

VISITOR REGULATIONS x-bionic® aquatic sphere

The Visitor Regulations are designed to ensure compliance with the relevant legislation and to protect the health and safety of visitors throughout the x-bionic® aquatic sphere, Dubová ulica 33/A, 931 01 Šamorín.

Every visitor is obliged to familiarize themselves with these Visitor Regulations upon entering the premises of the x-bionic® aquatic sphere and to comply with its provisions. By paying the admission fee or by any other authorized entry, the visitor expressly agrees to these Visitor Regulations and undertakes to comply with its provisions and the instructions of the operator's employees.

The actual instructions throughout the x-bionic® aquatic sphere are superior to the general instructions and are in accordance with the generally applicable health and safety regulations. Visitors must avoid any action that disturbs the comfort of other visitors or interferes with the work duties of employees.

I. ENTRANCE TO THE AREA aquatic sphere

1. Entrance to the aquatic sphere is allowed only during the operating hours with a valid ticket - chip (waterproof magnetic chip bracelet) or pass, which the visitor purchases at the ticket office at the entrance to the aquatic sphere. The visitor is obliged to hand over the chip bracelet upon departure. Information about the entry and payment system is provided by the ticket office staff.
2. Opening hours of the aquatic sphere are indicated on the entrance door to the premises, as well as on the website <http://www.x-bionicsphere.com/plavanie>.
3. The period of validity of entry begins with passing through the entry device (turnstile) and ends with passing through the exit device (turnstile) at the specified time, or with the end of the operating hours. The time required for undressing and dressing is also included in the validity period. In case of exceeding the paid entry time, the visitor is obliged to pay the additional fee at the ticket office in accordance with the valid price list.
4. Children under the age of 16 are only allowed to enter the premises when accompanied by a person over the age of 18. The accompanying person is responsible for the child during the entire stay in the aquatic sphere. In the event of non-compliance with the visitor regulations, operating regulations or other prohibitions, the operator is not liable for any injury or personal injury.
5. Children aged 16 and over without an accompanying person over the age of 18 must present their own insurance card, ID card or passport.
6. Each visitor receives a magnetic chip wristband after paying the appropriate entrance fee, with which he/she unlocks a locker with a number that is automatically assigned by the system. The chip allows the visitor to enter and use the services in the aquatic sphere. If the magnetic chip bracelet is lost or defaced, the visitor has to pay the amount of 30,- EUR.
7. If the visitor wishes to purchase discounted admission, he/she is obliged to present his/her identity document or disabled person's ID card; when purchasing discounted admission for children or free admission for children, the visitor is obliged to present his/her child's insurance card.
8. The operator reserves the right to restrict or close certain parts of the aquatic sphere or attractions in case of necessary maintenance or for objective reasons (full capacity, bad weather conditions) without the right to a refund of the admission fee or its aliquot amount.
9. During the duration of such restriction, swimming is prohibited in the restricted area, and access to the restricted parts may also be prohibited.

10. Entrance to social and sporting events, swimming lessons, training is allowed only with a single-coloured identification bracelet. Each participant, spectator or accompanying person receives it upon entering the premises and is entitled to move only in the areas reserved by the operator for the duration of the event, course or training. At the end of the event or activity, participants and accompanying persons are obliged to leave the aquatic sphere within 30 minutes at the latest.

11. Only children under 3 years of age are allowed in the baby pool and only with the use of a baby swimsuit with a snug elastic band around the legs.

12. Children under 5 years of age are only allowed in the baby pool when accompanied by an adult.

13. Persons with reduced mobility are only allowed to enter the pools when accompanied by a responsible person at all times.

14. The last entry to the aquatic sphere is possible no later than 1.5 hours before the end of the operating hours.

II. OPERATING INSTRUCTIONS FOR VISITORS

1. Every visitor is obliged to take care for the protection and safety of his/her own health as well as for the protection and safety of other visitors.

2. Every visitor is obliged to observe personal hygiene and cleanliness in the places and facilities they use.

3. Every visitor is obliged to take a shower before entering the pools in the areas designated for this purpose and to cross the wading pools.

4. Visitors are required to remove their shoes before entering the changing rooms and may only enter the changing room in suitable swimming shoes or barefoot.

5. There are shared changing rooms for both men and women, equipped with changing cabins (outdoor changing cabins during the summer season), lockers for storing clothes and comprehensive sanitary facilities. There is also a baby-changing counter.

6. The visitor is fully responsible for locking the locker with a chip in which all personal belongings, clothing and shoes are stored. The operator is not responsible for loss, destruction or damage to visitors' belongings.

7. In the event of loss of the chip, the contents of the locker will be released to the visitor only after it has been proven that he is the owner of the items stored in the locker. The operator shall not be liable for any damages incurred by the visitor if the locker is not properly locked.

8. The visitor is obliged to keep jewellery, money and other valuable items in the lockers, but the operator is not responsible for the loss of the said items or for any damage to them.

9. Visitors are obliged to hand over any objects found in the aquatic sphere to the responsible employee at the reception.

10. Visitors are obliged to treat the facilities and equipment in the aquatic sphere area with care. They are obliged to compensate for any damage caused by their actions (intentional or negligent) to the property of the operator or to the property of third parties.

11. For hygienic reasons, entry to all pools is only allowed in clean swimwear.

12. It is forbidden to bring food, clothing and other than slip-resistant footwear into the areas around the pools where there are paved surfaces.

13. When using the attractions in the aquatic sphere (water slides, slides), the visitor is obliged to take extra care. Visitors are obliged to respect the Operating Regulations for water attractions - slides - water slides, to follow the information shown on the pictograms and to respect the instructions and warnings of the lifeguard, staff.

- Children under 3 years of age are not allowed on the water slide.
- The slide can be used independently by swimmers aged 8 and over.
- Children under 8 years of age may use the water slides only under the supervision of a person over 18 years of age.

Access to the attractions is at your own responsibility and risk!

14. The operator accepts no liability for excessive wear and tear of swimsuits due to frequent sliding on the water slides and slides.

15. For safety reasons, immobile persons and persons with significant physical or mental disabilities are only allowed to enter the premises when assisted by an accompanying person.

16. Visitors are obliged to follow the instructions of the lifeguards and designated service personnel throughout the aquatic sphere.

17. In case of bad weather (storm, strong wind), visitors are obliged to leave the pools for safety reasons.

18. In case of accident, injury or sickness, the visitor is obliged to call the lifeguard for treatment or to write down and register the accident. The first aid room is located indoors by the 25m pool grandstand and outdoors in the building by the 50m pool.

19. The operator is not responsible for injuries and accidents caused by its own negligence, carelessness or violation of the visitor regulations or the operating rules of the attraction.

III. PROHIBITIONS, RESTRICTIONS AND WARNINGS in the x-bionic® aquatic sphere

1. Visitors are obliged to respect the warnings, follow the orders and prohibitions on the information boards or other notices and must not damage, destroy or remove them.

2. Swimming in clothing unsuitable for bathing, including underwear, is prohibited. For hygiene reasons, children are only allowed to enter the pool in swimwear.

3. Smoking is strictly prohibited in the entire aquatic sphere, except in designated and marked areas.

4. It is forbidden to bring animals into the aquatic sphere.

5. It is strictly forbidden to bring alcoholic beverages, narcotic substances, sharp objects, parasols, glass objects, dangerous, chemical and explosive substances into the premises.

6. Carrying and using weapons of any kind is strictly prohibited.

7. Entering the pools, rides and slides with food, drinks and chewing gum is prohibited.

8. Bringing inflatable wheels and other inflatable objects, balls, tennis balls, etc. into the pools is prohibited. Only inflatable armbands, goggles and swimming boards are allowed. Swimmers may only use fins in the swimming lanes, but their use must not restrict other visitors.

9. Disturbing other visitors, making unreasonable noise, shouting, whistling, running on the walkways around the pools and on wet areas, mutual diving, colliding with other persons, overtaking each other on the attractions, jumping into the pools outside the areas reserved for this purpose, playing ball games except in the areas built for this purpose is prohibited in the area.

10. Persons suffering from contagious diseases are not allowed to enter. Persons obviously neglecting personal hygiene and persons under the influence of alcohol and other addictive substances are not allowed to enter.
11. It is forbidden to enter areas reserved for staff and areas reserved for the opposite sex.
12. It is forbidden to violate the prohibition to enter the aquatic sphere zones separated by fixed or mobile barriers or marked with signs with the words "No entry". The consequences of violating the prohibition are borne by each visitor alone, in the case of underage children, by an accompanying adult.
13. It is forbidden to call for help without any reason, to demand services from lifeguards and service staff that are in violation of the Visiting Regulations.
14. It is forbidden to photograph or film strangers or groups of people without their consent. Permission of the operator is required to photograph and film for commercial purposes and for printing.
15. Wearing rings, chains and bracelets on the slides is strictly prohibited for safety reasons. Visitors must follow the instructions given in the operating regulations for the water rides.
16. Persons may not enter the aquatic sphere:
- (a) suffering from symptoms of acute illness, in particular respiratory inflammation, fever, cold, cough, diarrhoea, headache or dizziness;
 - (b) suffering from any infectious disease or skin disease, conjunctivitis, persons suffering from contagious diseases or illnesses, persons with injuries and diagnoses that are incompatible with a stay in this type of establishment;
 - (c) who show obvious signs of failure to observe personal hygiene;
 - (d) who are under the influence of alcohol and other addictive substances;
 - (e) who, despite being warned, behave aggressively and uncontrollably, violate the provisions of the visiting regulations, fail to observe the principles of hygiene and safety and whose behaviour is contrary to moral and social principles.

IV. EXCLUSION OF THE VISITOR FROM THE PREMISES of the aquatic sphere

1. A visitor may be expelled from the aquatic sphere without refund of the entrance fee if, despite a warning from a competent employee of the operator, he/she does not comply with the given instruction or the visitor regulations, is drunk, under the influence of drugs, endangers the safety of other visitors or the cleanliness of the aquatic sphere by his/her inappropriate behaviour.
2. Entry to the aquatic sphere may be denied to persons who behave aggressively and uncontrollably, violate the provisions of the visitor regulations and whose behaviour is contrary to moral and social principles.
3. Depending on the seriousness and nature of the offence committed by the visitor, the operator of the aquatic sphere may request the intervention of its own security guards or members of the municipal police.

Release date: 30.06.2024

Operator: X-BIONIC® SPHERE a.s.

Operating manager: Ing. Michal Kratochvíl

Company Headquarters: Dubová 33/A, 931 01

Šamorín

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