

Aquaworld House Rules

Üzemeltető: Aquaworld Hotel és Élményfürdő Szolgáltató Zrt.
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Tel: 1/2313-700

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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.**
- 1.2 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.
- 1.3 Any person who fails to comply with the provisions of these House Rules may have their right to use the services withdrawn with immediate effect and, where justified, may be expelled from the Aquapark and any other associated facilities.
- 1.4 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 repairing 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 bath 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 cleansing 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 Littering 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 Misusing, moving, or removing benches, chairs, sun loungers, or other equipment from their designated locations.
 - 21.18 Bringing or using vehicles, bicycles, Segways, drones, other remote-controlled devices, hoverboards, scooters, or toy motorbikes 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 leaflets, or soliciting.
 - 21.21 Behaving in a manner that violates public morals or order, or otherwise breaches accepted rules of conduct.
 - 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 4th 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. Registration 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 slides.
- 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, shawls and clothes with frills, fringes or tufts). 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 Park.
- 37.8 All playing equipment must be used only for its intended purpose. Parents/guardians are financially liable for any damage resulting from misuse or deliberate vandalism.
- 37.9 Aquaworld Zrt. takes no responsibility for items brought into or left in the Spray Park or for any accidents caused by such items.
- 37.10 It is forbidden to bring objects not suitable for a child's age, including sharp or cutting items, toys suggesting aggression, weapon-like or threatening toys.
- 37.11 Eating is not permitted at the Spray Park. Bringing food, drink, chewing gum, etc. is strictly prohibited.
- 37.12 Cleanliness must be maintained throughout the Spray Park.
- 37.13 The slides of the playground structure in the Spray Park may only be used by children weighing a maximum of 30 kg.
- 37.14 Smoking is strictly prohibited throughout the Spray Park.

- 38. Special Rules for Use of the Bongo Kids Club**
- 38.1 The Bongo Kids Club may only be used in dry clothing; wet swimwear, wet clothes, or footwear are not permitted.
- 38.2 Children under the age of 3 may use the Bongo Kids Club only under parental supervision.
- 38.3 For children over 3 years of age left in the playhouse without a parent, the accompanying parent must sign the child in and out with the child supervisor on arrival and departure, providing the child's name, the parent's phone number, and room number.
- 38.4 Bringing food or drinks into the Bongo Kids Club is prohibited.
39. Use of Outdoor and Seasonal Playgrounds and Attractions
- 39.1 Outdoor and seasonal playgrounds and attractions (e.g. playgrounds, outdoor fitness) may only be used in accordance with the rules displayed at each facility.

Final Provision

This House Rules document enters into force on [day and month], 2025 and applies to all guests entering the Facilities. The Operator reserves the right to amend these House Rules at any time. The version displayed on site shall apply, without retroactive effect. Guests are kindly requested to comply with all provisions of these House Rules.



Makk László
 Director of Waterpark



Opopki István
 Director of Company

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
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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 3000 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.

In the Oriental Spa area, relaxation beds and sun loungers are available in limited numbers and may be used on a first-come, first-served basis. Due to the limited availability, the Operator is not obliged to provide a relaxation bed or sun lounger for every guest. The use of relaxation beds and sun loungers is not included in the admission 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.

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 Oriental Spa Reception.

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.
- 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.
- 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.

Makk László
Director of Waterpark

Opojki Istvánné
Director of Company