

VENUS AQUAPARK REGULATIONS

For yours and other tourists' safety, we ask you to comply with these regulations, as well as following the staff's instructions. This regulation establishes the premises of the Venus Aquapark and the adjoining spaces' operation under civilized terms and in accordance with legal terms. Your acceptance to be a guest in the Aquapark shall be deemed to be the acceptance of these rules, regulations and management policies.

- The entry of customers is made in the order of their arrival. When reaching the maximum capacity of customers, access is allowed in equal numbers to those who leave the complex.
- Customers must observe the warning signs inside the Aquapark, read the instructions for using pools, slides, etc.
- Customers should consider the risk of injury due to wet surfaces, therefore they will have increased attention in the areas of the pool, slides and bath. We recommend that you use non-slip/anti-skid slippers at all times
- The pool's only made in a bathing suit. It is a swimsuit with the following pieces of clothing: swimsuit, special swim/swimming slip, special swimming/bathing short pants. In case of violation of this rule, the staff of the Aquapark will ask you to leave the pool.
- We recommend that you not to enter the Aquapark with jewelry, with large amounts of money because we do not take responsibility for their loss.
- The Aquapark Administration does not take responsibility for personal items that were left on the edge of unattended pools, on the beach, forgotten in the changing rooms, at the playground.
- The recovery of objects fallen in pools is not the responsibility of the Aquapark administration. We will not dismantle drains or any other structure to search for lost items.
- Customers agree to be present in the media for any advertising and promotion activity, without the possibility of issuing further claims.
- In the event of accidents or medical problems, first aid is granted to customers by qualified personnel.
- Pets are not allowed

- Pools must be left 15 minutes before closing time.

IT IS FORBIDDEN:

- access in the pools to people carrying contagious diseases, with open wounds or dermatological diseases such as dermatitis or dermatoses. The staff of the Aquapark does not take responsibility for the illnesses caused by certain conditions of other visitors.
- customer entry into the pools if they haven't used the showers. People who sit in the sun should shower before each entry in the water in order to rinse sweat and sunscreen lotions.
- use of soap or shampoo in pools.
- blocking the pool stairs.
- the behavior that endangers the safety and health of oneself or others. Such abusive behavior or language is a reason to be evicted from the Aquapark.
- spitting, swallowing water, blowing the nose in water, urinating in water, as well as defecating in pools.
- noisy play, push, splash, jump in the water, use of blasphemy or any inappropriate behavior that disrupts the basin area or endangers the customers or staff of the Aquapark.
- cigarette smoking in areas other than those designated.
- throw the cigarette filters into the plastic container or on the beach.
- bring bottles, containers or other glass or porcelain items to the pool area.
- the entry of people under the influence of alcoholic beverages or drugs.

Clients found guilty of improper exploitation of Aquapark facilities, slides, machinery, goods, knowingly or negligently, those who cause acts of vandalism or are found guilty of theft, have the obligation to bear the full value of the damage caused. Parents or attendants are obliged to bear any damage caused by their minor child. If customers intentionally or accidentally pollute the water in the pools with any substance, the entire cost of emptying, disinfection and refilling operations will be borne by the culprits.

When motivated, customers can be evicted from the Aquapark by security guards, and if necessary, they can call the police.

In duly reasoned cases (technical or other issues) the director of the unit is entitled to close the Aquapark in whole or in part. For this the company does not owe compensation to customers.

SPECIAL REGULATIONS FOR CHILDREN

- Aquapark access is prohibited for unaccompanied or unattended minor children.
- The parents, guardians and accompanying persons who care for minor children are responsible for compliance with the rules for the use of swimming pools. The staff of the Aquapark assumes no responsibility for accidents.
- It is forbidden to enter the pools of children up to 3 years without a clean swimming diaper, covered with waterproof material that fits perfectly around the legs and waist. Standard diapers are not allowed.
- The use of the Olympic swimming pool by children under 16 years of age without the supervision of adult companions who know how to swim is prohibited
- Minor children may use slides only by assuming the responsibility and permanent supervision of parents or companions.

Age group warnings for thermo-mineral baths:

- 0-3 years: thermal bath is not recommended
- 3-7 years: the duration of the thermal bath is 10 minutes
- 7-14 years: the duration of the thermal bath is 15 minutes
- 10-15 minutes: the recommended bathing time in the thermal mineral water pools is a maximum of 20 minutes followed by a minimum break of 10-15 minutes.

USING THE SLIDES REGULATIONS:

- Hebriated persons or/and under the influence of drugs cannot use slides.
- The slides access is made exclusively by stairs.
- Children may use slides only under the permanent supervision of their parents or companions.
- Going down the slide is done on the lifeguard's signal.
- It is forbidden to use slides if the surface of the body is greased with oil.

CHILDREN POOL USE REGULATIONS:

- Children access of the pools is allowed under permanent supervision of the parent/adult companion.
- 3-year-olds are required to wear bath diapers
- Ball play is only allowed if it does not bother others
- The use of children pool by adults is not allowed, except for children's attendants

LOCKERS USE REGULATIONS:

- Personal items can be stored in the dressing rooms, under an assigned key. Upon departure, please hand over the key to the locker room.
- We're not responsible for the items left in the locker room.
- Items found in the lockers after closing time will be placed and kept at the cashiers'.

DISPUTES AND COMPLAINTS:

Your opinion is very important to us. For your stay to be as pleasant as possible, we need suggestions and referrals to be communicated to us in real time. We appreciate thus your help to improve our services continuously and we assure you that we make every effort to solve all complaints correctly and quickly.

For solutioning, any claim must be reported to the cashier during the stay. We will not consider complaints that were not submitted to the attention of the Aquapark management during the stay.

We are not responsible for compensating you for any situation that could have been solved at place if we had been informed. Any controversy, dispute or complaint that may arise from the application of these terms and conditions, we will try to solve it in a friendly way. If it's not possible, it will come under the jurisdiction of the courts of Oradea.

We reserve the right to regain from our guests the related amounts in at least the following cases, independent of their desire:

- Caused deterioration or destruction.
- They left with objects that do not belong to them from the endowment of any department.

The amount due is the amount equal to the value of the purchase of the damaged object or the value of the space planning and the related workmanship.

REGULATION UPDATE:

Management reserves its right to add or modify the terms, conditions and rules within the Aquapark without prior notice.