

RULES AND REGULATIONS GOVERNING THE USE OF WATER SLIDES LOCATED WITHIN THE BUKOVINA THERMAL BATHS FACILITY

(hereinafter referred to as the "Regulations")

I. GENERAL INFORMATION

1. The owner and administrator of the Thermal Baths of Bukovina is Bukowińskie Towarzystwo Geotermalne Spółka z ograniczoną odpowiedzialnością with its registered office in Bukovina Tatrzańska, ul. Sportowa 22, 34-530 Bukovina Tatrzańska (hereinafter: BTG), entered in the Register of Companies kept under the National Court Register kept by the District Court for Kraków Śródmieście, 12th Commercial Division, under the number 0000133262, NIP (VAT No): 736-157-95-80. E-mail: termy@bukovina.pl, tel.: +48 18 20 20 070.
2. To use our water slides, you **MUST BE AT LEAST 8 YEARS OLD**. The outdoor "Łostry Śwung" slide is available for guests aged 12 and older.
3. The slides are a part of the Thermal Baths of BUKOVINA and are governed by the General Rules and these Rules.
4. The Slide Rules and the General Rules of the Facility are available when you buy a ticket, on the Facility's website, at the entrance to the Thermal Baths of BUKOVINA. Please get familiar with the Rules before you enter into the agreement.
5. BTG is not liable for any accident on the slides if a damage is caused solely through the user's fault as a result of the violation of safety rules set out herein. If a damage is caused by other factors, BTG's liability is set out in commonly applicable legal regulations.
6. The slides are subject to a greater risk of accidents (including the risk of injuries). If you use the slides, you are subject to an ordinary risk connected with recreational activities. This neither excludes nor limits BTG's liability for damages caused by BTG, including in particular those resulting from an inadequate maintenance of the slides, the lack of supervision, or the staff's actions.
7. You must absolutely obey instructions given by lifeguards and other staff, as well as sound signals and announcements made via loudspeakers.
8. To use the slide, you must familiarise yourself these Slide Rules, information boards, and slide use instructions in advance.
9. The slides must not be used by:
 - people under 130 cm tall; for the outdoor "Łostry Śwung" slide, the minimum height is 150 cm;
 - people with dysfunctions of the cardiovascular, respiratory, skeletal, neurological or gastric system, as well as people that are particularly sensitive to sudden overloads (Those limitations result from technical safety requirements of the slides and recommendations given by the slide producers. The purpose of the limitations is to prevent injuries arising from sliding despite of health contraindications);
 - members of organised groups without the presence of the group carer;
 - after any consumption of alcohol, drugs, intoxicants or other similar agents.
10. A group carer means an adult chosen by the organiser to supervise members of the group while using the slides and other attractions at all times.
11. Children up to 13 years of age may use the slides exclusively in the care of their adult legal guardians.
12. Depending on the type of the slide, it may be used by one or two persons at the same time.
13. While entering the start platform of the slide, please be particularly careful.
14. At the staircase, please move at the right-hand side.
15. There may be only one person on the start platform.
16. On the slides, please follow the following light signals located over the inlet:
 - green colour means "sliding permitted";
 - red colour means "sliding forbidden".

17. Please enter the slide only if the light is green. If there are any discrepancies between the light and the lifeguard's instructions, the lifeguard's instructions prevail as they are given to make sure that the users are safe.
18. Directly before the slide, please make sure that there is water in the slide pipe. You must never slide in the dry pipe.
19. You are forbidden to:
 - cause any situations that threaten your safety and/or the safety of other users of the slide and other attractions in the Facility;
 - run;
 - push your way;
 - enter balustrades, railings, other construction elements;
 - use the slide if the entrance is closed with a chain, rope, barrier or in any other visible way or if the light signalling system is broken;
 - push anyone inside the slide pipe;
 - slide in pairs, groups, with small kids on your lap or in your hands, with your head downward or in a sitting position;
 - consume any beverages or food, including sweets, lollypops and chewing gum;
 - bring any objects inside the pipe, excluding special pontoons designated for the use on the slide;
 - slide with objects that may cause injuries or damage the surface of the slide (including in particular: glasses, jewelry, hair decorations);
 - slide with swimming or diving equipment (boards, gloves, wheels, goggles, flippers);
 - force your place in the queue;
 - run up and jump inside the slide;
 - stop and stand inside the slide;
 - slow down without reason while sliding;
 - enter the slide at the end and climb inside the pipe to the start platform;
 - throw an empty pontoon inside the slide;
 - thrown a pontoon down from the start platform;
 - leave pontoons anywhere on the paths;
 - take pontoons outside the Children and Youth Zone.
20. While sliding, please lie with your legs directed downwards and hands placed close to your body. In the pontoon slide, sit on the pontoon with straight legs directed downwards and hold pontoon handles with your hands. For safety reasons, keep that position all the time while sliding.
21. At the end, please leave the bath immediately. In the pontoon slide, take a pontoon and give it to people waiting in the queue.
22. Pontoons may only be used in the special slide. Pontoons must not be used in other slides or pools.
23. Please take a pontoon from the storage place and take it upstairs to the start platform.
24. Within the entrance area and on start platforms, do not use any image or sound recording devices if they can pose any threat to safety or hinder the use of the slides by other persons.
25. All people violating these Rules, the public order or any instructions given by lifeguards or our staff will be requested to leave the Facility. The lifeguard/staff will take such a decision based on safety requirements and you are allowed to file a complaint against the decision. The refund of costs is based on the act on consumers' rights and our internal complaint policy
26. The users of the Facility must immediately notify a lifeguard or our staff of all noticed defects, damages, devices, the lack of water inflow or other irregularities likely to influence safety.
27. Complaints concerning the use of slides may be submitted:
 - a. in writing to the following address: Bukowińskie Towarzystwo Geotermalne Sp. z o.o., ul. Sportowa 22, 34-530 Bukowina Tatrzańska
 - b. by e-mail to: termy@bukovina.pl
28. BTG will review such complaints within 14 days of their receipt. Detailed complaint handling principles, including principles for refund and withdrawal, are set out in the General Rules of the Thermal Baths of BUKOVINA. The submission of a complaint is without prejudice to the right to make claims before courts.

CCTV SYSTEM

To supervise the safety of people using the services offered in the Thermal Baths of BUKOVINA, employees, as well as the public order and property, there is a CCTV system installed in all public zones.

CCTV recordings are not used for purposes other than set out above. The CCTV system only records image without sound.

II. INFORMATION CLAUSE - PERSONAL DATA PROCESSING

1. The data controller for personal data processed in connection with service provision by the Thermal Baths of BUKOVINA is Bukowińskie Towarzystwo Geotermalne Sp. z o.o. with its registered office in Bukowina Tatrzańska, ul. Sportowa 22, 34-530 Bukowina Tatrzańska, entered in the register of companies kept under the National Court Register by the District Court for Kraków Śródmieście in Kraków, 12th Commercial Division of the National Court Register, under the number: 0000133262 (hereinafter referred to as the "Data Controller").
2. A contact person for issues related to the processing of your personal data is the Data Protection Officer, appointed by the Data Controller, who can be contacted by e-mail at iod@bukovina.pl or by mail at the following address: Bukowińskie Towarzystwo Geotermalne Sp. z o.o., ul. Sportowa 22, 34-530 Bukowina Tatrzańska, with the annotation "Inspektor Ochrony Danych".
3. Given the CCTV system installed in the Thermal Baths of BUKOVINA, the Data Controller will collect and process the following data if you use the slides:
 - the appearance (silhouette) of individual users, members of groups, group carers, parents/legal guardians of users, participants of an event organised by the Facility (Night of Swimming Pools).
4. The Data Controller will collect and process those data for the purpose of its legitimate interests based on Art. 6(1)(f) of the GDPR, i.e.:
 - to ensure the safety of people staying within the CCTV area (including the staff) and the order, as well as to protect the property;
 - identify, pursue and defend mutual claims arising from the use of the Data Controller's services.
5. The data recipients will be:
 - authorised employees and business partners of the Data Controller;
 - employees (sole traders) who entered into the processing agreements in order to enable the performance of their obligations at the Data Controller's request;
 - entities authorised to receive that data based on applicable legal regulations (courts, public authorities, the President of the Personal Data Protection Office);
 - suppliers providing the Data Controller with technical and organisational measures to manage the organisation (CCTV system);
 - suppliers of legal and consultancy services and services supporting the Data Controller in debt collection (in particular law firms, debt collection companies);
 - persons authorised by the user to exercise the user's rights.
6. The personal data will not be transferred outside the European Union or the European Economic Area (EEA), i.e. to third states, or to international organisations
7. The personal data collected by the Data Controller (CCTV recordings) will be processed for 2 weeks. Then they will be erased by over-recording.
8. The Data Controller warrants that each person whose personal data are processed by the CCTV system will have relevant rights arising from the GDPR, i.e.:
 - a. the right to information about the existence, range, purpose of the CCTV system in the specific place and the name of the entity responsible for the installation of such a system and persons authorised to access the system;
 - b. the right of access to recordings, if reasonable;
 - c. the right to have their data erased;
 - d. the right to the anonymisation of their image in the recordings and/or have their personal data erased;
 - e. the right to data processing for a limited period;
 - f. the right to lodge a complaint with a supervisory authority, i.e. the Chairman of the Personal Data Protection Office (to the following address: Urząd Ochrony Danych Osobowych, ul. Moniuszki 1A, 00-014 Warszawa).
9. During the processing, no automated decision-making systems and methods, including profiling, will be used.

III. MISCELLANEOUS

1. These Rules are available at the entrance to the Facility and on our website termybukovina.pl.
2. All matters not provided for in these Rules are governed by other rules applicable to the Facility and commonly applicable legal regulations.
3. These Rules come into force as of 01 August 2026.

