

TERMS AND CONDITIONS

For Users of TERMY ZAKOPIANSKIE Being Also Hotel Guests of ANTAŁÓWKA TERMY & MED

For the sake of order as well as your safety and that of other Hotel Guests, please read these Terms and Conditions. By using Termy Zakopińskie, which are a recreational area of Antałówka Termy & Med, you accept these Terms and Conditions and agree to abide by their provisions as well as other regulations and instructions in force at the Antałówka Termy & Med Complex.

DEFINITIONS:

- **Person** - a Customer using the Thermal Baths who is also a Hotel Guest of Antałówka Termy & Med.
- **Carer** - a parent or adult guardian, providing direct supervision of children under 12 years of age or persons/children with health dysfunctions.
- **Organised Group Chaperone** - a person with the appropriate qualifications to provide care as part of the recreation of school children and young people (a team of persons) who simultaneously supervises their stay at the Thermal Baths and in the Sauna Zone.
- **Lifeguard Service** - persons wearing red shorts and yellow or red T-shirts with the inscription RATOWNIK (lifeguard), who supervise the observance of safety on the premises of the Thermal Baths and compliance with the provisions of these Terms and Conditions.
- **Management** - in other words the Director of Termy Zakopińskie or persons appointed by him/her to make decisions on his/her behalf.
- **Hotel** - in other words the management, personnel and service staff at Antałówka Termy & Med.
- **Service Provider** - the Company POLSKIE TATRY S.A. with its registered office at the address ul. Droga do Białego 7c, 34-500 Zakopane, phone +48 (18) 20 637 30 – the owner of Termy Zakopińskie and Antałówka Termy & Med.
- **Thermal Baths** - thermal pools with water attractions, outdoor terrace, catering services (Beach Bar and Aqua Bar) at Termy Zakopińskie.
- **Sauna Zone** – Finnish sauna, bio-sauna, brine sauna, steam bath, winter cabin, relaxation room at Termy Zakopińskie (intended for persons over 18 years of age).
- **Gallery** - the building that connects the Antałówka Termy & Med hotel part with the Thermal Baths.
- **Water Attractions** - paddling pool for children (intended for children up to 10 years of age), water slides, massagers, jets, water geysers, rapid river, jacuzzi pools (intended for persons over 12 years of age), balneotherapy pool (intended for persons over 14 years of age), wave pool (intended for persons over 15 years of age who simultaneously meet the condition of being at least 140 cm tall). The above Water Attractions are located at the Thermal Baths.
- **Public Areas** - changing rooms, corridors, lounges and showers located at the Gallery.
- **Hotel Room** - a room/suite/studio or Deluxe studio, located at Antałówka Termy & Med.
- **Swimwear** - a generally accepted outfit meeting aesthetic and

hygienic requirements, with no zips or plastic or metal inserts. The swimwear should not endanger the health and safety of the user or other users or contribute to possible damage to the elements of equipment:

- a. for women, one-piece or two-piece close-fitting swimsuit; it is possible to enter the Thermal Baths and the Sauna Zone in a close-fitting burkini swimsuit, swimming pool slippers (optional),
 - b. for men, swimming trunks or shorts, swimming pool slippers (optional).
- **Standard Clothing** - clothing and footwear appropriate to the season that is not swimwear.
 - **Swimming Pool Locker** - a locker located at the Gallery, designed for leaving Standard Clothing.

A. GENERAL INFORMATION:

1. The Thermal Baths are open daily from 9 a.m. to 9:45 p.m. The Sauna Zone is open during the hours set by the Management.
2. The Gallery is open daily from 9 a.m. to 10 p.m.
3. The opening times of the Thermal Baths, the Sauna Zone and the Gallery may be changed due to organisational reasons and reasons beyond the control of the Service Provider (sports and recreational competitions, time of year, breakdown or emergency, other).
4. Your stay at the Thermal Baths shall start from the moment you pass through an entrance gate located at the Gallery.
5. At the Thermal Baths and in the Sauna Zone, next to the attractions and installations as well as in rooms there are rules of particular stands or pictograms that describe the detailed rules of their use. Please familiarise yourself with their content/message before using any installation, and abide by them compulsorily.
6. Details of the depth of individual swimming pool basins are marked on information boards located on or near the basin walls.
7. Use of the installations and Water Attractions at the Thermal Baths shall be at your own risk. Persons with unstable health conditions should use the attractions with special care (or after consulting their doctor).
8. Persons prone to fainting, muscle cramps, epileptic seizures, cardiovascular diseases as well as mentally ill persons may only stay at the Thermal Baths and in the Sauna Zone under the supervision of their Carers, who shall report the ailments of persons under their care to the Lifeguard Service.
9. All swimming pool basins and Water Attractions shall be supervised by the Lifeguard Service. In the interest of safety, the Management recommends that:
 - a. there is a minimum of 1 Carer per 1 child in the case of children under 3 years of age,
 - b. there is a minimum of 1 Carer per 2 children in the case of children aged 4-12 years.

10. The Carers shall be fully responsible for the children and people with health dysfunctions entrusted to their care, and liable for any damage caused by them.
11. Children under 7 years of age shall only be allowed to stay on the premises of the Thermal Baths if wearing swimming armbands.
12. Children under 3 years of age must wear disposable swim nappies when using the Thermal Baths.
13. Pregnant women shall use the Thermal Baths and the Sauna Zone at their own risk.
14. The Thermal Baths, the Sauna Zone and the Gallery shall be subject to continuous surveillance. Footage and camera recordings of the areas under surveillance may constitute legal grounds for taking consequences against a person who does not comply with the Terms and Conditions, information boards and instructions.
15. Public Areas are under surveillance, please be aware of this especially in the changing rooms where there are changing booths not subject to surveillance, where you can change from Standard Clothing to Swimwear.
16. You shall change from Standard Clothing to Swimwear in a changing room (public area), using specially prepared changing booths, or in the Hotel Room using the hotel bathrobe.
17. You shall leave your clothes in the Hotel Room or in the Swimming Pool Locker.
18. In order to obtain a Swimming Pool Locker key, please contact the Reception Desk of Antałówka Termy & Med. The order in which keys are issued shall be determined by the order in which they are requested.
19. Any items found at the Thermal Baths, in the Sauna Zone and at the Gallery should be handed in to the Antałówka Termy & Med Reception Desk.
20. Found items referred to in sec. 19 shall be released only after prior identification and verification. Persons looking for their lost items shall specify the type and appearance of the item and describe its distinguishing features. The storage period for those items shall be up to three months from their delivery to the Reception Desk.
21. The Management may temporarily restrict access to the facility due to the exceeding of the maximum number of users.
22. The Management reserves the right to shut down installations and Water Attractions due to breakdowns or other extraordinary events (e.g. bad weather conditions, etc.) which arose independently of the Service Provider and could directly endanger the health and life of users.
23. The Management may temporarily exclude some of the Water Attractions due to low attendance of users at a given time.

B. PERSONS USING THE GALLERY, THE THERMAL BATHS AND THE SAUNA ZONE SHALL:

1. Enter the premises of the Thermal Baths and the Sauna Zone only wearing Swimwear.
2. Change their standard footwear into swimming pool slippers and leave the standard footwear in the Hotel Room or in a Swimming Pool Locker before entering the Gallery leading to the Thermal Baths.
3. Wash their entire body (with soap, shower gel, etc.) under the shower before entering the premises of the Thermal Baths.
4. Comply strictly with the Lifeguard Service's instructions and audible signals as well as announcements over the loudspeakers.
5. Read the rules of a particular stand prior to its use and assess whether the activity is within their motor and physical skills and does not adversely affect their general state of health, pregnancy, etc.

6. Immediately report any cuts, injuries, accidents and irregularities to the Lifeguard Service and maintain: order, cleanliness, peace and quiet on the premises of the Thermal Baths and the Sauna Zone as well as in the Public Areas.
7. Comply strictly with information signs, orders, prohibitions, regulations, instructions, terms and conditions, rules, notices on information boards and other information placed on the premises of the Thermal Baths, Sauna Zone and Gallery.

C. THE USE OF THE GALLERY, THE THERMAL BATHS AND THE SAUNA ZONE SHALL BE PROHIBITED TO PERSONS:

1. Whose condition indicates consumption of alcohol or intoxicants.
2. Whose outward signs indicate an illness (neurological, mental, etc. or with symptoms such as: difficulty in breathing, balance disorders, etc.) which may result in a danger of drowning, unless these persons are under the constant supervision of a Carer.
3. Whose outward signs indicate infectious skin diseases and other contagious diseases (ringworm, warts, erythema, rosacea, etc.), with open cuts or hard-to-heal wounds.
4. Whose behaviour poses a danger to other users of the Thermal Baths or the Sauna Zone or who violate public order.
5. Whose hygiene deviates from generally accepted standards.

D. IT IS SPECIFICALLY FORBIDDEN TO:

1. Use the Water Attractions in the following situations:
 - a. rescue operations being in progress,
 - b. absence of the Lifeguard Service on the premises of the Thermal Baths,
 - c. prohibition of their use by the Lifeguard Service.
2. Bring sharp tools and other dangerous objects (including watches, bracelets and other jewellery) and large inflatable mattresses and toys into the Thermal Baths and Sauna Zone.
3. Bring alcohol, food or other goods in glass containers into the Thermal Baths and Sauna Zone. The purchase and consumption of those products shall only be possible in the designated areas.
4. On the premises of the Thermal Baths: run, jump into the Water Attractions and swimming pool basins, push or throw other persons into the water, shout, make noise or initiate false alarms.
5. On the premises of the Thermal Baths and the Sauna Zone: smoke, drink alcohol (except in designated areas), chew gum, eat and drink in the water and in other places not designated for that purpose, litter, damage the installations and Water Attractions of the facility.
6. Swim in eyeglasses or goggles other than swimming goggles.
7. Slide down a tube slide wearing swimming goggles.
8. Bring animals into the premises of the Gallery, the Thermal Baths and the Sauna Zone.
9. Make films with GO PRO cameras or similar and take pictures with a camera without the Management's consent.
10. Leave children who cannot swim unaccompanied.
11. Use the Sauna Zone by persons under 18 years of age.

E. RESPONSIBILITY OF PERSONS, THE MANAGEMENT AND THE HOTEL:

1. Before leaving a changing room to enter the Thermal Baths, make sure that your Swimming Pool Locker has been closed. The Management and the Hotel shall not be responsible for items left in open or improperly secured lockers. All valuables, in particular: documents, money, jewellery, telephones,

watches, electronic equipment, keys and other valuable items shall be deposited at the Antałówka Termy & Med Reception Desk or left in the Hotel Room.

2. The Management and the Hotel shall not be responsible for the aforementioned valuables left in the Public Area or in a Swimming Pool Locker.
3. Neither the Management nor the Hotel shall be liable for any items left unattended by Persons on the premises of the Thermal Baths and the Sauna Zone.
4. The Management and the Hotel shall not be held responsible for damaged swimwear.
5. In the case of any damage, incidents, behaviour of the Persons and persons accompanying them or under their care, activities and rights related to the stay, complaints and safety in the entire Antałówka Termy & Med Complex, the provisions of the Hotel Regulations letters K to N shall apply accordingly.

F. ORGANISED GROUPS:

1. One Organised Group Chaperone shall supervise on the premises of Termy Zakopiaskie no more than:
 - a. 15 minor age users or adult students,
 - a. 10 preschool age users,
 - a. in the case of a group consisting of people with disabilities, the number of carers/chaperones shall depend on the type of disability and the state of health of the users, and shall be specified by the group organiser.
2. An Organised Group Chaperone shall properly care for, supervise and ensure the safety of the Persons entrusted to his/her care and staying at the Thermal Baths or in the Sauna Zone.
3. An Organised Group Chaperone shall not coerce Persons who are group members to use Water Attractions. An Organised Group Chaperone shall be in such a place close to the water surface from where he/she can see all the Persons and be seen by them.
4. Organised Group Chaperones shall in particular supervise and control the behaviour of persons in their care, as well as to familiarise them with the provisions of the Terms and Conditions, information boards and instructions.

G. PAYMENT:

1. In the case of any additionally paid services not included in the price of stay (offer), the provisions of the Antałówka Termy & Med Hotel Regulations letter H shall apply accordingly to any payment by Persons staying at Termy Zakopiaskie.

H. FINAL PROVISIONS:

1. Persons and the Service Provider shall comply with the provisions of these Terms and Conditions from the moment they start using the services provided by the Service Provider. The provision of services and the use of Termy Zakopiaskie shall take place in accordance with the rules specified in these Terms and Conditions.
2. The Service Provider reserves the right to amend the Terms and Conditions.
3. Every person using the facilities listed above shall familiarise themselves with the provisions of various Terms and Conditions and rules in force on the premises and comply with their provisions.
4. The Terms and Conditions for Users of Termy Zakopiaskie Being Also Hotel Guests of Antałówka Termy & Med are available for inspection at the Gallery, at the Antałówka Termy & Med Reception Desk, in each Hotel Room, as well as on the website.
5. In all matters not covered by these Terms and Conditions, decisions shall be made by the Management and the Hotel, while taking into account the relevant provisions of the Antałówka Termy & Med Hotel Regulations, as well as the General Terms and Conditions of Termy Zakopiaskie.

