

WATER PARK (CITY SPA)

VISITOR GUIDELINES

Providing for a healthy and safe environment.
Please read these Guidelines before you enter the premises and abide by them.

1.

Admittance to the Water Park in the City Spa

- a) The Opening Hours of the Water Park are put up at the main entrance and in the vestibule.
- b) You may enter the Water Park only if you have purchased a valid entrance ticket or if you have a special smart watch.
- c) Entrance tickets are available at the City Spa during Opening Hours.
- d) A lost entrance ticket will not be replaced.
- e) When you purchase an entrance ticket, you at the same time agree to follow the provisions laid down by these Visitor Guidelines and to follow City Spa Staff instructions.
- f) The cashier may refuse to sell you an entrance ticket if the Water Park is full. Following Visitor Guidelines, the cashier may also not sell entrance tickets to specific persons (children under the age of 10 may not enter the City Spa unless they are accompanied by a parent or a person over the age of 18).
When a larger group of children wish to enter the Water Park, they must be accompanied by a person over the age of 18 (there must be one adult for a maximum of 7 children under the age of 10).
- g) In line with section 19 (3) of Ministry of Health Regulation No. 238/2011 Sb. of 10 August 2011, children under the age of 1 may not enter the premises. Children between 1 and 3 years of age may enter the premises only if wearing swimwear with an elastic band around the legs.

2.

Exclusion of Visitors

- a) Admission to the Water Park is forbidden in regards to persons suffering from a fever, conjunctivitis, a contagious disease or otherwise repulsive disease (rashes, festering sores and the like), carriers immune, insect- infested persons, persons under the influence of alcohol or drugs, unclean persons and persons wearing dirty clothing and persons whose presence could disturb the safety, order and tidiness of the Water Park, and ethical and social codes in general.
- b) Anyone and everyone who violates these Visitor Guidelines even after having been reprimanded not to do so or who fails to abide by Spa Personnel's instructions will be asked to leave the Water Park. Should this be the case, such a Visitor will be asked to leave the premises and s/he will not be entitled to a refund of the entrance fee and should the nature of the offence so require, the Police will be contacted.

3.

Operating instructions for Visitors

- a) The changing rooms at the Water Part are non-gender specific. Please use the individual cubicles to change. Lockers are allocated according to the order in which Visitors arrive and their type of entrance ticket.
- b) Before leaving the changing rooms to take a shower, please make sure that you have properly locked your locker. Also please take proper care of the smart watch entrusted to you.
- c) It is inadmissible to use the Water Park without Spa Personnel supervision. You may get undressed and dressed and leave your clothes only where permitted (in the cubicles).

- d) It is in your own interest to place your money and valuables in the little safes located in the swimming pool hall; ask the lifeguards for a key.
- e) It is strictly forbidden to enter the sanitary facilities of the other gender. Only Authorised Personnel may do so if necessary.
- f) Before you get into the swimming pool or decide to use any other facility, you must first use the toilet and take a proper shower, without your swimwear and you must use soap – for hygiene reasons.
- g) You may enter the Water Park only wearing clean swimwear made out of proper swimwear material and without any metal accessories or ornaments. The top part of your swimwear must have a short sleeve at the most and the bottom part of your swimwear must be above your knees. You may not wear any type of underwear, trousers (cargo pants or shorts), shorts, Bermuda shorts, leggings, or any other type of civilian clothing.
- h) When moving about the Water Park do so carefully and always keep in mind your safety and that of the other Visitors.
- i) You must also abide by any and all of the other operating rules and guidelines pertaining, for example, to the water slide, chute, sauna and the solarium.
- j) If open to the public, you may use the 50 m Swimming Pool. To do so you must pass through the turnstile and the connecting corridor.
- k) You may consume purchased food and drinks only at the Bar and at the tables next to the Bar or at the Bistro above water.
- l) Whether it is suitable for you to use your own swimming aid(s) will always be decided by a lifeguard depending on the given situation.
- m) You must leave the swimming pool area no later than at the end of the Opening Hours; the changing rooms will be closed ten minutes after the end of the Opening Hours.

4.

Things not allowed at the Water Park

- a) You may not enter any facility designed for the other gender, open occupied cubicles or lockers, move furniture and/or deckchairs, temper with steam and/or water distribution systems, heating or electricity mains.
- b) You may not enter premises into which your entrance ticket does not give you access; this is particularly true about the technological and administration facilities of the City Spa.
- c) Indecent behaviour that endangers safety, order and moral principles is not permitted. You are also forbidden to disturb other Visitors by being noisy.
- d) You may not push others under water, push and throw other people into the water, run around the pool deck (you could slip and injure yourself badly), swim professionally outside of specific hours and the designated lanes or without prior approval, cry out for help without reason or use rescue devices or the first aid kit without reason.
- e) You may not pollute the water and/or other areas by spitting for example, or littering, cleaning or washing your clothes or even urinating in the water.
- f) You may not use any creams, ointments or mouth washes.

- g) You may not take with you any pins, razor blades, glass objects or anything else that would endanger Visitor safety.
- h) You may not shave anywhere on City Spa premises.
- i) You may not demand services and transactions from employees that go against the Visitor Guidelines.
- j) People who do not swim may not move about places designed for swimmers.
- k) You may not temper with technical devices, any distribution systems, related covers, and the like.
- l) You may not jump into the swimming pool from the sides.
- m) You may not enter the Water Park wearing civilian clothing and/or footwear.

5.

Instructions in case of special situations

- a) Spa Personnel wears special clothing. The swimming pool is watched over by a lifeguard. Visitors must abide by the instructions given to them by Personnel, particularly if required to abide by valid rules and regulations, when required to allow for continuity of operation and when required to follow Water Park specific hygiene rules.
- b) You may jump into the water only with a lifeguard's consent and only from the right diving board.
- c) Should you need first aid, go to the Lifeguard's Office. Lifeguards will provide you with first aid if necessary. Other Spa Personnel is also trained and qualified to provide you with first aid.
- d) When leaving the Water Park, please don't forget to return your single-use smart watch that you got at the Entrance Desk.

6.

Emergency call numbers

European Emergency Number	112
Rescue Service (Ambulance)	155
Police	158
Municipal Police	156
Fire Brigade	150

Operator:
Správa nemovitostí Hradec Králové,
příspěvková organizace
Kydlinovská 1521
500 02 Hradec Králové

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Ing. Jaroslava Bernhardová
Director