



REGULATION FOR VISITORS

Regulation for visitors serves to respect applicable legal prescriptions, health protection and security of visitors of the Aquapark Tatralandia Liptovský Mikuláš, Ráztocká 21, 031 05 Liptovský Mikuláš (hereinafter for both only „Aquapark Tatralandia“). Every visitor is obliged to read this regulation when entering the area of Aquapark Tatralandia. The visitor buying the entrance ticket in the Aquapark Tatralandia expresses his approval with the regulation and binds himself to follow the regulation and instructions of operator´s employees. All current instructions in Aquapark Tatralandia are superior to general instructions.

I. Admission to Aquapark Tatralandia / pools

1.1 Admission to Aquapark Tatralandia is possible only during operating time with a valid entrance ticket chip (wristwatch with electronic chip) and/or season-ticket which can be bought by visitors at cash desks when entering Aquapark Tatralandia. The entrance to Aquapark Tatralandia is one-time. Information about admission and payment system will be provided by the cash desk employees. For one-day admission no deposit will be paid for the chip.

1.2 The Tatralandia water park is opened every day from 10:00 am to 9:00 pm outside the water park summer season, from 10:00 am to 9:00 pm during the winter season and from 9:00 am to 9:00 pm during the summer season. The same applies to public holidays. The operator reserves the right to change the operating time in Aquapark Tatralandia. The changes are listed on www.tatralandia.sk/en/tatralandia/opening-hours/ and on an entry door of the main cash desk in Aquapark Tatralandia. Operating time for individual attractions is fixed by the operator and is shown at individual attractions. The last admission is possible at least 30 minutes before termination of operating time. The admission validity starts by passing the transition entrance unit (check point counter) and terminates by passing the transition unit, respectively at termination of operating time. The time for undressing, drying and dressing is included in the time of admission validity. In case of overrun of paid admission time the visitor is obliged to pay surcharge at the cash desk according to valid pricelist.

1.3 Children under 12 years must be accompanied by an adult over the age of 18 years. The adult is responsible for the child during the whole stay at Aquapark Tatralandia and cannot leave the child alone without supervision.

1.4 Every visitor gets by paying the entrance fee a wrist watch with electronic chip which enables the visitor to enter not only the Aquapark Tatralandia, but it is also the cashless mean for food services and supplementary services in Aquapark Tatralandia. Every chip has a financial limit for consumption and other services in Aquapark Tatralandia in a total amount of 65 EUR, 60 € for meals and drinks, 5 € deposit for a potential chip loss. All surcharges registered on the chip will be paid at cash desks, when leaving Aquapark Tatralandia. In case the customer uses the whole financial credit during his stay, he is allowed to charge his credit at the surcharge cash desks, or at the cash desks in the exit area. Once all surcharges are paid, the original financial credit is renewed again, i.e. 60 EUR.

1.5 The entry ticket to Aquapark Tatralandia is a one-way ticket. The ticket loses its validity upon leaving the Aquapark Tatralandia area. No re-entry is possible without a new entry ticket paid.

1.6 The operator does not guarantee the availability of deck chairs, sun umbrellas, sport items, wellness procedures, The Celtic Sauna world entry, lockers and safes to the visitor upon his admission to Aquapark. Availability of these products depends on total capacity in Aquapark Tatralandia.

1.7 The operator reserves the right to restrict or close some parts of Aquapark Tatralandia, or attractions in case of unavoidable maintenance and/or for objective reason (full capacity, bad weather, storm, and reduced visibility) and/or conducting social and sport events, without any refund of the entrance fee.

1.8 For hygienic reasons, the admission into the pools is possible only in swimsuits.

1.9 The admission into the children´s pools is allowed only for children up to 6 years of age. The admission for adults into the children pools is prohibited, except in the case when accompanying a child not taller than 100 cm.

1.10 The persons with restricted movement /orientation ability are allowed to enter the pools only under permanent supervision of accompanying person.

1.11 The persons using French crutches, guiding sticks, bandages, eventually other hygienically not suitable means are allowed to enter the pools only in case of having stored them in storing premises, eventually having changed them for hygienically acceptable replacements.

1.12 The entrance in Aquapark Tatrallandia and into pools is prohibited to:

- a) Persons suffering from any illnesses endangering the health of other visitors i.e. persons stricken by fever, cough, conjunctivitis, persons with contagious or disgust causing diseases, germ carriers of casing and other diseases;
- b) persons and family members of persons suffering from contagious infection diseases isolated from the family, persons stricken by diseases with outflow, persons with dermal vermin, eruptions and body bandages;
- c) Dirty persons, persons in dirty clothes, persons under influence of alcohol and drugs;
- d) Animals.

II. Operating instructions for visitors

2.1 Every visitor is required to ensure the protection and safety of themselves as well as the protection and safety of other people.

2.2 Every visitor has to observe his personal hygiene and to keep cleanliness in the spots and on the equipment he is using.

2.3 Before entering swimming pools, every visitor is obliged to wash himself thoroughly with soap without swimsuits and to take shower in designated premises (showers) and to pass through the wading pool!!!

2.4 Visitor is obliged to take off his shoes before entering the cloak room and to enter with appropriate bathing shoes or barefoot.

2.5 Changing cabins in common cloak rooms (outdoor changing rooms) are designated for undressing and dressing. For storing the clothes there are dress cabinets available, which have to be properly locked by the visitors using the chip. In case of loss of a chip the visitor will be handed out his belongings only after having proven his property right to things stored in the cabinet. The instruction for the use of dress cabinets are shown on the cabinets. The operator is not responsible for eventual damages which could happen if the cabinet was not locked.

2.6 The visitor is obliged to deposit jewelry, money and other valuables in available safe boxes located in front of the entrance in the common cloak rooms. The fee for safe is 4 EUR which you can buy at cash desks. If the visitor does not lock his jewelry, money and other valuables in the safe boxes, the operator is not responsible for eventual damage which could happen.

2.7 Visitors are obliged to bring the things found in Aquapark Tatrallandia to responsible employee, i.e. main cash desk.

2.8 Visitors are obliged to handle the equipment and facilities of Aquapark Tatrallandia with care. They are obliged to reimburse the damages caused on the operator's property or on the property of third persons by their actions (willful or negligent).

2.9 Non swimmers can bath only in designated pool areas.

2.10 When using attractions in Aquapark Tatrallandia (tubes and slides, "dry attractions" e.g. inflatable attractions, rodeo bull, children's castles, climbing frames for children etc.), the visitor is obliged to follow the operating rules of the particular attraction, which is located next to the attraction. The visitor should pay special attention to maintain caution and follow the instructions of the person who is responsible for the attraction. Admission to any attraction is at your own risk. When using attractions without attendance, visitors are obliged to follow the operation rules of respective attractions. The attractions are used at the visitor's own risk.

2.11 Visitors are obliged throughout the whole area of the Aquapark Tatrallandia, to follow the directions of the lifeguards and the designated service personnel.

2.12 In case of bad weather conditions (storms, strong wind), the visitors are required to leave the pools for safety reasons.

2.13 In case of accidents, injuries or nausea, it is necessary to alarm the lifeguard in order to give care, record and register the injury. The infirmary is located at the summer pools and next to the lower exit from the changing rooms towards the pools. The operator is not responsible for injuries and wounds caused by visitor's negligence, carelessness, and breaching the regulation of visitors, and / or operating instructions of attraction.

2.14 Accessibility and the speed of the connection via a free Wi-Fi network in the Aquapark Tatrallandia, is limited by the capacity of the network, which depends on the amount of the visitors using this network.

III. Restrictions in the Aquapark Tatrallandia

- 3.1 Smoking inside the water park and near pools is forbidden. The ban applies to electronic cigarettes, vaporisers and other smokeless electronic devices.
- 3.2 Visitors are not allowed to bath in unsuitable swimsuits, including underwear. For hygienic reasons, children are allowed to pools only in swimsuits or only if wearing waterproof children's swimsuits with a cling rubber band or bathing nappies.
- 3.3 It is forbidden to carry sharp objects, other glass materials which can get broken and cause injuries, as well as dangerous chemicals and explosives.
- 3.4 It is forbidden to enter the pools and other attractions (tubes, slides) with a chewing gum.
- 3.5 It is forbidden to enter the pools with inflatable rings and other inflatable objects, fins and tennis balls. Only inflatable swim armbands, swim rings and swimming goggles are allowed.
- 3.6 It is forbidden to scream or to whistle, running along the pools and on slippery surfaces, making excessive noise, disturbing other visitors, mutual diving, intentional colliding with a third person, jumping the queue on attractions.
- 3.7 It is forbidden to swim in the stop-way area of the attractions and slides.
- 3.8 It is forbidden to jump into pools outside the designated areas.
- 3.9 It is forbidden to pollute the water and the entire area of the Aquapark Tatrallandia by spitting into the pools and on the floors, urinating into the pools, throwing rubbish outside of the designated areas, contaminating the premises of the Aquapark Tatrallandia.
- 3.10 It is forbidden to arbitrarily move camp-beds, tables, chairs and other furniture, damaging the park equipment and wasting water.
- 3.11 It is forbidden to wash your clothes and yourself outside the designated areas.
- 3.12 It is forbidden to ask the lifeguards and the service personnel for services which are contradictory with the regulations.
- 3.13 It is forbidden to enter the premises which are reserved for the service personnel, respectively premises which are marked with the "No Entry" sign, or areas designated for the opposite sex.
- 3.14 It is forbidden to call for help without any reason.
- 3.15 It is forbidden to bring your own food into the premises of the Aquapark Tatrallandia.

IV. Exclusion of a visitor from the Aquapark Tatrallandia

- 4.1 A visitor can be excluded from the Aquapark Tatrallandia without a right for a refund of the entrance fee, if he/she despite a previous warning by a designated service personnel, is not behaving in accordance with the visitors regulations, is drunk or under the influence of narcotics, or by his improper behavior, is endangering other visitors or the tidiness of the Aquapark Tatrallandia.
- 4.2 The operator of the Aquapark Tatrallandia has the right and the responsibility to banish visitors who have fever, cough, conjunctivitis, persons with contagious or distasteful diseases, vector-intestinal and other diseases, persons and families of people affected by a contagious infectious disease, who are isolated from their families, people affected by diseases accompanied by discharge, people with skin parasites, rashes and bandages.
- 4.3 When a visitor mentioned in the cases above, refuses to leave the Aquapark Tatrallandia voluntarily, the operator can ask the security services of the park, or the local police to assist.

V. Attractions and animations in Aquapark Tatrallandia

- 5.1 The use of all attractions in Aquapark (Aquapark and Funpark) (tubes and slides, "dry attractions" e.g. inflatable attractions, rodeo bull, children's castles, climbing frames for children etc.) and the attendance at animation programs are at your own risk. When using the attractions and attending the animation programs, the visitor is obliged to follow the operating instructions as well as the instructions of the operating and animation personnel.
- 5.2 When using attractions, the visitor is obliged to take extra care and caution, to use a suitable swimsuit and not to enter the attractions from a wrong direction (underneath, etc.)

Tube / slide	Min. height	Max. weight
Delphin	From 100 cm	Max. 290 kg
4Family	From 100cm	Max. 270 kg
Boomerang Raft Ramp	From 120 cm	Max. 180 kg
Crazy River	From 120 cm	Max. 110 kg
Kamikadze	From 120 cm	Max. 110 kg
Roller Coaster	From 120 cm	Max.2x90kg/max.3x70 kg
Black Hole	From 130 cm	Max. 110 kg
Anakonda	From 120 cm, with a parent from 90 cm	Max. 110 kg
Double Bubble	From 140 cm, with a parent from 120 cm	Max. 180 kg
Niagara	From 130 cm	unrestricted
Triple Splash	From 140 cm	According to staff instructions
Double Fall	From 140 cm	Max. 110 kg
Free Fall	From 140 cm	Max. 110 kg
Twister	From 120 cm	Max. 110 kg
Little Niagara	From 130 cm/to150 cm	Max. 50 kg
Banana Fun	From 120 cm, with a parent from 90 cm	Max. 2x90kg/Max. 3x70 kg
Black Magic	From 120 cm	Max. 180 kg
Rapido	From 120 cm	Max. 110 kg
Monkey Slide	From 120 cm	Max. 110 kg
Jungle Raft	From 120 cm, with a parentfrom 90 cm	Max. 180 kg
Black & White	From 120 cm	Max. 180 kg
Tornado	From 120 cm	Max. 180 kg
Trio	From 120 cm	Max. 260 kg

VI. Surf Waves Tatralandia

6.1. Operate within the water park operation times.

6.2 The surf zone is available for children from 6 years (min. 25 kg), surf rafts can be used by children from 4 years (min. 12 kg) only if these are accompanied by an adult person over 18 years who is responsible for the given child all the time while it is using the attraction.

6.3 Entry into the Surfing Zone is a single way entry for 30 minutes or it can be booked for a specific time pursuant to a specific product booked. When booking for the specific time, a visitor is obliged to adhere to the time confirmed on booking. In case of delay, the operator does not guarantee the possibility of using the attraction.

6.4 When entering and using the attraction, a visitor is obliged to observe the operational rules and instructions by the staff.

6.5 A visitor is obliged to take extra care and caution, wear a suitable swimsuit and not to enter the lane as long as using by other visitor.

6.6 A visitor is not allowed to the lane with sharp objects. A visitor is obliged to keep his / her jewellery, money and other valuable things in a handy safe-deposit box.

6.7 A visitor is not allowed to the lane with a chewing gum and without a surfboard.

6.8 A visitor can be banned from the surfing waves without refund of admission fee or its aliquot part, if does not comply with instructions or visiting rules, or is under the influence of drugs, or threatens the safety of other visitors by his / her behaviour, despite previous warnings.

VII. The 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 over 12 years are allowed to enter the Celtic sauna world during the opening times if accompanied by a person over 18 years. Children from 6 years can enter the sauna world during the whole day and stay for a maximum of 3 hours. They must be accompanied by an adult person over 18 years.

7.2 The Celtic sauna world can be entered only without swimsuits. Every visitor will be provided with a balneo sheet at the entrance.

7.3 No one is allowed to enter the Celtic Sauna World's cooling pools and whirlpools in swimsuits or with a balneo sheet.

7.4 The Celtic Sauna world can be entered only one time per ticket and the length of the stay can be up to three (3) hours. After the visitor recess the stay in the Celtic Sauna world, he cannot return back (even if the three (3) hours didn't pass).

7.5 When visiting the Celtic sauna world, the visitor is obliged to follow the operating rules and the guidance of the service personnel.

7.6 Every visitor is obliged to maintain the peace and quiet and not to disturb other visitors by his/her behavior.

7.7 It is forbidden to carry glass objects to the Celtic Sauna World except for „Prosecco Vital“ service - sparkling wine (alcoholic and non-alcoholic) bought in the Celtic Sauna World. „Prosecco Vital“ consumption is only allowed in the „Sunny Bath“ whirlpool which is located on a pebble terrace next to the Bio Sauna. „Prosecco Vital“ consumption is not allowed in other parts of the Celtic Sauna World. Visitors are not allowed to carry their own alcoholic drinks to the Celtic Sauna World.

7.8 Persons under the influence of alcohol and addictive substances are not allowed into the Celtic Sauna World. Staff reserves the right to refuse the "Prosecco Vital" service to persons under the influence of alcohol.

VIII. Processing and protection of personal data

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/o-nas/gdpr/

IX. General provisions

9.1 The regulation for visitors is binding for all visitors and operator's employees.

9.2 Visitors are required to comply with the warning, command, prohibition and information signs or other warnings and are prohibited from their damaging or removal.

9.3 Visitors are required to exit the Aquapark Tatralandia upon the closing of the operating period.

9.4 Any wishes, questions, statements and complaints can be submitted in writing into the complaint book, which is located at the Infocentre or "cash principal" and orally to the manager of the cashier system.

9.5 In the event of loss of a one-day chip valid in the area of the Aquapark Tatralandia, the visitor will be charged 65 EUR; in case of submitting a receipt proving a debit payment, the visitor will be charged 5 EUR. In the event of loss of an all-season ticket purchased

through Gopass (Gopass card), the visitor will be charged 2 EUR for issuing a new Gopass card.

9.6 Aquapark Tatralandia may be at certain hours reserved for schools, social and sports organizations. During this time swimming is prohibited to public or access may be restricted to a designated area of the Aquapark Tatralandia.

9.7 Every visitor leaving Aquapark Tatralandia is required to pass the electronic wrist watch at a ticket office and pay an amount for additional attractions and services, food service and other auxiliary services that have been used cashlessly during his / her stay at Aquapark Tatralandia and Tatrapolis. If the visitor fails to pay the amount for additional attractions and services, food service and other auxiliary services that have been registered through the entry wrist watch with an electronic chip and used cashlessly during his / her stay at Aquapark Tatralandia and Tatrapolis, such an action is considered the violation of the Visiting Rules. The Operator is entitled to enforce the payment for the services used in that way. In order to identify a visitor who has left the Aquapark Tatralandia without prior payment, he/she will be identified through personal data provided within the GOPASS programme and processed pursuant to Provision § 10 Art. 3, letter b) of the Act.

9.8 In the case of insufficient operational capacity the operator reserves the right not to allow other visitors to enter the Aquapark Tatralandia.

9.9 In case of bad weather such as storms or strong winds, visitors are required to abandon the premises for safety reasons. In case the visitor decides to precociously leave the premises due to bad weather condition, the operator is not obliged to reimburse the visitor, or to otherwise compensate the visitor.

9.10 The operator reserves the right, in case of bad weather such as rain, storm, strong wind, darkness, fog, reduced visibility and technical reasons to adjust the opening and closing time of each attraction on the premises (such as Summer City, sport fields, tubes, slides, swimming pools, cafeterias, restaurants, ...) for security reasons.

9.11 The operator is not responsible for personal belongings lost on the premises or on the attractions.

9.12 The customer is obliged to claim the defective services (make a complaint) without delay as soon as he / she finds out the reasons to complain (defect or defects in transport services – the transport has not been carried out at all or has not been carried out in the scope agreed) no later than the next calendar day after the date on which the transport should have been made, or has not been arranged in the scope required, otherwise the claim for any defects becomes extinct. When making the claim, the customer is required to submit a receipt for the Ticket purchased, and his / her proof of identity. After examining the complaint the operator shall decide how to handle immediately, in the event of more difficult cases, the complaints are settled within 3 working days. The deadline for settlement of the claim does not exceed 30 days from the date of application. For the purpose of complaint settlement, the customer shall notify his / her contact details, by means of which he / she will be advised on the methods of settlement of the claim, if not possible to handle immediately. When handling the complaints, the customer is required by the operator to provide him with necessary assistance on request

9.13 The Regulation for visitors comes into force on the day of its issue.

Date of issue: 16.3.2020

Operator: Tatry mountain resorts a.s., with registered office in Demänovská Dolina 72, 031 01 Liptovský Mikuláš, ID No. of Organisation: 31 560 636, registered in Commercial Register of District Court in Žilina, Section: Sa, insert No.62/L.