

# **RULES OF THE GÖDÖLLŐ MUNICIPAL AND REGIONAL SWIMMING POOL**

## **I. General provisions**

The rules of the Gödöllő Municipal and Regional Swimming Pool (hereinafter referred to as the "Swimming Pool") are determined by the rules of operation of the swimming pool adopted by the operator of the swimming pool and approved by the competent authorities, as well as the rules of the Hungarian legislation in force at any given time, in particular Government Decree 121/1996 (24 July) on the establishment and operation of public swimming pools and Decree 37/1996 (18 October) of the Ministry for National Economy on the public health conditions of the establishment and operation of public swimming pools.

Purchasing an entry ticket or a pass or entering the swimming pool area indicates visitors' acceptance of the Rules and Regulations of the pool.

## **II. Rules for the services**

### ***A. Opening hours***

The swimming pool is open all year round (except on maintenance days, event days and certain public holidays). Information about the opening hours and the pools is available on information boards in the lobby, from the staff at the ticket office and on the swimming pool website.

**Opening hours:** between 6:00 - 22:00

The swimming pool opening hours may be changed by the pool manager - with the approval of the operator - in justified cases. Guests may not claim any compensation if this should occur.

Any changes will be announced at the ticket office and posted on the swimming pool website.

### ***B. Ticketing***

- Cash desk:
  - opening: at the beginning of opening hours,
  - closing time: 1 hour before the daily closing time of the swimming pool.
- Prices for swimming pool services are displayed at the ticket office.
- No refund is provided, and no complaints will be accepted after leaving the ticket office.
- The starting date for time-limited tickets is calculated from the date of first entry.

- Passes are personal, so they can only be used by the person in whose name the pass is issued. Violators of this rule may be denied further use of the pass by the pool management.
- Passes are activated from the first entry.
- We are not able to renew expired season tickets, we kindly ask our guests to use the services of the facility during the validity period of their season ticket.
- A proxy wristwatch is used as an entrance ticket, which can be picked up at the cash desk when the guest purchases a ticket or presents a pass.
- Wearing the watch is compulsory. Swimming pool employees are granted the right of inspection any time on the premises.
- The listed price of the services includes the service fee, therefore the pool staff cannot demand any gratuity from the guest and cannot accept it for any purpose (e.g., ticket purchase, safekeeping).

### ***C. Entry and exit types***

- Upon entry, guests will be directed to the dressing room after purchasing a ticket. In order to enter the changing rooms in the swimming pool, pass through the turnstiles.
- After using the swimming pool, proxy watches should be handed in by inserting them into the slot at the exit of the turnstiles.
- In the case of school/group access, an attendant will assist with the entry and will handle the group changing room key. In the case of group entry, the swimming pool will record the group details (name of the group leader, number of people in the group, name of persons in the group) at the cash desk. Group leaders are responsible for the supervision and liability of the group members they bring in. The attendant shall collect the keys to the group changing rooms on arrival and hand them over to the swimming pool representative before leaving, who shall check the integrity of the equipment and fittings in the changing rooms. Please lock the changing rooms during training/exercise as we cannot be held responsible for any valuables left in the changing rooms. Groups are requested to dress in their designated changing rooms and to ensure that the House Rules are observed. Any damage caused intentionally is the responsibility of the group leader. A personalised magnetic card will be issued upon purchase of a competition entry ticket with a membership fee and of a season ticket for the general public, whose loss will be subject to paying the amount indicated in the current price list. We will only be able to load the occasions on the card onto the new card if we can accurately verify the information on the lost card through our computer system.

- A changing ticket/pass is required for entry and can be purchased at the ticket office. Children must wear slippers and footbags when passing through the changing rooms to the pool area. The changing ticket/pass can only be used to change children and does not entitle the holder to use the pool.

#### ***D. Specifications of the pools in the swimming pool***

Competitive pool (indoor, circulated) specifications:

- Size: 50 \* 25 m
- Volume of the pool: 2750 m<sup>3</sup>
- Water surface: 1250 m<sup>2</sup>
- Water depth: 220 cm
- Water temperature: 27 °C
- Pool capacity: the pool can be used by up to 250 people/hour at a time.

Warm-up swimming pool (indoor, circulated) data:

- Size: 25 \* 10 m
- Volume of the pool: 550 m<sup>3</sup>
- Water surface: 250 m<sup>2</sup>
- Water depth: 200 cm
- Water temperature: 27 °C
- Pool capacity: the pool can be used by a maximum of 50 people/hour at the same time.

Instructional pool (indoor, circulated) data:

- Size: 6 x 10 m
- Volume of the pool: 48 m<sup>3</sup>
- Water surface: 60 m<sup>2</sup>
- Water depth: 80 cm
- Water temperature: 32 °C
- Pool capacity: the pool can be used by a maximum of 18 people/hour at the same time.

#### ***E. General rules for using the swimming pool***

- The swimming pool is primarily intended to promote the development of swimming and water polo, swimming training in public schools and swimming for the general public.
- The use of the swimming pool services is at the visitors' own responsibility.

- The swimming pool will provide more convenient and cost-effective swimming for schools, swimming instruction and water polo training, as well as active recreation for the public.
- Pools are sometimes available on a limited basis for courses, training and competitions. Information about this is available to the public on the information sheets displayed at the ticket office and on the website of the swimming pool.
- It is the fundamental duty of the swimming pool manager and the swimming pool staff to provide a cultural and professional service to athletes, children learning to swim and the general public, and to enforce health, accident, personal and property protection regulations.
- Entrance is granted upon presentation of a valid admission ticket. To check validity, guests are required to present it. Failing to produce a valid proof results in immediately having to leave the area of the establishment.
- Guests with a valid season ticket can use the swimming pool services subject to availability.
- The swimming pools are only available for water sports instruction to contracted partners approved by the pool management.
- Purchasing an entry ticket or a pass or entering the swimming pool area indicates visitors' acceptance of the rules and regulations of the pool.
- The swimming pool operator has the right to refuse access if the guest does not comply with the rules of the Rules of the House or if any part of the swimming pool or its equipment is out of use (e.g., due to renovation, repair) and to prevent unauthorized access.
- During the summer, sunscreen lotions, creams and oils can be used only after a thorough shower.
- The pool rules and regulations are enforced by the swimming pool attendant on duty and assigned to the pools, whose primary responsibility is accident prevention and first aid. They must carry out their duties in a spirit of courtesy, firmness and helpfulness.
- Care must be taken to ensure that the physical and personnel conditions for safe operation are guaranteed at all times from the point of view of health, safety at work and fire protection. To this end, any hazards that may arise must be eliminated by the pool staff as a matter of priority or the site must be closed to guests. The rules and instructions for avoiding emergencies must be observed by guests, athletes and pool staff.
- Everyone must follow the instructions of the attendants.
- Guests are required to respect public health and hygiene rules. Furthermore, guests are required to keep the premises tidy and clean.

- Children under 14 and those under 18 unable to swim must always be under the supervision of an adult over 18. Parents, adults with a permit, group leaders, instructors and coaches accompanying children are responsible for the physical safety and behaviour of the people under their supervision.
- Expectant mothers should seek medical advice and consult before using the pools and the services in the swimming pools.
- Children under 3 or those not house-trained yet are not allowed to enter the pools.
- Only swimmers are permitted to use the deep-water pools.
- No swimming aids (swimming rings, arm floats) are allowed in the deep-water pools.
- Guests must leave the swimming pools and pool areas 30 minutes before closing time and may be warned to do so by the pool manager.
- Attendants are authorized to order guests to leave the pool on grounds of inability to swim, incompetence or breaching any rules or provisions of the pool. When instructed so, the guest is not entitled to a refund of the price of the admission ticket or pass. The swimming pool operator shall not be made liable for any accidents resulting from lack of inability to swim.

Pursuant to Decree 37/1996 (18 October) of the Ministry for National Economy on the public health conditions for the establishment and operation of public swimming pools, the following persons are not allowed to visit the swimming pool or must be advised to leave the swimming pool.

Any person who

- suffers from fever, infectious gastrointestinal diseases and infectious skin diseases (without adhesive patch to cover it),
- suffers from convulsions, loss of consciousness, or diseases with conspicuous or extensive pathological lesions,
- is under the influence of drugs, alcohol or intoxicating substances,
- has an open or bandaged wound on the body,
- is unable to act when unattended,
- intentionally causes damage or disturbs the guests by behaving improperly,
- is banned from using the facilities by the management of the swimming pool.

Persons producing any of the symptoms/activities listed below must leave the swimming pool after being requested to do so.

## **IT IS STRICTLY FORBIDDEN TO**

- litter in the changing rooms, corridors, showers and outdoor areas,
- smoke in the entire swimming pool premises (except the designated areas),
- eat in the changing rooms and in the swimming pool area (the canteen and the lobby are exclusively designated for this purpose),
- consume alcohol, drugs or smoke in the changing rooms and swimming pool areas,
- behave in a manner that is offensive to public morals and public order or can cause disturbances to peace and silence,
- change clothes or those of children in the public areas of the swimming pool,
- run around in the swimming pool area (including changing rooms, walkways, showers, etc.),
- occupy the stairs of the swimming pools and block emergency exits,
- enter the pools without having a preliminary bath (shower),
- disturb swimmers in the pools or use disturbing tools,
- jump into pools (except during trainings), jump haphazardly, splash, make noise and use diving equipment in the pools, play ballgames in the pool area and play games that disturb the public etc. (except for equipment used in the training courses),
- be in the water without wearing a bathing suit or swimming cap,
- wear clothing other than traditional swimwear in the pools (e.g., trousers below the knee, Bermuda shorts, diving suit, T-shirts, etc.),
- bring a vehicle into the swimming pool area (except for those with a permit),
- enter the pool area and light corridors in streetwear (slippers or footbags are compulsory),
- take fragile and sharp objects into the pool area or in the pool,
- bring firecrackers, any tools for hitting, cutting and stabbing or any offensive objects into the swimming pool area,
- bring airbeds, inflatable swimming belts and boats into the pool,
- allow anyone or off-duty pool staff to be in the pool after closing time without permission,
- take any animal into the swimming pool area (except for dogs needed for security guard duties and guide dogs),
- ruin the pool water or the building, bathe with soap or other detergents in the pools, and shave,
- take photos, shoot films and/or make recordings in the swimming pool area without permission.

In the event of violation of the prohibitions listed above in these Rules and Regulations, or in the event of any contamination of the pools other than the cases listed above, the costs of water replacement, water purification, disinfection, etc., shall be borne by the person who contaminated the pool, or in the case of incapacity or limited capacity, by his/her legal representative, or in the case of swimming lessons organised by the public education institution, by the public education institution, and in the case of a rental agreement, by the contracting parties. The pool operator reserves the right to claim, in addition to the costs of the tasks provided for in this paragraph, compensation for any damage suffered by the operator which can be justified (e.g., damage caused intentionally or by negligence to the pool's equipment, etc.).

The management of the swimming pool reserves the right to refuse entry to any person without giving any reason, in justified cases, for the protection of other guests.

#### ***F. Courses***

- Pre-booked (rented) water areas are not available to guests for the duration of the booking.
- Instructors and coaches are accountable for the for the physical safety of the people under their supervision.
- During the swimming classes, parents, relatives and anyone accompanying learners may only attend the swimming pool in proper clothing and in particularly justified cases, with the previous consent of and authorised by the swimming pool management.

### **III. Use of changing rooms and handling of found objects**

- Individual changing rooms with cabins and larger family changing rooms are available for pool guests, and the internal entrances to each group changing room are also open during swimming lessons.
- In addition to lockers, changing rooms are equipped with benches, hairdryers and water blocks.
- The changing rooms are used by everyone on a self-service system, with the entry watch to lock/unlock the lockers, which are then absorbed by the entry/exit gate on departure or returned to the cashier.
- The loss of the watch must be reported to the swimming pool staff, who will open the locker after taking a report. In case of loss, proof of authorised use of the locker is required (ID, phone in locker, etc.). In case of loss or intentional damage to the proxy watch, the guest is liable to pay the amount indicated in the current price list.

- The swimming pool is not responsible for bicycles, scooters, other equipment and vehicles parked in front of the swimming pool. The pool operator is not liable for any collateral damage caused by their loss.
- Please do not leave any personal belongings in the changing rooms/cabins. No responsibility is borne if personal belongings (bags, rucksacks, backpacks, laptops, telephones, etc.), not necessarily linked with the use of the pool, left unattended are stolen or damaged in the premises.
- Items found by guests and pool staff on the pool premises and grounds must be deposited at the cash desk and will be kept by the pool for 3 months.

#### **IV. First Aid, Guest Book**

- In the event of injury or sickness, swimming pool attendants must provide first aid to the guest and, if necessary, immediately notify the appropriate emergency service (ambulance, police, facilities management, etc.) The swimming pool has a first aid room. There is an ambulance box for first-aiders and lifeguards, which is equipped and constantly replenished, and a defibrillator is installed in the swimming pool.
- Injuries, accidents and damages suffered by guests must be recorded in the pool's operating logbook and first aid logbook, which are also available in the medical room and at the cash desk.
- The Guest Book is available for the guests of the swimming pool at the cash desk.

#### **V. Wholesale and retail trade, restaurant and other service activities**

Commercial, catering and other service activities in the swimming pool are carried out by the operator's employees.

#### **VI. Camera system, Security**

The swimming pool areas are equipped with an electronic surveillance system, and the pool management will draw the attention of guests to this fact by means of signs. By purchasing an admission ticket, the guest acknowledges the electronic surveillance system. It is forbidden to take photographs, film or record without prior permission, which may be granted by the swimming pool management. Personal data and camera recordings will be treated confidentially. For information on data processing and recording at the swimming pool, please contact the cashier.

## **VII Parking**

- The car park is on the private property of the swimming pool, so the parts of the Rules of Procedure that apply to the car park also apply here.
- The swimming pool's unguarded car park that provides free parking for guests during opening hours is subject to availability.
- The swimming pool cannot be held responsible for any damage or theft in the parking lot.
- In the car park, follow the direction signs. The rules of the Highway Code apply in the car park.
- There is a camera system in some parts of the car park. Your personal data and camera footage will be treated confidentially. For information on data processing and recording at the swimming pool, please contact our cashier.
- There are two disabled parking spaces directly in front of the main entrance of the swimming pool. These can only be used by authorised persons by displaying a disabled card in a clearly visible place.
- The barrier-locked section of the car park is reserved for the use of pool staff and VIP guests. Please do not use this area for parking.
- The larger parking spaces to the left of the building are reserved for buses.

### **IT IS STRICTLY FORBIDDEN TO**

- conduct commercial activities in the parking area. Fairs and other events may be held only after prior agreement with the management,
- use the swimming pool car park for storing cars and other items,
- park in a way that obstructs traffic,
- leave the area without signalling in the event of damage to another vehicle or parking equipment. In case of damage, please contact our cashier.

## **VIII Final provisions**

Anyone not complying with any of the provisions of the Rules or violating them contained therein, and thus engaging in offensive behaviour or causing material damage, may be removed from the swimming pool area by the security service or, with the assistance of other authorities.

Any person violating the pool rules may be banned from the pool area.

We kindly ask our guests to help us to use the swimming pool in a decent and proper way by respecting the rules of the House Rules.

Gödöllő, 1 February 2023

The Management