

HOUSE RULES AND POLICIES



Dear Guests, please be advised that you are required to abide by the following policies while staying at the Brigetio Spa!

Please note that by purchasing an entry ticket or a season ticket or by using other services (medical treatments, kindergarten / school swimming instruction, various water sports and other trainings), you accept and agree to abide by the following policies.

- The use of the services and facilities of the Spa is at your own risk!

- Services are available to guests on a first come, first served basis. Organized, group swimming lessons can only be provided under the supervision of a suitably qualified instructor on the basis of a cooperation agreement with Komthermál Ltd.

It is the obligation of the swimmers to conclude the necessary cooperation agreement with Komthermál Ltd. immediately, and to observe and abide by the contents of it and the bath house rules during the swim lessons. The trusted swimming instructor is responsible for the health of the children. Swim instruction may be permitted depending on the capacity of the spa.

Brigetio Thermal Spa shall not be liable for any damages resulting from the violation of this policy, personal injuries, the fault of the guest or the accidental use of the facilities.

The Company may claim damages for the damage caused to the Komárom Thermal Bath Service Ltd. (hereinafter Komthermál Ltd.). For the safety of guests, part of the spa and beach area is



monitored by cameras, and periodic photographs of the spa are taken for marketing purposes. When visiting the spa, the guest also agrees to be included in photos taken for security or marketing purposes. If you do not wish to be included in the photos, please inform the photographer / cameraman before taking the picture!

We kindly ask our guests not to disturb the calmness of those who want to bathe or relax with loud, inappropriate behavior or misbehavior!

OPERATING SCHEDULE, TICKETING

1. Access to the spa area is only permitted with a valid entry ticket. It is mandatory to wear a watch and / or wristband that is handed over at the same time you buy an entry ticket and use it on all gates when entering and exiting. *The operator's employees have the right to check the validity of the service at any time.* It is mandatory to present an invoice or receipt confirming the redemption of the entrant during the inspection. If you do not have a valid entrance ticket, you will have to leave the Brigetio Thermal Bath at the verbal request of Komthermál Ltd. A person who commits the above violation on several occasions may be permanently banned from the spa area and prohibited from using its services.

2. Information on current prices, service charges and opening hours can be found at the cash desk and the price list as well as on the information screen.

3. The ticket purchased at the checkout shall be valid only for the service for which the ticket was requested, as follows:

- **the ticket entitles you to one entry and exit,**
- the entrance ticket to the spa offers access to indoor pools, spa pools and the beach,

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- spa and sauna access ticket is valid to enter indoor pools, spa pools, saunas and beach,
- the entrance ticket to the beach is limited to outdoor pools except the spa pool,
- members' passes, entry passes, hotel, chalet or camping passes are considered as passes,
- the entrance ticket of the sauna only gives permission to use the sauna.

4. **The cash desk** closes one hour prior to the closing time of the Spa (7 **pm**). From this time on, it is not possible to enter the spa area for bathing.

Our guests can stay in the pools until 19:45 at the latest, everyone is required to leave the Spa area by 20:00 without any notice. After 8 pm no unauthorized persons (including camping and chalet guests) will be allowed on the beach and the spa will not be available.

5. The night pass is valid from 20.30 to 0.00. On the day of night bathing, daily tickets, passes, member passes, hotel, chalet, camping or other passes, season tickets do not allow you to enter night bathing. Before night bathing, guests with daily tickets and season tickets must leave the spa area. During the summer time, the outdoor swimming pool and the adventure pool can be used during night bathing, while the other periods include the indoor and outdoor pools, the jacuzzi, the swimming pool, the training pool and the saunas. **For a night bath, the checkout closes at 23**, from that time onwards, it is no longer possible to enter the spa area. **In our pools, our guests can stay for up to 23.45**, everyone is required to leave the spa area without notice for 0.00 o'clock.



6. The operating time of the spa may be changed by the management of the spa in justified cases (technical failure, water shortage, etc.). The change must be announced in the notice posted at the cash price. Komthermál Ltd. may order up to three times a year a closing day, notifying its contractual partners in writing in advance and announcing it to its guests by means of posted notices. During the closed hours, Komthermál Ltd. may decide at its own discretion whether to grant permission to any of its contractual partners to stay in the spa. If so, it undertakes to provide the necessary staff during this time. Contract partners and leaseholders accept the above upon signing the contract or purchasing the lease. Komthermál Ltd. will not refund the service fee in case of starting the service.

7. ***Children under the age of 14 may only enter the Brigetio Spa with their parents or adults.*** Children may use the swimming pools only under the constant supervision of their parents and under the responsibility of their parents. For those who are not yet housebroken, the use of swimming diapers is required.

8. **Children under the age of 14 are NOT allowed to use the indoor and outdoor pools for health reasons!**

9. The parent / companion is required to prove the age of the child under the age of 3 with an official document (Health Insurance Card, address card, etc.)

10. ***An adult must not sit into the paddling pool***, can only sit on the raised edge of the pool to take care of a supervised child inside.

11. The children's pool snake slide is only available to children who can use it alone. ***Adults are not allowed in the children's pool.***

12. In case of group visits or bathing, the group leader is responsible for ticketing and group members.

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13. Due to partial or complete service interruption due to **force majeure** event – including extreme weather conditions (eg. storm, lightning, flood, blackout, etc.) – **the Spa will not refund the price of the purchased bath ticket to its Guests either in part or in full!**

14. Cashier is not obliged to change money!

GENERAL PROVISIONS

1. The use of any pool for incontinence, tuberculosis, infectious diseases, skin diseases and open wounds is prohibited.

The use of swimming pools is contraindicated in cardiac, circulatory and respiratory failure, malignancy, acute inflammatory disease, thrombosis, severe varicose veins and pregnancy. You should not go to the spa for incontinence, for infectious skin and other infectious diseases, for faecal matter, for fever, or for infectious gastrointestinal and skin diseases, with cramping, loss of consciousness, or with striking or extensive pathological changes.

2. The services of the Spa shall not be used by persons who are under the influence of drugs, intoxicants or other intoxicating substances, and the spa worker shall refuse all services.

3. ***In health spa pools, the maximum continuous residence time recommended to healthy people is 20 minutes; in case of illness, treatment according to the doctor's instructions.***

4. All bathers must comply with the instructions and instructions of the staff of Brigetio Spa, the employees of the security guard service assigned to Komthermál Ltd..



5. ***The use of beach and bath slippers is mandatory in the spa area, in the pool area, in the lounges next to the saunas and in the passageways!*** Please pay particular attention to the fact that the pavement around the pools may be wet, thus increasing the risk of slipping!

Non-slipper guests and escorts are required to wear a shoe protector, which can be requested at the checkout desk or by the bath keepers. The above rule also applies to all employees of Komthermál Ltd. and other persons performing official controls! In addition to the above, please follow the instructions of the spa staff and the warning signs to avoid accidents.

6. ***It is mandatory to use a swimming cap in the indoor swimming pool.***

7. ***Shower and foot wash is a must for everyone before using the pools!***

PROHIBITED:

- use the pools with contaminated bodies (eg in the summer: sun / sun oil, sand, etc.),
- use soap, shower gel, other toiletries or chemicals in pools and pollute the water in general;
- bring fragile objects (bottles, glasses, etc.) into the pools and their surroundings, or any accident or injury causing things;
- for those who cannot swim, use the deep water pools;
- jump in the swimming pools outside the starting stone, in the adventure pool and in the medical pools.
- splashing in the swimming pools and medicinal pools, playing ball, disturbing the calm of the bathers;
- cling to lane ropes, sit on them;
- jump into the outdoor swimming pool beyond the starting stones to the water;

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- jump into the water from the side of the pool and from the barrier-bounded part of the lane
- stay in children's pools for adults;
- eating and drinking alcohol in the pool area;
- It is forbidden to bring into the Spa area any object that endangers the health of others;
- rubbish and take drugs in the spa area;
- behave in a way that violates public morals, public order, and disturbs the peace of others.

In case of violation of any of the above, the offender may be temporarily or permanently banned from using the spa or prohibited from using his/her services.

8. Please observe the “keep to the right” rule within the swimming lanes!

9. The plastic grid around the pools is a non-moving surface. Komthermál Ltd. assumes no liability for accidents resulting from the unauthorized use of the area.

10. Care should be taken in the area around the children's pool and on the grassy area, as water flowing out of the pool makes the environment slippery. Komthermál Ltd. assumes no liability for accidents resulting from the failure to comply with the above.

11. For the safety monitoring of swimming pools, cleanliness of pools, pool waters and pools, keeping lifesaving equipment on standby, installing lifejackets, calling a physician to rescue from the water (even if the rescue seems to go well and) the bath keeper is responsible.

12. Sunbeds are rented for a daily fee only for one day and must be returned until closing time.

13. Medical and specialist services may be provided only by suitably qualified personnel.



14. Entry to Medicine and access to a variety of specialist and ancillary services is only possible with a valid entry card with a daily date stamp, unless you are under examination.

15. Only electrical equipment (eg. hairdryer) owned by Komthermál Ltd. and placed by the company may be used in the bath area. For proprietary safety reasons, the use of proprietary technical devices (eg. hairdryers, hair straighteners, kettles, etc.) is prohibited!

16. Driving into the spa area is subject to prior authorization.

17. No animal shall be allowed into the bath area, except for the guide dog and the dog, which are necessary for the performance of the guard dog security service. The campsite area is an exception!

18. *No smoking is allowed within 5 meters of the entrance to the spa and in all buildings within the spa and outside the spa site! **Smoking is allowed only in the designated area within the yard, which is indicated by signs in the yard.***

19. Please inform the personnel or the security service, who is entitled and obliged to take action, of any extraordinary events - the presence of personal injury, fire, equipment or objects dangerous to the health, the use of electrical equipment (eg. hairdryers) not provided by Komthermál Ltd.

USE OF THE DRESSING ROOMS

1. The lockers on the ground floor and upstairs work with the access watches, the rules of their use are on the lockers. If the closet is not lockable or the guest is not sure about the number of the closet, please consult a changing room colleague.

2. The use of the dressing container is mandatory for children taking part in organized swimming lessons. The dressing

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container can be reached via the Solaris Camping reception. The accompanying parent can use the spa services only through the purchase of a daily ticket at the checkout via the main entrance.

3. Children who take part in swimming lessons may travel only on the designated route, it is forbidden to disturb the tranquility of the campers and to damage their values. The financial consequences of any damage that may occur are the responsibility of the person responsible for swimming training.

STORE OF VALUE

1. Komthermál Ltd. operates a security depository in the area of the spa, so please note that in order to ensure the safety of your values, they should be placed in the safe deposit box. The company accepts no liability for items placed in the wardrobe or left unattended in the spa area (including hangers in hallways, lounges).

2. Please return the found items to the spa checkout. If you are the rightful owner of the found item, you must provide proof of receipt by presenting and signing your ID. Found items can be picked up by the cashiers.

3. For the safety of the guests, part of the Spa area is controlled by cameras.

4. Any person who uses the bath equipment, tools or property improperly, such as intentionally or negligently damaging, misappropriating and thereby causing damage, shall be liable for damages caused, and Brigetio Thermal Spa may initiate infringement or criminal proceedings against him/her.

Persons causing damage may be denied access by the staff to the competent services or obliged to leave the establishment.

REQUIREMENTS FOR USING SLIDES AND ATTRACTIONS

The adventure pool slides are seasonal. All slides may only be used in accordance with the conditions of the associated pictogram!

1. Only those guests who can swim can use the slides! Compliance with the regulations for incoming pools and beach pools is mandatory.

2. The slides are for everyone to use at their own risk.

3. The slide can only be used by healthy people.

4. Information board placed next to the starting position of the slides and instructions of the operating staff are mandatory!

5. Slides below 120 cm shoulder height shall not be used unless permitted by information boards (eg. child slides). Children under 120 cm shoulder height can only slide down the large slide with their parents.

6. The family slide can only be used by two people at a time, it is strictly forbidden for several people to slide together!

7. The weight limits for the slides must be observed.

8. Observe the prescribed posture as shown on the pictograms! When using the slide, it is necessary to check and prohibit guests from standing in the slide or behaving in a manner contrary to the permitted posture.

9. Leave the incoming part of the pool immediately after sliding off! The safety clearance is mandatory. Pool exit paths should be clearly displayed when multiple slides arrive at one arrival pool.

10. Slipping off while wearing a swimsuit can be done with a natural skin, the use of lubricants and speeding is strictly forbidden!

11. Tracking distance is mandatory.

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12. For bad weather and fewer guests, the attractions do not work continuously. Guests can signal their need for an attraction to the bath keeper.

WEIGHT BATH

1. Weight bath treatment should only be performed according to the procedure prescribed by the medical prescription. (The method of suspension of the patient, the amount of weight to be applied, the weight placement, the duration of treatment.). Deviations should not be made even at the patient's request.
2. Both the weight bath and the weightlifter should be under constant supervision during the treatment period to provide immediate assistance when needed.

PHYSIO- AND ELECTROTHERAPY DEPARTMENTS

1. Treatments in physiotherapy and electrotherapy departments should only be performed by qualified personnel under medical supervision. Treatment should only be given on medical prescription.
2. Strict adherence to medical prescriptions is required for the type and duration of treatment.

MISCELLANEOUS PROVISIONS

1. Everyone is bound by the rules of the Policy. Anyone who violates the rules or fails to comply with the warnings may be refused from the service or, in justified cases, refused from the service in part or in the spa area, or in the case of multiple offenses - may be permanently banned.



2. The person who violates the Policy or disturbs the order of the bath, the calmness of the bath guests, but does not constitute an offense shall be removed from the bath and shall be excluded from further use of the bath services. If necessary, the assistance of an official may be used.
3. The person responsible for the service (manager, deputy, bath keeper etc.) and responsible for the bath shall be considered an official and shall enjoy the protection of official persons.
4. Policies should be posted in a prominent position in the spa.

You may contact with your complaint to:

Komárom-Esztergom County Government Office for Technical Licensing and Consumer Protection Department (2800 Tatabánya, Bárdos László utca 2., Tel.: 34/309-303)
Notary of the Municipality of Komárom (2900 Komárom, Szabadság tér 1., Tel.: 34/541-300)
Komárom-Esztergom County Government Office Komárom District Office Authority and Guardianship Department (2900 Komárom, Szabadság tér 1., Tel.: 34/795-796)
Komárom-Esztergom County Conciliation Board (2800 Tatabánya, Fő tér 36., Tel.: 34/513-010)
KEM Government Office Kisbér District Office Food Chain Safety Department (2900 Komárom, Szabadság tér 1., Tel.: 34/542-917)
District Court of Komárom (2900 Komárom, Beöthy Zsolt u. 26.)

Komárom, 20 May 2019

Kovács Károly
Managing Director