

POLICY STATEMENT OF BUDAPEST SPAS CPLC.**(1138 Budapest, Népfürdő u. 38-40.)****Steam-, tub-, thermal baths and covered swimming pools**

1. **Visitor accepts the Policy Statement, the rules and regulation of the Budapest Spas by purchasing the bath ticket.**
2. Visitors can enter the baths by purchasing the daily or seasonal ticket fixed on the price list. Seasonal tickets are valid during one year from the date of purchasing, except the annual and semi annual tickets that are valid for the current year.
3. By purchasing the bath ticket, visitor accepts the fact that **a video surveillance system is operated at the baths.** The surveillance of the entrance and certain events is made by digital video recorder. The system does not record sounds. A photo is recorded about the seasonal ticket owners at first use. That photo makes possible the control of the entrance legitimacy during the validity of the seasonal ticket. The aim of the data management is the enhancement of the efficiency of the personal protection, security and crime prevention at the baths.

Records are made automatically without human intervention. The system guards the photos for 3 days, after that period they are deleted automatically and permanently.

4. Cabins and lockers are available for guest in first come, first served system. Other services can be used by making appointments. In case guest does not arrive for the fixed time, service is not guaranteed. In case guest arrives later, we can guarantee the treatment in reduced time.
5. In the dressing room with changing cabins visitor are obliged to change clothes in the changing cabin. Being in the territory of the dressing room without clothing is prohibited.
6. Visitors can use the baths and the services at their own risk.
7. Baths can not be visited by guests with fever, infection or skin diseases, under influence of drugs, intoxicating drugs or alcohol. Otherwise they can be excluded. Guests with inflammatory skin diseases can not use the public pools. They can only use private bathing.
8. Children under the age of 14 who can not swim can enter the baths only accompanied by an adult. The thermal water is not recommended for children, except with medical prescription.

9. At the tub departments purchasing a new bath ticket is obligatory when bathing time is exceeded. Under social security system, bathing time at steam departments is 2 hours, for other services bathing time is 3 hours. When bathing time is exceeded, the deposit is not refundable.
10. The equipment of the baths are to be used properly. The person who causes damage intentional or negligent can be claimed a compensation by Budapest Spas cPlc.
11. Smoking is forbidden in the buildings of the baths.
12. In case of fire, bomb alert or other incident the instructions of the PA and personnel are normative.

IT IS FORBIDDEN

- littering in the dressing rooms, resting rooms and other premises of the baths,
- eating or drinking alcohol in the pools and pool areas,
- walking in shoes and street clothes in the pool, resting rooms and in the premises marked by signs,
- using the public pools without using a shower and foot washing before,
- taking not toilet-trained children to the pools (not even with special swimming diapers), except the selected pools
- polluting the water of the pools, jumping to the water or making noise,
- taking fragile objects (glasses, etc.), diving equipment, ball or other objects that can cause accident or injury,
- using the dressing room, shower or sunbathe area designated for the guests of the opposite sex,
- distributing or placing leaflets on the territory of the baths without the permission of the baths,
- using hair dryer taken to the baths by the guest,
- taking animals to the territory of the baths, except watchdogs and service dogs under the decree of the Ministry of Social and Labour Affairs nr. 27/2009. (XII.3.)
- violating the rules of public moral, public order or the rules of coexistence, (ex.: declaring obscene, indecent remarks, physical abuse, hate speech due to racial or ethnic origin, religion, or sexual orientation, sexual motivated physical contact, or any other form of behavior, which may suggest sexual purposes and/or may cause indignation or alarm.
- expressing agency or political activity at the facilities of the baths,
- gambling.

Wearing jewel at the thermal pools is not recommended.

OPERATION TIME AND TICKETING

1. The cash desk closes **one hour** before closing time.
2. Operation time can be changed by the management of the baths in justified cases (technical problems, lack of water, etc.) with the permission of the Director of Operations. The change must be published at the cash desks. In that cases guests are not entitled to compensation.
3. Entrance to the baths is allowed by the entrance system with a proxy watch that is valid on the day of purchasing, except seasonal tickets and pre-paid tickets. Wearing the proxy watch constantly is obligatory on the territory of the baths. In case guest does not wear the watch, he/she can be excluded from the baths.
4. The pre-paid and seasonal tickets are valid during one year from purchasing, except the annual, semi annual and quarter year tickets that are valid for the current year.
5. Daily tickets entitle the guest for one entrance on the day of purchasing. If guest leaves the territory of the baths, he/she can enter the baths by purchasing a new ticket.
6. Seasonal tickets (annual, semi annual and quarter year tickets) or other discounts are not valid for events after operation time and for night bathing.

CUSTOMERS BOOK, HEALTH CARE AND FIRST AID

1. Customers book is at the disposal of the guests at the cash desks. The manager of the baths must investigate the complaint, comment, suggestion according to the rules applicable and take measures based on the investigation.
2. The following services can be granted only upon medical prescription: underwater jet massage, medical massage, bath in carbonated water.

For the above services tickets can be purchased at the cash desks upon social security voucher, treatment sheet issued by the bath doctor or medical prescription. The treatment sheets issued by the doctor must be presented at the cash desk and at the treatment rooms. The service must be signed and stamped on the treatment sheet by the bath personnel.

In cases of dispute related to medical prescriptions the decision of the bath doctor (or the central department of Budapest Spas cPlc.) is authoritative.

SAFE

1. Valuables (cash, jewels, car key, mobil phone, etc.) must be placed at the safes. Budapest Spas cPlc. takes responsibility exclusively for the valuables placed in those safes.
2. Budapest Spas cPlc. does not take any responsibility for unattended objects on the whole territory of the baths (including the corridors and clothes racks in the waiting rooms).

STEAM BATHS

1. Pools of the steam baths can be used only in apron or swimming suite. It is forbidden bathing naked.
2. Other special and supplementary services are granted with valid bath ticket, at the fixed appointment, except pre-paid ticket and package services.
3. Showering with soap is obligatory before using the pools.
4. Pools and pool areas must be left 15 minutes before closing time.
5. At steam baths bathing time suggested by doctors is 30 minutes.

TUB DEPARTMENTS

1. Usage time of tub baths is one hour.
2. The services of the tub bath do not include towel and sheet, except tub bath upon medical prescription (one sheet), and family bath (2 sheets). Beside these services, towels and sheets are available for extra charge.

SWIMMING POOL

1. Swimming pools can be used only by swimmers.
2. Children under 6 and children under 14 who can not swim can use the pools under the surveillance of an adult.
3. The services of the swimming pools, especially the deep water parts of the swimming pools, can be used at your own risk and peril.
4. Wearing a swimming cap is obligatory.

MISCELLANEOUS PROVISIONS

1. Rules of the Policy Statement concern all bath visitors. The person who does not assume their compliance or does not comply with the rules above despite warnings, can be excluded from the territory of the baths.
2. The person who violates the Rules of Policy Statement or the order of the baths, disturbs the rest of the other visitors, but his/her behavior is not a misdemeanor, must be excluded from the usage of the bath services and from the baths. The employees of the baths and the security officials are entitled to act in these cases. If necessary, this may require the involvement of an authority.
3. The persons responsible for the operation of the baths (spa manager, spa manager on duty, head of baths, pool master) are considered authorized persons, so they are entitled to protection due for authorized persons.

Budapest Spas cPlc.