20 Any form of trading, distributing, leftlets, or soliciting.

21.21 Behaving in a manner that violates public morals or order or otherwise breaches accepted rules of conduct.

21.22 If a guest intentionally or negligently contaminates the pool water, requiring the closure, draining, or disinfection of the pool, they are liable for all related costs, including any loss of revenue or other damages resulting from the pool's downtime.

23. First Aid

First aid is provided free of charge for any health-related issues arising in connection with the use of the facilities.

23.1 In the event of injuries, sudden illness, or any suspected medical emergency, guests are requested to immediately notify the Aquapark staff. The Operator is not permitted to dispense any medication, even upon express request.

23.2 Each case requiring first aid will be recorded in detail in a logbook and official report.

23.3 The injured person, their companion, and the attending staff member must confirm the treatment provided and any agreed comments by signing the report.

24. Fire Prevention

To prevent fire hazards, it is strictly prohibited to:

24.1 Smoke or use any tobacco products, nicotine-containing items, or smoking imitation devices inside changing rooms, cabins, corridors, saunas, restrooms, or any other enclosed areas of the facilities.

24.2 Smoking in any area except in designated smoking zones.

24.3 Dispose of burning cigarettes, tobacco products, or ashes in plastic bins or with combustible waste.

24.4 Engaging in any activities involving open flames, start fires, or use fireworks or other pyrotechnic devices.

25. Please keep escape routes, emergency exits, fire hydrants and related emergency equipment clear at all times.

26. Lost and found items should be handed in at the Information Desk.

27. Guests may submit comments or complaints verbally at the Information Desk or in written form in the Customer Feedback Book.

28. If the Operator produces or commissions promotional materials (such as video recordings, photographs or audio recordings) for any purpose related to its activities or services on the premises, and if any guest incidentally appears in such materials, the guest shall have no claim of any kind against the Operator or any third party in connection with such appearance.

29. In compliance with applicable laws and the Operator's Data Protection Policy, the Operator takes a digital photograph of each guest upon entry and keeps a personal image record. The Operator is entitled to deny access to guests who refuse, in whole or in part, to provide the required data or to consent to having their photograph taken. Guest data will be used solely for the Operator's internal records and will not be disclosed to any third party, in full or in part, in accordance with data protection regulations.

30. Use of Changing Rooms

30.1 Each bath unit (Adventure Pool Area and Oriental Spa) is equipped with guest changing rooms. The use of changing rooms is included in the admission fee. Guests are responsible for using the changing rooms independently in accordance with the established on-site procedures. Proper use of changing rooms, lockers, showers, and related facilities is the sole responsibility of the guest.

30.2 After placing clothing and personal belongings in a locker, guests must ensure that the locker is properly closed and that all clothing and personal items have been fully secured inside.

30.3 The Operator assumes no responsibility for personal clothing or belongings left outside the lockers, nor for items if the guest leaves the locker open. The Operator likewise bears no responsibility for clothing or other items brought into the premises, including pool areas and treatment rooms.

30.4 Guests are strongly advised not to bring high-value jewellery, large amounts of cash, or similar valuables to the Facilities, as the Operator accepts no responsibility for such items.

30.5 Valuables may be placed in the safe deposit boxes located at the Aquaworld reception before entry. Detailed conditions of use are provided on the information displays on site and at the Adventure Pool reception.

31. Sauna Use

31.1 All guests use the saunas at their own risk and in full awareness of their state of health, in accordance with the posted sauna regulations.

31.2 Guests under the age of 14 are not permitted to enter the sauna world, even when accompanied by an adult.

31.3 The saunas of the Adventure Pool Area must be used in appropriate attire (swimsuit or swimming trunks), except in the textile-free sauna section. The saunas of the Oriental Spa Wellness & Fitness Center must be used in attire appropriate to each sauna type (textile-free or textile).

31.4 The use of a towel or sauna sheet is mandatory inside all saunas.

31.5 Showering is mandatory before using the sauna and between sauna sessions.

31.6 Showering is mandatory before using the plunge pool.

31.7 Wearing slippers is mandatory in the sauna anteroom.

31.8 Entering saunas while wearing slippers is prohibited.

31.9 Essential oils and other aromatic substances may only be used in the sauna by staff members.

31.10 Sauna infusions and the humidification of dry saunas may only be performed by staff or by the sauna master designated for that day.

32. Use of Children's Pools

32.1 Children who are not toilet-trained must wear waterproof, special baby swimming diapers.

32.2 Only children and their accompanying adults may enter the children's pools. Adults may not sit or lie in these pools.

32.3 Children may not enter the adjacent indoor dry playground with a wet body.

33. Use of the Children's Banquet Room

33.1 The Children's Banquet Room may be used for children's meals and for hosting various children's events only with the Operator's prior approval.

33.2 Only food and beverages purchased at the self-service restaurant may be consumed in this room.

33.3 During private events, entry to the room is not permitted to people who are not invited.

34.1 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.

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

- a) In case of body height between 120–129 cm, a white wristband must be worn.
- b) Between a height of 130–140 cm, guests receive pink armbands;
- c) Between a height of 140–150 cm, guests receive checkered armbands;
- d) People taller than 151 cm are not required to wear armbands.

34.3 The regulation of slide usage is based on the recommendations of the relevant regulatory authorities. Considering the various parameters of the slides, the expected arrival speed is determined by simulating different body types, and the restriction values are set with a focus on accident prevention. Accordingly, in order to avoid increased risk of accidents, guests with altered health or physical conditions, those with limited mobility or impairments affecting movement, as well as pregnant guests, are not permitted to use the slides even at their own risk.

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

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

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

34.7 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 green light appears on the display, the instructions of the slide guards should always be followed.

34.8 It is forbidden to use the slides in an intoxicated or drowsy state of mind.

34.9 Children under 140 cm in height are not allowed to use the slides – whether supervised by an adult or not – with the exception of the slides starting from the 4th floor of the slidetower (where the minimum height is 120 or 130 cm), and the children's slides. Wearing a wristband is mandatory for people under 151 cm in height.

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

• The giant slides starting from the 5th level of the slide tower (Whirlwind, Kamikaze, and Flying 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 151 cm are obligated to wear armbands.

• The Rainbow Slide, which starts from the 5th level of the slide tower, may only be used by children who are at least 120 cm tall (measured to the top of the head) or taller, and only with a single-person slide tube. The Rainbow Slide may not be used with a double slide tube. Wearing a wristband is mandatory for people under 151 cm in height.

• The Rainbow Slide – which starts from the 4th floor 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 double slide tube. Children shorter than 151 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 151 cm are obligated to wear armbands.

• The "Mountain river" slide can be used by children with a minimum height of 130 cm. Children shorter than 151 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.

34.11 Regulation of the height restrictions mentioned above and the application of wristbands takes place at the First Aid desk next to the adventure pool. In the presence of an accompanying adult, height is checked at the designated height measurement points. For safety reasons, the facilities operator cannot make exceptions to the above height restrictions. Slide use may be denied by slide attendants or lifeguards to anyone not complying with the height restrictions. Slides ending in the pool may not be used by guests who are not able to swim safely. Wearing a wristband is mandatory for people under 151 cm in height.

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

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

34.14 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.

34.15 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 features.

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

34.17 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, slippers, water shoes, long-sleeved clothes, skirts, showies and clothes with fills, fringes or luffs). Guests accept that the employees of AquaWorld Zrt. are entitled to prohibit people from using the slides if they are wearing clothes which are unsuitable for sliding.

34.18 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).

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

34.20 The equipment provided (single and double slide tubes, as well as sliding carpets) must be handed over to other guests by the user if the level of traffic requires it after use. If this occurs, the guest must stand in the queue again in case they wish to use the slides once more, where the use of the equipment is essential.

35. Use of the Car Park

35.1 The outdoor car park is unsupervised; entry and exit points are monitored by cameras. Parking is free of charge. The Operator assumes no responsibility for vehicles parked in the car park or for any damage that may occur to them. Guests are fully liable—under administrative, civil and all other applicable laws—for any damage resulting from violations of traffic regulations or improper use of the car park.

36. Public Health Requirements

In accordance with Decree 37/1996 (X.18.) of the Hungarian Minister of Welfare, the public bath may not be used by:

- people with fever or contagious gastrointestinal or skin diseases;
- people suffering from convulsive conditions, loss of consciousness, or conspicuous or extensive pathological skin lesions;
- people under the influence of alcohol;
- people under the influence of drugs or intoxicating medication.

If any of the above conditions are observed in a person using or intending to use the services, entry or use of services may be refused.

If a guest does not meet the hygienic requirements, the Operator's staff (e.g. lifeguard, pool attendant, security guard, duty manager) is entitled to request the guest to undergo a prior medical examination—independent of the Operator—to confirm that their condition does not pose a threat to other guests.

37. Special Rules for Use of the Spray Park

37.1 Children and their accompanying adults must comply with all SPRAY PARK rules. Failure to do so may result in exclusion.

37.2 Play equipment is divided by age groups. The designated smaller area is suitable for children aged 0–4 years, while the larger area is intended for children over 4 years. The playground structure located in this section may be used by children aged 4–10 years under parental supervision or, at designated times, under the supervision of an animator.

37.3 The Spray Park may only be used with parental/guardian consent and at one's own risk.

37.4 All users must be aware of their health condition and accept full responsibility for using the Spray Park.

37.5 Children must take care to protect their own physical safety and that of other children.

37.6 Wearing shoes or slippers in the Spray Park is prohibited.

37.7 Running is prohibited throughout the Spray