

# **BUDAPEST GYÓGYFÜRDŐI ÉS HÉVIZEI ZÁRTKÖRŰEN MŰKÖDŐ RÉSZVÉNYTÁRSASÁG**

## **HOUSE RULES FOR THE USE OF STEAM BATHS, HOT TUBS, THERMAL BATHS, INDOOR POOLS AND BEACH BATHS**

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Version: 1.6

Submitted by:	Approved by:
dr. László Makra Legal Director	Ildikó Borosné Szűts Chief Executive Officer
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## TECHNICAL PAGE

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## LIST OF AMENDMENTS

Version number	Amendment	
	Date	Description
1.1.	20.04.2022.	The rules for children under the age of 14 have been included in the regulation, and the rules for wearing swimwear and other detailed rules have been revised.
1.2.	23.05.2022.	Section 17 of the House Rules has been amended.
1.3.	01.06.2023.	Sections 3, 11, 14, 18, 22, 23 and 25 of Chapter I, Sections 2, 3, 5 and 8 of Chapter III, Section 10 of Chapter VI, Sections 5 and 6 of Chapter VII and Sections 1 and 2 of Chapter VIII of the House Rules have been amended and supplemented.
1.4.	25.10.2023.	Contraindications in connection with wellness massages and other provisions were added to the House Rules, and the concept of coeducation has been defined.
1.5.	19.03.2024.	The House Rules were amended in accordance with the provisions of Government Decree 510/2023. (XI.20.), as well as with information about the exclusion.
1.6.	06.12.2024.	The House Rules have been updated, and sections I.3, I.4, I.11, I.15, I.16, and I.20, subsections e), f), and s) of section I.27, row 6 of the table in section II.5, section II.6, sections IV.1, IV.6, and VII.3 have been amended or supplemented, and sections VIII.7 and VIII.8 have been added to the House Rules.
1.7.		
1.8.		
1.9.		

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## HOUSE RULES

For the use of the steam, bath, thermal baths, indoor and beach pools provided by Budapest Spas cPlc (hereinafter: For the use of steam baths, tub baths, thermal baths, indoor pools, and beach baths operated on the Company's premises.

The professional regulators of the Company:

In the field of public health and therapeutic matters:

**Department of Public Health of the Government Office of the City of Budapest**

(address: 1138 Budapest, Váci út 174.)

and

**Department of Public Health of the District Office of the Government Office of the City of Budapest:**

- *Public Health Department of the District II of the Government Office of the City of Budapest* (jurisdiction: I., II., III. districts), address: 1033 Budapest, Mozaik utca 5.
- *Department of Public Health of the District V of the Government Office of the City of Budapest* (jurisdiction: IV., V., XIII. districts), address: 1055 Budapest, Kossuth Lajos tér 13-15.
- *Department of Public Health of the District XI of the Government Office of the City of Budapest* (jurisdiction: XI., XII., XXII. districts), address: 1111 Budapest, Budafoki út 59.
- *Department of Public Health of the District XIV of the Government Office of the City of Budapest* (jurisdiction: XIV., XV., XVI. districts), address: 1148 Budapest, Bánki Donát park 12/F.
- *Department of Public Health of the District XX of the Government Office of the City of Budapest* (jurisdiction: XIX., XX., XXI., XXIII. districts), address: 1211 Budapest, Szent Imre tér 3.

For medical matters, contact the **National Hospital Directorate-General** (address: 1125 Budapest, Diós árok 3.)

and the

**National Health Insurance Fund Manager** (address: 1139 Budapest, Váci út 73/A)

For water management issues, the **First-Level Water Authority is the Budapest Disaster Management Directorate** (address: 1081 Budapest, Dologház u. 1.)

and the

**Second-Level Water Authority of the National Disaster Prevention Board of the Ministry of Interior** (address: 1149 Budapest, Mogyoródi út 43.)

The provisions of these House Rules (general provisions) apply to all swimming pools and beach baths operated by the Company, with the proviso that special provisions for the respective pools can be made in the annexes to these House Rules, which must be observed in addition to these general provisions. In the individual swimming pools and beach baths, the bathing and wellness rules and other services of the House Rules only apply if the service is available.

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## I.

### GENERAL TERMS AND CONDITIONS OF USE OF THE BATHS

1. **By purchasing the right of access, the guest recognizes and accepts the provisions of the House Rules and the operating regulations. The House Rules apply to everyone who enters or stays on the premises of the baths. The Company may also promote and demand compliance with the House Rules by other means and methods.**
2. The use of the spa and its services is at the guest's own risk and responsibility. The wearing of jewellery, (smart) watches in the thermal pools is not recommended.
3. The baths can be used at the admission prices listed in the price list and the applicable season ticket types. The 15-session and 50-session tickets are non-transferable and are valid for 365 days from the date of purchase. In all other cases, the validity period of the passes is included in the pass purchase information provided when purchasing each type of pass. Session passes can be used to exchange an admission to a session. Pensioner passes can only be used on weekdays and not on public holidays. Time-limited (e.g. two-hour) passes are valid for the specified length of stay, and a deposit listed in the current price list must be paid when using them. If the time limit is exceeded, the deposit is lost and the remaining sessions on the pass can only be used after payment of the deposit. If used within the time limit, the deposit will be refunded after the last session of the pass has been used. The deposit can only be paid in cash.
4. The Company informs its guests in advance on its website about any service interruptions due to planned maintenance or possible technical malfunctions; therefore, guests cannot make any claims against the Company (in particular: ticket refunds, reduced-price tickets, compensation, or other damages) for partial or complete service interruptions.
5. Various specialist and additional services can only be used with a valid ticket for the day and time booked. Pre-exchanged tickets and packages are excluded. If the number of people in the bath at the same time on a particular day reaches the maximum capacity, priority will be given to those guests who have a valid entrance ticket or a ticket purchased in advance.
6. Visiting certain baths or bath areas is only possible at certain times of the day for guests of the same gender (e.g. women's day). During these times, those guests are entitled to visit the bath or bathing area whose gender stated on their identity card corresponds to the gender of the group of visitors intended for this period. If a guest is not entitled to visit the bath or bath section during the specified period due to their gender, they are entitled to visit the bath during the period designated for co-educational visits – i.e. when guests of any gender can visit the bath at the same time – or they can use the services of another bath or bath section operated by the Company that is open for co-educational visits.
7. The price of the service includes the cost of service; therefore, bath employees may not accept any additional remuneration beyond what is specified in this section. In accordance with the provisions of Act CLIV of 1997 on Health Care, the health care

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worker or employee of the bath may not request any monetary, economic, or in-kind consideration, or any other benefit exceeding the fee specified by law or based on law for the provision of health care services. However, they may accept an object in accordance with Section 138/A (4) of Act CLIV of 1997.

8. The guest is obliged to use the locker room corresponding to his/her authorization in the respective class (at the entrance). A security card (or key) is required for cabins and lockers without self-service. They are used for the safe handling of locker rooms. Acceptance and storage after undressing is mandatory. The Company accepts no responsibility for any damage that may occur if the regulations are not observed.
9. The cabins and lockers are available to guests on a first-come, first-served basis. In the locker rooms equipped with lockers, the guest is obliged to undress and dress in the locker room. It is forbidden to remain unclothed in the cabin area, in the corridors leading to the service areas, in the bath areas and in the lobby.
10. The use of services is subject to prior registration. If the guest does not show up at the booked time, the service cannot be guaranteed. In the event of late arrival, the treatment may be offered for a shorter (remaining) period.
11. Only those bathers for whom the respective medical service (e.g. weight bath, mud bath, etc.) has been prescribed by the specialist prescription and who have redeemed their entrance ticket accordingly may stay in the sanitary and medical area (e.g. pools, bathtubs, etc.). These services may only be used in the presence of qualified personnel. Other guests are not permitted on these premises due to the increased risk of accidents. Those who are in these premises without authorization will therefore be asked to leave the premises immediately. In the event of repeated violations, the guest in question may be expelled from the entire area of the bath. In exceptional cases, the Director of Sales and Marketing may grant an exemption from this rule (e.g. photography for marketing purposes).
12. Persons with open wounds, fever, infectious or skin diseases and persons under the influence of drugs or intoxicants, as well as persons under the influence of alcohol, are not permitted to use the baths and may be expelled from the entire bath area.
13. The person who contaminates the area of the bath due to their condition (vomit, feces, urine) is obliged to pay the Company a lump sum compensation of HUF 50,000 for special disinfection cleaning. In the event of contamination of the swimming pool, the guest is obliged to pay the Company, at its request, an amount equal to the cost of a complete water change, calculated according to the volume of the swimming pool, as compensation.
14. Persons with disabling but non-contagious skin diseases may not use the communal bath or service, but only an individual bath.
15. Children under the age of 14 are not allowed to enter the Rudas Thermal Bath and Swimming Pool and the Dandár Thermal Bath. Children under 14 years of age may only enter the bath areas operated by the Company when accompanied by a parent or adult and may only use the bath and its services, the swimming pools, the water slides

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and the outdoor playground slides/elements under the supervision of a parent or adult, subject to the provisions of Section 17. Children under 14 years of age may not bathe in medicinal pools, pools for medical purposes, pools with a water temperature of more than 35 °C and children under 6 years of age may not bathe in massage pools, hot tubs and other facilities specified in the House Rules; medicinal pools can only be used if prescribed by a doctor. Children under the age of 14 are not permitted in the saunas, steam rooms, designated relaxation areas and plunge pools.

16. For reasons of hygiene and children's safety, only children may use the children's pools for bathing. In the children's pool, an accompanying adult may only stay to the extent necessary to supervise the child, after using the foot wash, with a maximum of one accompanying person per child. In the children's pools, the accompanying adult may stay in a standing position or sit on the edge of the pool. It is strictly forbidden for them to sit or lie in the pool water or use it for foot bathing.
17. If a child under the age of 14 enters the bath area not under parental supervision but as a member of a children's group, the group leader is responsible for the child's safe bathing and behaviour in the bath. In case of doubt, the pool's ticket office may ask the purchaser of the entrance ticket to show a photo ID to verify their age. It is not possible for children under the age of 14 to purchase tickets for the Sauna World.
18. Wellness massages can only be used by persons over the age of 14. Between the ages of 14 and 18, the treatment can be carried out under parental supervision. The wellness massage can only be used on the booked date. The appointment for the wellness massage can be changed up to 24 hours before the start of the treatment. You must arrive at the spa 15 minutes before the start of the wellness massage and leave the massage area 20 minutes before the spa closes. In the event of late arrival, the therapist will adhere to the original end time of the treatment; the duration of the massage cannot be extended in the event of late arrival. The massage can only be used after a soapy bath or shower. If the guest arrives for the massage in an inadequate hygienic condition, the masseur may require the guest to take a pre-bath at the expense of the treatment time.
19. Wellness massages can only be used by healthy people, as the massage itself and the combined use of other wellness services can put considerable strain on the body.

Contraindications for wellness massages include:

- feverish condition,
- infectious diseases,
- acute inflammation (inflammation of the internal organs: e.g. inflammation of the throat, joints, muscles, skin or hair follicles),
- heart disease (in particular: pacemaker implantation, within 6 months of a heart attack, untreated high blood pressure, cardiac arrhythmia),
- within 6 months of pulmonary embolism, deep vein thrombosis,
- skin diseases (e.g. epidermis deficiency, infectious skin diseases),

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- within 5 years of cancer,
- traumatic injury, open wound,
- within 6 months of surgery,
- pregnancy,
- menstruation,
- chronic inflammatory diseases,
- advanced severe internal diseases,
- severe osteoporosis,
- headaches of unknown origin,
- lymphoedema.

Bleeding disorders and treatment with anticoagulants allow only light manipulative massage, and in the case of varicose veins, massage on the lower limbs is not permitted.

If the guest suffers from any of the above-mentioned diseases or is undergoing appropriate treatment, he/she is obliged to inform the masseur of this before the treatment; in this case, the masseur is not obliged to perform the treatment and may interrupt the massage once it has started. In these cases, the spa is not obliged to refund the service fee to the guest.

20. If the Bath provides this service, rentals (e.g. sheets, towels, bathing caps, bathrobes) can only be made upon purchase of a rental ticket and payment of the deposit in cash. The deposit and the rental fee will be credited to the proxy watch (admission watch). The deposit must be returned by the spa on the day of the transaction only, at the same time as the borrowed items are returned and after the proxy watch has been read. The loan can only be made for the day of the loan, i.e. the borrowed items must be returned by the end of the operation time.
21. Bathing equipment must be used properly. Anyone who intentionally or negligently causes damage may be liable for full compensation.
22. Smoking, the use of electronic cigarettes or electronic devices that imitate smoking is prohibited in the bath buildings and open spaces, regardless of the owner or operator offering and serving the basic and additional activities listed in the Company's register. Smoking is only permitted in designated smoking areas. Designated smoking areas must be marked by a conspicuous sign with the words "Designated smoking area" and a pictogram.
23. Use of the slides is at your own risk, provided that the rules of use are observed. After entering the water, the arrival areas must be cleared as quickly as possible. Wearing watches and jewellery while using the slides is prohibited and dangerous. The slides may only be used in the permitted body positions indicated on the sign next to the slide and in compliance with the other pictograms and inscriptions. Any deviation from this is the responsibility of the slide user and their accompanying adult.



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24. The toilets and shower cabins in the bath building are intended for one person, so it is strictly forbidden for more than one person to be in the toilets and shower cabins at the same time. Only one person at a time is allowed in the changing rooms. Exceptions to the provisions of this section are cases where more than one person is in the room because a child or adult is in need. Failure to comply with these provisions constitutes a serious breach of the House Rules.
25. In the event of a fire, bomb threat or other emergency, the instructions of the loudspeaker and pool staff must be followed. In the event of a crisis or lightning threat, the outdoor pools must be vacated immediately at the request of the pool attendant or another member of the pool staff. The decision to suspend operations for a day or a certain period of time is made by the pool manager solely to protect the physical integrity of the guests. In the event of a partial or complete interruption of operations due to flooding, power failure, storms, lightning, extreme weather conditions or other force majeure events or for reasons beyond the control of the Company - including the closure of the pools due to state, municipal or regulatory decisions - or due to the behaviour of a third party (e.g. contamination of a pool by a guest), the guest may not assert any claims (in particular: reimbursement of the entrance ticket, compensation, other damages) against the Company.
26. The spa is not liable for damage caused to guests by commercial facilities and other service providers operating on the premises of the spa and having a contractual relationship with the Company.
27. In order to ensure compliance with sanitary and official regulations, to enable appropriate bathing treatments, to prevent accidents and to guarantee undisturbed relaxation for guests, the following is prohibited:
- a.) eating in the locker rooms, lounges and pool areas; consuming alcoholic beverages, except in the designated areas and pools; leaving litter,
  - b.) wearing street clothes and shoes and bringing strollers, scooters, skateboards, etc. in the pool and relaxation areas and in the areas marked with signs,
  - c.) using the communal pools without first using the "soapy" bath (shower) or foot wash,
  - d.) bringing children under 2 years of age or over 2 years of age who are not yet potty-trained - even with special swimming diapers - into the pools, except for the designated pools (e.g., baby paddling pools), where they can be present with a special swim diaper.
  - e.) conducting or teaching individual or group activities in the pools — performed simultaneously by at least two people in different parts of the pool — (e.g. gymnastics, watsu, floating) for which the person coordinating, teaching, organizing, (de)monstrating, etc., this activity does not have a contract with the Company specifically for the practice of this activity,
  - f.) conducting teaching activities in the medicinal pools not organized by the Company or its contracted partner

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- g.) eating in the pools and in the covered pool area, contaminating the pool water, jumping into the water, making noise and using the pools with special – due to fecal, urinary retention problems or other reasons – health diapers or inserts; guests with such problems can only use the bath service,
- h.) bringing objects made of fragile or sharp materials (e.g. glass, ceramics, porcelain), diving equipment, or any object that may cause an accident or injury (e.g. razor) into the pools, pool area, or other service rooms (e.g. sauna, steam room),
- i.) entering the pools in clothing that is questionable from the point of view of public health, water quality or accident prevention; only swimwear that has been specially designed for swimming purposes and is made of thin, colorfast material (e.g. swimsuit, bikini, bodysuit, unikini, tankini, trikini, swim shorts, surf shorts, burkini) is permitted in the swimming pools; it is forbidden to enter the swimming pools in street or non-swimming sportswear (e.g. jeans, skirt, sports bra, gym suit, leggings, compression garments, underwear),
- j.) wearing slippers, clogs or other rubberized shoes in the pools,
- k.) entering changing rooms and showers of the opposite gender – except for children's companions,
- l.) distributing or displaying a flyer in the bath area (without permission from the bath),
- m.) using your own hairdryer or other personal electrical appliances,
- n.) bringing animals into the bathing area, with the exception of guard dogs or assistance dogs in accordance with 27/2009. (XII.3.) SZMM regulation,
- o.) behaving in a manner contrary to public morals or order, violating the rules of coexistence, e.g.
  - i. obscene or vulgar language;
  - ii. physical abuse,
  - iii. incitement to hatred based on race, ethnicity, religion or sexual orientation;
  - iv. sexually motivated physical contact, and
  - v. any behaviour that suggests the initiation of a sexual relationship and could outrage or alarm others.
- p.) selling or political activities in the baths,
- q.) gambling,
- r.) staying in the baths without slippers, whereby the guest is responsible for any accidents,
- s.) influencing, obstructing or interrupting the operation of machines, equipment or electrical devices in the baths (e.g. influencing the operation of the sauna heater, placing ice on the sauna heater, using essential oils or other oils brought by the guest in the saunas and steam rooms, spraying the temperature sensors with water or other liquids). In case of violation of this rule, the bath manager may decide to close the given service unit (e.g. sauna).

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28. Photography or filming for commercial purposes on the premises of a spa requires prior authorization, which must be requested in writing from the Company's sales department (ertekesites@budapestspas.hu).

## II. INFORMATION ON EXCLUSION RULES

1. The Company may exclude from the baths it operates any person whose conduct on the premises is anti-social, is likely to cause outrage or alarm to other persons (in particular with regard to point m. of Section 27 of Chapter I) and which gives rise to complaints or causes the Company to request police intervention or to make a complaint. Persons who commit physical violence or sexual acts through their behaviour may be expelled from the spa with immediate effect and without further action. The ban can be imposed for a specific period of time or permanently. In the event of an act or behaviour that results in a ban as described above, the offender is obliged to pay the Company a fee of HUF 30,000 on demand as compensation for administrative costs. If the person who committed the act or behaviour that led to the ban is in possession of a valid pass, the pass will be confiscated.
2. In order to best meet the needs of guests, the Company offers several types of tickets for guests to choose from, but they must follow the rules for use. Abuse of admission rights (e.g. entrance tickets that can be purchased by zone, additional entrance tickets for additional services, sauna world), discounts (e.g. pensioners, students, families), time-limited discounts (e.g., morning swim card, Zsigmondy club card), as well as the transfer of such rights by the purchaser to another person who is not otherwise entitled to the discount, and the use of passes deemed by the Company to be intentionally fraudulent, may result in the exclusion from the pools operated by the Company of the persons committing the abuse (alone or jointly). In the event of unauthorized use, the offender is obliged to pay the Company a fee of HUF 30,000 as compensation for expenses. In the event of unauthorized use of the pass, the pass will be blocked without further notice and the pass user will not be entitled to a regular customer discount in the following year.
3. The Company will not pay interest on the amount affected by the refund between the date of withdrawal of the pass and the date of refund. Once the pass has been blocked, the user of the pass – in the case of a legal entity, the purchaser of the pass – will receive written notification to the postal and/or email address provided within 5 working days. The blocked pass will only be billed to the (legal or natural) person in whose name the invoice was issued when the pass was purchased. In the event of a blocking, billing will be based on the specific daily rate of the pass. (Specific daily rate: the gross price of the pass divided by the number of uses.) The value of unused uses is reimbursed in such a way that if the number of unused uses exceeds the number of days remaining until the validity period, the number of uses to be reimbursed is determined on the basis of the number of days remaining until the validity period.
4. Guests arriving on the basis of a medical prescription – financed by social security – are obliged to comply fully with the House Rules, just like other guests. The Company

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may therefore exclude persons who make use of services subject to social security contributions and violate the provisions of the House Rules from the pools it operates.

5. Below are the main measures or conditions related to the violation of the House Rules and the consequences that the Company may apply and which may lead to exclusion. Depending on the severity of the violation, the Company may also decide to issue a warning.

	<b>Action</b>	<b>Duration of the exclusion</b>	<b>Other</b>
1.	contamination of the spa area (e.g. vomit, feces, urine)	1-5 years	50.000 HUF compensation lump sum
2.	contamination of the pool (e.g., vomit, feces, urine)	1-5 years	50.000 HUF compensation lump sum or the full water replacement costs, calculated according to the volume of the pool
3.	using the spa's services with an open wound or in a feverish, infectious condition, as well as with an infectious skin disease	until the undesirable condition has subsided	
4.	using the spa's services under the influence of drugs, tranquilizers or other substances or alcohol	until the undesirable condition has subsided	
5.	using the common bathing area or services with a repulsive – though not infectious – skin disease	until the undesirable condition has subsided	
6.	behavior that violates public decency, public order and House Rules (in particular: display of sexual behavior, physical violence)	depending on the severity of the case, min. 6 months, max. permanently	sexual behavior results in immediate and permanent expulsion
7.	violation of the rules of coexistence (in particular: theft of other people's property)	depending on the severity of the case, min. 6 months, max. permanently	
8.	abusive, unauthorized use of the pass	depending on the severity of the case, min. 6 months, max. 1 year	the pass holder is not entitled to a loyalty discount in the following year
9.	improper use of the spa facilities	depending on the severity of the case, min. 6	

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	<b>Action</b>	<b>Duration of the exclusion</b>	<b>Other</b>
		months, max. 2 year	
10.	unauthorized use of services (e.g. entering the wellness area without a valid entrance ticket)	depending on the severity of the case, min. 6 months, max. 1 year	
11.	providing false data and information that leads to an unfavorable perception of the spa or the Company that operates it and damages the Company's reputation	depending on the severity of the case, min. 6 months, max. 1 year	

6. If a guest commits several acts at the same time or in succession that justify exclusion, the consequence with the highest exclusion period among the acts committed by the guest shall be applied, whereby the compensation amounts to be paid shall be added together. In addition, the Company is entitled to charge the guest the administrative costs and, in the event of damage, the actual value of the damage or a compensation fee.

The exclusion and its duration apply to all pools operated by the Company.

After the second fixed-term expulsion — regardless of its duration — the third expulsion is always permanent.

7. The guest concerned will always receive a written notification from the Company about the consequences of the exclusion, in which the violations of the House Rules – the verifiable actions of the guest - are listed in detail.
8. For legal remedies in connection with the exclusion, the guest can contact the Conciliation Board of the Budapest Chamber of Commerce and Industry (1016 Budapest, Krisztina krt. 99., Mailing address: 1253 Budapest, Pf.: 10., Phone: 06-1-488-2131, <https://bekeltet.bkik.hu/>) or the Consumer Protection Department of the Government Office of Budapest (1051 Budapest, Sas utca 19., Phone: 06-1-450-2598, email: [fogyved\\_kmf\\_budapest@bfkh.gov.hu](mailto:fogyved_kmf_budapest@bfkh.gov.hu)).

### III. GENERAL RULES REGARDING OPERATION

1. The basic task of the manager and the employees of the spa is to ensure the cultured and professional service and recreation of the guests, as well as to ensure the enforcement of health, accident prevention, personal and company property protection, official and other regulations. They must ensure that the material and personnel requirements for safe operation are met at all times in terms of health, occupational safety and fire protection. To this end, the bath staff must immediately eliminate

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potential sources of danger or cordon off the area for guests. Guests and the bath's staff are also obliged to observe the emergency prevention regulations.

2. Guests have the right to make verbal or written complaints about the type and manner of the service, its quality or the behaviour of the service provider.
3. An electronic camera system is in operation on the premises of the spa, about which guests are informed by pictograms at the entrance to the spa and by data management notices containing detailed information on the purpose, legal basis, duration and type of data processing carried out by the Company. In the baths, access and monitoring of certain processes is carried out by the Company by means of a digital video recorder, which also informs guests of the purpose, legal basis, duration and type of data processing when entering and leaving by means of data management notices. Violations of the House Rules can be documented using the video and photo material recorded by the camera system. The camera system does not record any sound. A photo is taken of the pass holders, as specified in the information and Terms of Use for the current year, which enables verification of identity in order to allow access during the validity of the pass. For more information on data processing, please refer to the Company's current Privacy and Security Policy, which is also available on the Company's website (<https://www.budapestgyogyfurdoi.hu/>).
4. The bath must provide:
  - a.) an adequate quality of water in the pools, the cleaning, disinfection and sanitation of the pools, changing rooms and other areas belonging to the bath,
  - b.) the emptying of the pools operated by the filling and emptying system with the prescribed frequency and the complete change of water, which may take place after closing times if possible or in accordance with the bath's regulations,
  - c.) the emptying of the filter rotor pools with the prescribed frequency, their complete water change, and that the water returning to these pools after filtration meets the quality requirements for drinking water in terms of transparency and sterility,
  - d.) after emptying the pools, the prescribed cleaning and disinfection of all areas used by guests after closing,
  - e.) the prescribed water temperatures in each pool, which must be checked every two hours; the prescribed water temperatures in the pools must be maintained with  $\pm 1$  °C accuracy.
5. The public address system installed at the outdoor swimming pools is used to broadcast announcements, advertising, notices and information of public interest. The system may only be operated at a volume that does not unreasonably disturb the peace and relaxation of guests. Loudspeaker announcements may be requested by guests in return for an entrance ticket purchased at the ticket office or with the prior approval of the pool attendant. The loudspeaker may only be used for service announcements in very rare cases and with the permission of the pool attendant.

#### IV. OPERATING HOURS, TICKET SALES

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1. The opening hours of the pool must be clearly visible to guests. The swimming pool season is determined by the Company each year. Guests must leave the bathing areas and pools 20 minutes before closing time to ensure they can exit the bath building or area by the official closing time. It is FORBIDDEN for unauthorized persons or off-duty employees, as well as the Company's contracted partners or their employees, to stay in the Bath without permission after closing time!
2. The ticket office closes 1 hour before the pool closes. In open-air swimming pools, the operating times may be changed by the pool manager – with the approval of the head of the organizational unit responsible for pool operations - in justified cases (e.g. unseasonal weather conditions, continuous rain, the average daily temperature does not reach the appropriate value for the time of year, strong thunderstorms, stormy winds, torrential rain, hail, lightning, technical malfunction). The change must be indicated by a notice at the ticket office or by the loudspeaker.
3. The operation of the mud, therapeutic bath and weight bath departments is suspended at weekends and on public holidays in accordance with the advertised opening hours. The Complex Medical Care Department only accepts referred guests on weekdays from Monday to Friday.
4. The opening hours of the pools and the departments within the pools are determined by the operator, who is entitled to change them unilaterally at any time. The operator is not liable for any damages or compensation in this respect. The change must be announced by a notice posted at the ticket office.
5. The use of bathing and beach services is subject to the admission prices and the valid types of admission and passes listed in the price list drawn up by the Company. The price list for bathing services must be clearly displayed at the ticket office. Any price changes must be noted on the price board. When using the baths without a valid entrance ticket or ID, the pool manager may ask the guest to purchase a day ticket at full price after escorting them out of the bathing area, and in the event of non-compliance, the pool manager may request police assistance.
6. Entry to the baths is through an access control system, using a so-called proxy watch or wristband, which is valid on the day of exchange (except for passes and pre-purchased tickets). Guests must wear the proxy watch or wristband at all times in the bath area. If the guest does not wear it, they may be escorted out of the bath area. Entry and exit through the access control system is only possible by validating the proxy watch or attaching the wristband. The revolving gate must be crossed properly (except in justified cases, e.g. passage of a person with reduced mobility, admission of campers), climbing over, jumping over or crawling under is prohibited. The pool manager is entitled to check the guest's proxy watch and the authorization on it at any time. The guest is obliged to hand over the proxy watch for the duration of the check. If unauthorized use is detected during the check, the proxy watch will not be returned. Staying in the area of the beach baths is only possible with the continuous wearing of a proxy watch or wristband.

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7. Employees of the bath – except for those working at the internal sales point – may not accept money as compensation for any services provided by the bath.
8. Pre-exchanged tickets can only be used on the day selected at the time of purchase. The period of validity of the tickets is included in the information on the purchase of the respective ticket.
9. Day tickets are valid on the day of exchange and only entitle the holder to one entry. If the guest leaves the bathing area, they can only re-enter by purchasing a new ticket.
10. Discount passes and day tickets can only be purchased with authentic proof of entitlement to a discount. If this is missing, only a full-price pass or a full-price ticket can be purchased. Any person who has reached the age of 65 and can prove their age with a valid ID document at the time of ticket purchase is entitled to purchase a pensioner ticket. Pensioners under the age of 65 are entitled to reduced admission on presentation of a pensioner's ID card. Student tickets are only issued by the Company on presentation of a valid day student ID.
11. Day tickets and passes (annual, half-yearly, quarterly or suitable passes) and other discounts cannot be used for events outside opening hours or for night bathing.
12. The need for an invoice must be announced in advance; it cannot be issued retrospectively.
13. It is not possible to exchange money at the ticket office.

## V. CUSTOMER BOOK, FIRST AID MEASURES

1. The Customer Book is available for guests at the ticket office in the pools as well as in the entrance halls, foyers and in the manager's office. The pool manager is obliged to investigate complaints, observations and suggestions in accordance with the relevant regulations and to take action in response.
2. An employee trained in first aid must be available in the event of injury or illness of a guest.
3. The spa must be equipped with the quantity and quality of bandages and other first aid equipment appropriate to the number of employees and the requirements of laws and standards.
4. Injuries, accidents or damage suffered by a guest must be reported on a standardized form.

## VI. SAFE DEPOSIT BOX



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1. Guests may store cash, precious metals, jewellery and other valuables as well as other valuables (e.g. car keys, cell phones) in the safe deposit box. The Company is only liable for the valuables deposited there.
2. The Company is not liable for the loss or disappearance of items left unattended on the premises – including those left on the shelves in the pool area, in the beach area, on the shelves, in the corridors and in the waiting areas. An item left in an open cabinet, cabin or storage room is also considered an item left unattended.
3. Lost items will be handed in to the pool management and recorded.

## **VII.**

### **HOT AIR CHAMBERS, STEAM CHAMBERS, SAUNAS, STEAM BATHS**

1. The temperature of the hot air and steam chambers and saunas must be displayed in a clearly visible place at the entrance and it must be pointed out that the chambers can only be used by healthy persons and only at their own risk.
2. The hot air and steam chambers as well as the saunas are equipped with an emergency bell. When the bell rings, the spa employee is obliged to go to the indicated chamber immediately. The employees of the spa are obliged to carry out checks several times a day to ensure the order and cleanliness of the chambers and the safety of the guests.
3. All guests may only use the above-mentioned services at their own risk and in accordance with the instructions for use displayed at the entrance. In the saunas, naked body parts or swimwear must not come into contact with the sauna bench; the use of textiles (bath towels, hand towels, etc.) is mandatory. Slippers may be worn in the steam baths. It is forbidden to bring slippers, newspapers, food and drink, mobile phones, tablets, smart watches, or other smart or electronic devices into the saunas or hot air chambers without the approval of the Bath manager. The use of razors is strictly prohibited in the entire bathing area.
4. Guests are strictly prohibited from pouring liquids or oils onto the sauna heaters or placing ice on them. These activities may only be carried out by authorized employees of the Company.
5. Use of the steam bath pools is only permitted in an apron or bathing suit – depending on the specifics of the bath in question. Nude bathing is not permitted.
6. A soap bath is compulsory before using the pools.
7. The sunbeds must be constantly cleaned and disinfected. For medical services, the spa provides a one-off multi-purpose sheet free of charge (at the start of treatment).
8. The mixer taps installed in the pre-baths and showers must be marked for hot and cold water. Care must be taken to ensure that no water with a temperature of more than 45 °C flows from the shower.

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9. Guests may only use hairdryers operated by the spa; the use of personal hairdryers and other electrical appliances is prohibited.
10. The bathing areas, swimming pools, hot air and steam rooms and saunas must be vacated 20 minutes before closing time.

## **VIII.**

### **PUBLIC BATHS, SWIMMING POOLS, THERAPY POOLS**

1. Swimming pools may only be used by people who can swim. It is strictly forbidden to jump into the pools, except in those pools where this is indicated by a sign.
2. The deep-water area of the swimming pools, which is marked "Deep water, for swimmers only", may not be used by persons who cannot swim, even under supervision.
3. Use of the swimming pools – especially the deep-water areas – is at your own risk.
4. A swimming cap must be worn in swimming pools where a pictogram indicates this. The swimming cap cannot be replaced by other objects or items of clothing placed on the head.
5. The lifeguard is responsible for monitoring safety in the swimming pools, preventing accidents, providing first aid, keeping rescue and first aid equipment ready and calling a doctor for people rescued from the water (even if the rescue appears to have gone smoothly and the rescued person feels well). All guests must follow the instructions of the lifeguards.
6. The simultaneous capacity of the swimming pools and the medicinal pools as well as the recommended length of stay are determined by the operating regulations of the respective pools and are indicated on the signs in the pool areas. Before using the medicinal pools, the guest is obliged to find out the recommended time of use of the desired medicinal pool, the length of stay, the maximum simultaneous capacity and the number of people in the pool, on the basis of which they can use the pools according to their free capacity. If the number of guests in the medicinal pools exceeds their simultaneous capacity, they are obliged to leave the pool upon request by the pool management in order to ensure the simultaneous capacity of the medicinal pools.
7. When using the swimming pools, guests can choose their swimming style without disturbing each other, using the lanes in a "keep right" manner. Swimming-specific equipment (e.g. hand paddles, parachute) can only be used in the swimming pool in a rented lane with the permission of the bath manager.
8. Based on weather conditions the pool guardian or lifeguard is authorized to evacuate and close the outside pool. Staying in the pool after a warning is forbidden, even at your own risk.

## **IX.**

### **EXERCISE OF EDUCATIONAL AND COMMERCIAL ECONOMIC ACTIVITIES**

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1. In the baths and their pools, the Company offers medical treatments, bathing and wellness services as well as opportunities for educational and sports group activities in the water. However, in order to avoid accidents and regulate the saturation of the pools and lanes, these activities can be carried out under pre-agreed conditions. Educational activities on the pool premises can only be carried out by a commercial company (e.g. association, foundation, sole trader, individual) that has a legal relationship with the Company for this purpose. If the pool management discovers that educational activities are being carried out outside this legal relationship, it shall request the person carrying out the educational activities to stop them and to pay the Company an amount of HUF 200,000 + VAT as compensation for the damage caused by the breach of contract. If the person carrying out the unauthorized educational activity is an employee (instructor) of a swimming school that has a legal relationship with the Company, the swimming school is obliged to pay the above-mentioned compensation to the Company. In addition, a person who engages in unauthorized educational activities may be banned from the area of the pools operated by the Company for a certain period of time.
2. Only legal entities, companies, sole traders, etc. that have a legal relationship with the Company may carry out commercial or economic activities in the pool areas. If the pool management determines that a commercial activity is being carried out without a legal relationship, it will request the person present to cease the activity and pay an amount of HUF 200,000 + VAT to the Company as a fee for the use of the area.

## **X.**

### **MISCELLANEOUS PROVISIONS**

1. The House Rules apply uniformly to all persons staying in the pool. Anyone who does not adhere to the rules or does not comply despite being warned may be excluded from the service.
2. A person who violates the provisions of the House Rules or disturbs the order in the baths or the peace and quiet of the guests, but whose behaviour is not to be considered an administrative offense, is to be expelled from the baths and excluded from further use of the baths' services; the baths' employees and the Corporate Security group are authorized to take these measures. If necessary, the assistance of an official person may also be requested.
3. In the event of suspicion or commission of a criminal offense in the area of the baths, the Company may display the photograph taken by the investigating authority in the baths to support the work of the investigating authority.
4. The appointed manager of the baths is responsible for familiarizing employees with the provisions of the House Rules, ensuring compliance with them and enforcing them.
5. The rules for the operation of the bath and the services are contained in the operating regulations of the respective bath.

*These House Rules are the exclusive intellectual property of the Company and may not be copied or used in whole or in part without the prior written consent of the Company. Failure to give consent will result in legal consequences.*

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Budapest, December 9, 2024.

**Budapest Spas cPLC.  
Ildikó Borosné Szűts  
Chief Executive Officer**

Appendices:

Appendix 1 Rudas Thermal Bath and Swimming Pool Supplementary House Rules  
Appendix 2 Szent Lukács Thermal Bath and Swimming Pool Supplementary House Rules  
Appendix 3 Csillaghegyi Árpád Bath Supplementary House Rules  
Appendix 4 Paskál Thermal Bath, Beach Bath and Swimming Pool Supplementary House Rules  
Appendix 5 Palatinus Thermal Bath, Beach Bath and Wave Bath Supplementary House Rules  
Appendix 6 Széchenyi Medicinal Bath and Swimming Pool Supplementary House Rules  
Appendix 7. Supplementary House Rules of the Pesterzsébet Iodine-Salt Medicinal and Beach Bath