



WATER PARK RULES

These water park rules serve to respect applicable legal regulations, to protect health and to guarantee safety of all visitors in the Tatralandia Liptovský Mikuláš water park, Ráztocká 21, 031 05, Liptovský Mikuláš (hereinafter referred to as "water park"), which is operated by the Tatry mountain resorts, a.s. company with the registered office at: Demänovská Dolina 72, 031 01 Liptovský Mikuláš, Company number: 31 560 636, registered in the Commercial Register of District Court Žilina, Section: Sa, Insertion no.: 62/L (hereinafter referred to as "operator"). Every visitor is obliged to read these rules when entering the water park complex. By paying for water park tickets and/or entering the water park, every visitor agrees with these water park rules and undertakes to respect them as well as all instructions of the water park staff. All current instructions in the water park are considered superior to general instructions.

I Access to the Tatralandia water park / pools

1.1 The water park can be entered only during the water park opening times and every visitor must wear a valid entrance chip (wristband with an electronic chip that serves as a ticket). Clients are informed about the system of ticket selling and payment by the staff of the water park ticket offices.

1.2 The water park opening times differ based on the season. The current opening times are always published on the water park website: www.tatralandia.sk. The operator reserves the right to change the water park opening times. All opening times changes are published on the water park website: www.tatralandia.sk and displayed at the water park entrance. Every visitor should acquaint themselves with the current opening times and potential limitations before coming to the water park. The opening times of individual attractions are specified by the operator and displayed at individual attractions. The last clients can enter the water park no later than 30 minutes before the water park closes. Every ticket, i.e. wristband chip is activated (becomes valid) once the respective client passes the entrance turnstiles and becomes deactivated (invalid) once the respective client passes the exit turnstiles, i.e. leaves the park, or once the water park is closed. Every ticket includes an extra period for changing clothes and drying oneself. If any client spends more time in the water park than they have prepaid, they must pay the respective surcharge based on the current price list at a cash desk.

1.3 Children younger than 12 years must be accompanied by an adult older than 18 years to enter the water park. The accompanying adult is responsible for the child all the time while staying at the water park and cannot leave the child unattended.

1.4 After paying the respective entrance fee, every client receives a wristband with an electronic chip that not only enables them to enter the water park but serves also as a cashless method to pay for extra services, food, drinks and other services used in the water park. Every chip has a financial limit in the total amount of €65, i.e. €60 for consumption and €5 as a fine for a potential chip loss. All surcharges registered on the chip have to be paid at cash desks located at water park exits when leaving the park. If any customer uses the whole financial credit while staying in the park, they can top up the credit at surcharge cash desks or at cash desks in the exit area. Once the surcharge is paid, the original financial credit for consumption and other services in the amount of €60 is available again.

1.5 Every water park ticket can be used only once. If the respective client leaves the park, their ticket becomes invalid. In such case, it is not possible to enter the park without buying another ticket. This does not apply to guests staying at Holiday Village Tatralandia.

1.6 The operator does not guarantee the availability of pool beds, pool umbrellas, sport equipment, wellness treatments, Celtic sauna world tickets, lockers and safes to clients who enter the water park. The availability of these products depends on the total capacity of the Tatralandia water park.

1.7 The operator reserves the right to close selected sections or attractions of the water park or to limit their operation in case of unavoidable maintenance and/or for objective reasons (bad weather, storm, low visibility) and/or for operating reasons (if the maximum capacity is reached) and/or when organising social or sports events without offering any refund of the entrance fee or its aliquot part or any other financial or non-financial compensation to clients.

1.8 Due to hygiene reasons, pools can be used only by clients wearing swimwear. Water in the pools contains minerals that can cause swimwear discolouration beyond repair. The operator is not liable for such damage.

1.9 Children's pools can be used only by children younger than 6 years. Adults can enter children's pools only if they are accompanying a child smaller than 100 cm.

1.10 Clients with limited mobility/orientation can use the water park pools only if they are constantly looked after by an accompanying person.

1.11 Clients with forearm crutches, walking canes, prostheses, orthoses and other hygienically inappropriate items can use the water park pools only if they leave such items in the respective storage area or change them for hygienically acceptable ones.

1.12 The water park and pools cannot be used by:

a) clients suffering from illnesses that might endanger the health of other water park clients i.e. from fever, cough, conjunctivitis, contagious or disgust causing diseases, germ carriers of bowel and other diseases;

b) clients and family members of clients who are suffering from contagious infection diseases and are isolated from the family, clients suffering from diseases causing discharge, clients with skin parasites, rash and body bandages;

c) dirty clients, clients infested with insects, dressed in dirty clothes;

d) clients under the influence of addictive substances (alcohol, drugs, narcotic or psychotropic substances);

e) animals.

II Operating instructions for users

2.1 Every water park visitor is obliged to take care of their health and safety as well as the health and safety of other clients.

2.2 Every water park visitor has to maintain personal hygiene and help keep all places and facilities they use clean.

2.3 Before entering swimming pools, every water park visitor is obliged to wash themselves thoroughly by using soap and without wearing swimwear, to take a shower and to pass through a foot wash basin!!!

2.4 All clients are obliged to take off their shoes before entering the changing rooms and can enter them only with appropriate shoes on or barefoot.

2.5 Changing cabins in the changing rooms (outdoor changing rooms) are designated for dressing and undressing. To store clothes in indoor changing rooms, there are lockers which have to be properly locked by every client by using their wristband chip. If any client loses their chip, they can be returned their personal items from the locker only once they prove the items are their property. The instructions on how to use the lockers are displayed on the lockers. The operator is not responsible for any damage caused if a locker stays unlocked. Children younger than 12 years are not entitled to have their own locker at disposal.

2.6 Jewellery, money and other valuables must be stored in safe boxes located in front of the changing rooms entrance. The fee for using a safe is 2€ and it can be paid at the water park ticket offices. If clients do not lock their jewellery, money and other valuables in the safe boxes, the operator is not responsible for potential damage that might be caused.

2.7 Any items found in the water park must be handed over to the staff at the main ticket office.

2.8 Every water park visitor is obliged to treat the equipment and facilities of the water park with care and pay for any damage caused to the operator's property or to the property of other park clients by their actions (wilfully or through negligence).

2.9 Non-swimmers can stay only in designated pool sections.

2.10 When using attractions in the water park (water slides, regular slides, "dry attractions" such as inflatable attractions, children's castles, climbing frames for children etc.), every visitor is obliged to follow the rules of the respective attraction which are displayed there, take care and follow the instructions of the attraction staff. All water park visitors can use attractions at their own risk. If there is no staff, every visitor is obliged to follow the rules of the respective attraction.

2.11 All water park clients are obliged to follow the instructions of lifeguards and other staff in the whole water park area.

2.12 In case of bad weather (storm, strong wind), all water park visitors must leave the pools for safety reasons.

2.13 In case of accidents, injuries or nausea, clients are obliged to call a lifeguard. The first-aid station is located at the Sauna world entrance. The operator is not responsible for injuries and accidents caused by clients' negligence, carelessness and/or violation of the park rules and/ or operating instructions of individual attractions and/or instruction pictograms.

2.14 The accessibility and the speed of the free Wi-Fi internet connection in the water park are limited by the capacity of the network, which depends on the number of clients who use this network.

III The following is forbidden in the Tatralandia water park:

3.1 smoking in the water park interior and at the pools; smoking includes using electronic cigarettes, vaporisers and other smokeless electronic devices;

3.2 swimming in clothes which are not suitable for swimming (including underwear); children have to wear swimming costumes or impervious kid's swimwear with a tight elastic band or swimming nappies in pools due to hygiene reasons;

3.3 entering the water park with dangerous items, chemicals, explosives, sharp items and glass items that can get broken and cause injuries;

3.4 entering the pools, attractions and slides while chewing a chewing gum;

3.5 entering the pools with swim rings and other inflatable items, fins and tennis balls; only inflatable water wings for kids and swimming goggles are allowed;

3.6 screaming, whistling, running round the pools and on slippery surface, making inappropriate noise, disturbing other clients, pushing each other under water, hitting other people and jumping queues at attractions;

3.7 swimming in landing areas of attractions and slides;

3.8 jumping into pools outside designated jumping sections;

3.9 polluting water and the entire water park area by spitting into pools and on the floors, urinating into pools and throwing rubbish outside waste bins and making the water park complex dirty;

3.10 moving pool beds, tables, chairs and other furniture damaging the park equipment and wasting water;

3.11 washing clothes and oneself outside facilities designated for such purpose;

3.12 asking lifeguards and other staff for services that are against the park rules and/or good manners;

3.13 entering premises designated for the staff or premises which are marked with the "No entry" sign or areas designated for the opposite sex;

3.14 calling for help without any reason;

3.15 bringing one's own food into the water park area.

IV Expulsion from the Tatralandia water park

4.1 Any client can be expelled from the water park without any refund of the entrance fee or its aliquot part if they do not respect the park rules and/or other instructions, are drunk or under the influence of narcotics or are endangering other clients, the property of the operator or the cleanliness of the water park by their improper behaviour despite being warned by the staff.

4.2 The water park operator has the right and responsibility to expel clients who have fever, cough, conjunctivitis, contagious or disgust causing diseases, are carriers of intestinal and other diseases, clients and family members of clients suffering contagious infectious diseases who are isolated from their families, clients suffering diseases causing discharge, clients with skin parasites, rash and bandages.

4.3 If any client mentioned above refuses to leave the water park voluntarily, the operator can ask the water park security service or the local police for help.

V Attractions and activities in the Tatralandia water park

5.1 All water park visitors can use attractions in the water park (pools, slides, "dry attractions" e.g. inflatable attractions, children's castles, climbing frames for children etc.) and programmes of activities at their own risk. When using the attractions and attending activities, every client is obliged to follow the respective operating instructions as well as instructions of the operating and activity staff.

5.2 When using the water park attractions, every client is obliged to take extra care and proceed with caution, to use an appropriate swimming costume and is forbidden to enter the attractions from the sides or from below.

VI Surf Waves Tatralandia

6.1 The surfing zone opening times are published on the water park website: www.tatralandia.sk

6.2 The surfing zone is available for children older than 6 years (weighing min. 25 kg).

6.3 The surfing zone can be used with one ticket for 30 minutes or depending on the booked period of time. If booking a specific period of time, every visitor is obliged to follow the time of the confirmed reservation. If any client arrives later, the operator doesn't guarantee the availability of the attraction.

6.4 When entering and using the attraction, every visitor is obliged to follow the attraction rules and the instructions of the staff.

6.5 When using the attraction, every visitor is obliged to take extra care and proceed with caution, use appropriate swimwear and cannot enter any lane while it is still used by another visitor.

6.6 It is forbidden to take sharp objects to the surfing lanes. Jewellery, money and other valuables must be stored in safes.

6.7 It is forbidden to enter surf wave lanes while chewing a chewing gum and/or without a surfboard.

6.8 Any visitor can be expelled from the surfing zone without refund of the paid ticket or its aliquot part if they don't follow the instructions or the attraction rules in spite of having been warned, if they are under the influence of addictive substances or if they endanger the safety of other water park visitors.

VII Celtic sauna world

7.1 The Celtic sauna world is a complex of 21 steam, water and massage baths, saunas and treatments. It is meant for both – men and women. Children older than 12 years can use the Celtic sauna world during the opening times if they are accompanied by a person older than 18 years. Children older than 6 years can enter the sauna world anytime during the day and can stay there for a maximum of 3 hours, but they must be accompanied by an adult person older than 18 years.

7.2 The Celtic sauna world can be used only by clients not wearing swimwear. Every client receives a cotton towel at the entrance.

7.3 Cooling pools and whirlpools in the Celtic sauna world can be used only by clients not wearing swimwear and cotton towels.

7.4 To enter the Celtic sauna world, every client needs a 3-hour ticket. If they leave sooner than after 3 hours, they cannot return to the sauna world again.

7.5 When visiting the Celtic sauna world, every client is obliged to follow the sauna world rules and instructions of the staff.

7.6 Every client is obliged to be quiet and cannot to disturb other clients.

7.7 It is forbidden to bring glass items to the Celtic sauna world except the "Prosecco Vital" service – sparkling wine (alcoholic or non-alcoholic) purchased in the Celtic sauna world. "Prosecco Vital" can be drunk only in the "Sun bath" whirlpool, which is located on the terrace next to the bio sauna. "Prosecco Vital" cannot be drunk in other sections of the Celtic sauna world. Clients' own alcoholic beverages are not allowed in the sauna world

7.8 Clients under the influence of alcohol and drugs are not allowed to enter the Celtic sauna world. The staff reserve the right to refuse to serve the "Prosecco Vital" service if any client(s) is/are under the influence of alcohol or other drugs.

VIII Personal data processing and protection

8.1. Privacy policy

Details related to the protection of personal data are included in the Data Protection and Privacy Policy of TMR Group and published on the website: www.tmr.sk/onas/gdpr/.

IX General provisions

9.1 These water park rules are binding for all water park visitors and operator's employees.

9.2 All water park visitors are obliged to respect warning, mandatory, prohibition and information signs and/or other warnings and are not allowed to damage or remove them.

9.3 All water park visitors must leave the water park before the opening times end.

9.4 Any wishes, questions, comments and complaints shall be written in the book of complaints located in the Client centre or presented personally to the manager of the cashier system.

9.5 If any client - natural person, i.e. user who does not perform the line of their business, occupation or profession when concluding and/or performing their consumer contract is not satisfied with the way how the operator, i.e. the seller has dealt with their complaint or thinks that the operator has violated their rights, they are entitled to ask the operator, i.e. the seller to have the respective problem rectified. If the operator rejects the request or does not respond to it within 30 days from the day it has been sent by the respective client, once asked by the client as mentioned above, the client is entitled to ask for an alternative dispute resolution in accordance with § 12 Act No. 391/2015 Coll. on Consumer Alternative Dispute Resolution and on amendments and supplements to other acts. The body authorised to deal with alternative dispute resolutions of the operator, i.e. the seller shall be a) the Slovak Trade Inspection, which can be contacted for the above mentioned purpose on the following address: Ústredný inšpektorát SOI, Odbor medzinárodných vzťahov a ARS, Prievozská 32, poštový priečinok (PO Box) 29, 827 99 Bratislava; or electronically on info@soi.sk or adr@soi.sk; or b) any other authorised legal entity registered in the list of bodies for alternative dispute resolution of the Ministry of Economy of the Slovak Republic (the list of authorised bodies is available on the website: <https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1/zoznam-subjektov-alternativneho-riesenia-spotrebitelskych-sporov-1>). Every client has the right to choose which of the above mentioned bodies for alternative dispute resolution he/she chooses to have his/her problem dealt with. To ask for alternative dispute resolution, every water park client can use an online platform which is available on: <https://www.soi.sk/files/documents/formular/navrh-na-zacatie-ars.pdf>. For more information about alternative dispute resolution, please visit the website of the Slovak Trade Inspection: <https://www.soi.sk/sk/alternativne-riesenie-spotrebitelskych-sporov.soi>

9.6 If any client loses a chip (wristband with an electronic chip) which is valid in the water park for 1 day, they have to pay a financial compensation of €65. If they lose a chip and show a receipt that proves that all extra attractions and services registered on their lost cashless chip and used while staying in the water park have been paid, there is a €5 financial compensation required. If they lose a chip and show a receipt to prove that they have paid their water park ticket, there is a €5 financial compensation required and the visitor is obliged to pay for extra attractions and services registered on their lost cashless chip and used while staying in the water park based on the information in the system of the operator. If any client loses their Gopass card with a loaded season pass purchased through the GOPASS selling system, there is a €2 surcharge for issuing a new Gopass card.

9.7 Every water park visitor is obliged to return their wristband with an electronic chip at cash desks at the water park exit when leaving the water park and to pay for extra services, food, drinks and other services that they have used while staying in the park and that were registered on their wristband. If any client fails to pay for extra services, food, drinks and other services that are registered on their wristband and that they have used while staying in the park without having paid for them in cash, such action shall be regarded as violation of the park rules. The operator is entitled to claim payment for such services. To identify such person who has left the water park without paying for used services, personal data that clients provide for the purpose of the GOPASS system and that are processed in accordance with § 10 Sec. 3 letter b) can be used.

9.8 The operator reserves the right not to allow any more clients to enter the water park once the maximum capacity of the park is reached.

9.9 In case of bad weather such as storm or strong wind, all water park visitors are obliged to leave the pools for safety reasons. If any water park visitor decides to leave the water park complex due to bad weather, they are not entitled to be returned the entrance fee or its aliquot part paid back or to receive any other financial or non-financial compensation for having left earlier.

9.10 The operator reserves the right to change the opening times of individual attractions in the water park (pools, water slides, sports grounds, slides, buffets, restaurants, etc.) in case of bad weather such as rain, storm, strong wind, darkness, fog, low visibility or for technical or operating or safety reasons. In case of any of the above mentioned events, water park clients are not entitled to be returned the entrance fee or its aliquot part paid back or to receive any other financial or non-financial compensation.

9.11 The operator is not responsible for any personal belongings if these get lost in the water park or at attractions.

9.12 The Tatralandia water park is operated in accordance with the laws and valid regulations of the Government of the Slovak Republic.

These water park rules come into force on the day they are issued and become effective on the day they are published in the Tatralandia water park and on the website: www.tatralandia.sk depending on which happens first.

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Operator: Tatry mountain resorts a.s., with the registered office at: Demänovská Dolina 72, 031 01 Liptovský Mikuláš, Company number: 31 560 636, registered in the Commercial Register of District Court Žilina, Section: Sa, Insertion no.: 62/L.