



# SPA POLICY

1. Access to the spa is only allowed with a ticket, pass or special authorization.
2. The spa services can be used only at your own risk.
3. When purchasing a ticket, please present the documents that entitle you to the discount.
4. Compliance with house rules is mandatory when using the spa! In case of non-compliance with the rules, services may be refused.
5. People with fever, gastrointestinal and skin infectious diseases, people with open wounds, people who are drunk or under the influence of drugs or intoxicated cannot visit the spa.
6. Animals are not allowed in the spa area, except for a guide/assistance dog.
7. Before using the pools, washing your feet and showering separately for women and men is mandatory!
8. Children under the age of 14 can use the spa pool only with a medical prescription, regardless of the purpose of use.
9. It is forbidden to enter the pool area with shoes and street clothes! Except for the permit when the use of boots is mandatory!
10. Unjustified use of the fire alarm will lead to liability! Any costs will be passed on to the offender by the company that manages the spa.
11. Smoking is prohibited in the entire spa area, except for the designated area!
12. The operator assumes no responsibility for valuables left unattended in lockers or in the spa area.
13. It is forbidden to use soap, cream or toiletries in the swimming pools!
14. The use of the toilet in the spa area is free.
15. It is forbidden to jump, play ball or unreasonably disturb the tranquility of bathers in the pools!
16. Jumping into the pool is only allowed from the starting stones, taking into account other bathers and the warnings of the swimming instructor. Jumping off the edge of the pool is strictly prohibited and dangerous.

17. Pools or pool sections deeper than 1m can only be used by people who know how to swim. Children aged 6-14 may use the pools only under the supervision of a parent, teacher or swimming instructor.

18. The use of a swimming helmet in the pool is mandatory!

19. It is forbidden to bring drinks and food into the pool area!

20. Everyone must leave the pools half an hour before closing time!

21. Civilized behavior in the spa area is mandatory, it is forbidden to litter, disturb others to an unreasonable degree or behave in an offensive manner.

22. Liability for damages and accidents resulting from improper use of the pools, their furniture and equipment rests with the violator, who may be required to compensate for the damage and may be prosecuted.

23. In case of injury or accident, employees of the spa resort trained in first aid provide assistance, if necessary, a doctor or an ambulance must be called.

24. The person giving first aid is the daily swimming instructor, location: pool area.

25. There may be a risk of slipping in the pool area, guests must drive with great care.

26. Bathers can make complaints about the manner and quality of service, the behavior of the service staff, as well as their complaints about the operation of the spa in the complaint book, while they can express their satisfaction and appreciation in the guest book. The complaints book and the guest book can be found at the reception.

27. Children under 6 cannot visit the thermal bath.

28. Please report any injuries or accidents in the pool area immediately to the swimming instructor who will take a report.

29. Separate house rules apply in the sauna area, which can be read in the sauna area.

30. You can swim in swimming pools with appropriate swimming clothing: swimsuit, swimming trunks (suitable for swimming above the knees and up to the elbows).

31. Clients arriving for medical treatment may only use the indoor therapeutic pool and group underwater physiotherapy gym.

32. Reimbursement of the spa ticket does not entitle you to use other services (massage, sauna world, swimming lessons), unless a separate ticket is purchased for that.

33. Only partners contracted with Herpály Vagyongkezelő Kft. can organize swimming lessons and training in the swimming pool and training pool.

34. Advance ticket types can only be used during the validity period, extensions are not possible.

35. The ticket is only valid for the service and the day for which it was issued.

36. Fees for services subject to a deposit must be paid in cash only.

37. Claims can only be made against presentation of a receipt or invoice.

**Operator:** Herpály Vagyonkezelő Kft.

4100 Berettyóújfalu József Attila utca 9.

**Our customers can contact with complaints:**

Notary of the City of Berettyóújfalu

4100 Berettyóújfalu Dózsa György utca 17-19.

Tel.: 54/505-415

Department of Transport, Technical Licensing, Metrology and Consumer Protection within the  
Hajdú-Bihar County Office

4025 Debrecen Széchenyi utca 46.

Tel.: 52/533-924

**We request all the visitors to strictly follow the house rules!**