



KRUPÓWKA MOUNTAIN RESORT SZCZYRK

DETAILED RULES OF USE:

- INDOOR POOL
- OUTDOOR POOL
- POOL SAUNA
- POOL JACUZZI
- OUTDOOR TUB

The purpose of these Rules and Regulations is to provide the safety of Guests and Resort Staff, and to ensure that the relaxation zone is kept in good order and cleanliness as well as to define the responsibilities of Guests and the rules for the use of attractions.

Prior to their visit and using any of the services provided at the Krupówka Mountain Resort, each person is obliged to read the Rules and Regulations of the Facility as well as the Rules and Regulations of the Resort's attractions and then to abide by their provisions throughout their stay.

The Krupówka Mountain Resort takes due care to ensure that as many of the attractions located at the Facility are available to the Guests as possible. However, the Resort does not guarantee and is not responsible for the availability of all attractions located at the Facility. Thus, some of the attractions may be closed due to, among other things, ongoing maintenance, necessary repairs or safety reasons. Information on possible unavailability will be posted by the Resort as far as possible on the Resort's website. Guests are not entitled to claim refunds or receive discounts if any of the facilities / attractions / amenities etc. are not available.

The Krupówka Mountain Resort has the right to close or restrict the use of the aforementioned attractions for valid reasons, in particular to ensure the safety of Guests.

Information on the opening hours of individual attractions is available on the Facility's website and disclosed also during the booking process.

Regardless of the time of entry, Guests are obliged to stop using the individual attractions and leave the Zone at least 20 minutes before the closing time of the Wellness Zone on a given day and go to the changing rooms.

DRY FINNISH SAUNA

1. The sauna may only be used by adults and healthy persons who have no medical contraindications therefor. The sauna may not be used by children of any age.

Persons whose behaviour indicates that they are intoxicated, under the influence of drugs, psychotropic substances or other intoxicants, or who violate public order, good manners or who pose a threat to themselves or to other persons as well as those behaving aggressively may not enter the Wellness Zone, pools, Jacuzzis and saunas.

2. You should wear flip-flops with non-slip soles when using the Wellness Zone.

3. One heating cycle in the sauna for experienced sauna users lasts about 25 minutes: 8-12 minutes in the hot room, followed by 8-12 minutes of gradual cooling down of the body with water (in the second and third cycle, staying in the hot room should not be longer than 10 minutes).

4. Using the sauna starts with the low benches and gradually proceeds to the higher ones, depending on the User's condition.

5. You can sit or lie on the benches (in the dry wood sauna – only on your own towel).

6. When staying in the sauna, the User may not apply any creams to their body or face, as this reduces the surface area of the body that excretes sweat. In order to adapt the circulatory system to the correct functioning in a standing position, it is advisable to adopt a sitting position with the legs lowered during the last 2 – 3 minutes of the sauna time.
7. At each stage, the User has to make sure that the body is well-overheated and sufficiently cooled.
8. The User should cool their body gradually down, as rapid cooling of the body is detrimental to health.
9. A sauna bath always ends with sufficient cooling of the body with water – the use of soap is not recommended.
10. The following persons may not use the sauna:
 - heart patients,
 - with hypertension, after strokes,
 - with vascular diseases,
 - with inflammation of internal organs,
 - having fever,
 - suffering from thyroid problems,
 - pregnant,
 - suffering from epilepsy,
 - and children under 18 years of age.
11. Wearing eyeglasses and contact lenses in the sauna is contraindicated.
12. Using the sauna after a heavy meal is not recommended.
13. Physical exercise during and after the treatment is not recommended.
14. After the sauna, it is advised to rest for about 20 – 30 minutes. The User should drink proper amounts (approx. 0,5 – 1 l) of mineral water or juice.
15. Staying naked in the sauna is forbidden.
16. Any changes in the state of being which might indicate an intolerance to sauna treatment must be reported to the staff immediately.
17. Before entering individual parts of the Wellness Zone and after leaving or changing them, the Guest is obliged to take a shower using cleaning agents. The same rule applies after each use of the toilet.
18. In the various areas of the Wellness Zone, appropriate clothing adapted to the zone may be required. In particular, swimwear and flip-flops with a non-slip sole are compulsory in the pool area. It is strictly prohibited to remain in the universally available Wellness Zone naked or in undress that violates the norms of social behaviour.

The following clothing is considered to be proper swimwear:

- swimming / bathing briefs,
- swimming / bathing shorts,
- swimming costume

In addition, a swimming cap if the Guest wishes to dive or snorkel.

19. If there is a problem with the cleanliness of a cabin, locker room or other space, the Guest who discovers the issue is to notify a staff member thereof immediately. If the Guest knows the person contaminating the room in this way, they should point this person out to the Resort staff.

20. Children up to the age of 4 years and other nappy users are required to wear special swimming nappies during their stay in the pool. Swim diapers are not provided by the Facility. Lack of swimming nappies prevents the User from using the attractions. After use, the nappies must be secured in a special bag and removed from the Wellness Zone by the Guest, the same as any other rubbish if generated by the Guest.

21. Each Guest is obliged to refrain from activities that pose a threat to safety, peace and order.

22. The Guest should use all facilities and equipment of the Wellness Zone with due caution.
23. Any damage, ailments, hazards, breakdowns, collisions or accidents noticed by the Guest should be reported immediately to a member of the staff, after which the Guest is to comply with the instructions given by the staff.
24. The Guest is obliged to hand over any found objects that do not constitute their property to the reception for further return procedure.
25. Each Guest has the social obligation to immediately notify the staff of any situation that may pose a real risk to the persons in the Wellness Zone.
26. There is a high risk of slipping in the Wellness Zone. Each Guest is obliged to take into account the risk of accidents on wet surfaces. In particular, Guests should show increased attention in the area adjoining the pools and Jacuzzi. For these reasons, Guests are advised to use non-slip flip-flops, to move in a calm and careful manner and to supervise their children in this respect.
- 27 Using play equipment (balls, diving and swimming equipment, mattresses, floating inflatables, etc.) is not permitted. The pool is a recreational one and such items would only limit the available water surface for the Guests.
28. In the event of misusing, damaging or removing the equipment belonging to the Wellness Zone from its current location, the Guest shall be liable for the damage caused. It is forbidden to drag the deckchairs or to change their position or location.
29. The Krupówka Mountain Resort does not guarantee the availability of deckchairs for all Guests. Reserving deckchairs in the pool area is not possible. Guests are required to remove their belongings from the deckchairs if they do not use them anymore or if they leave the pool area for some time. If the Guest leaves their belongings on the deckchair and does not use it, the staff has the right to remove the Guest's belongings and place them elsewhere near the deckchair.
30. Guests who disturb public order and generally accepted norms of behaviour, violate these Rules and Regulations or fail to comply with the instructions given by the staff may be asked to leave the Wellness Zone without a refund.
31. In case of a gross violation of these Rules and Regulations, the staff of the Krupówka Mountain Resort are entitled, for security reasons and within the limits of the applicable law, to take measures provided for in the Act on the Protection of Persons and Property of 22 August 1997. If the Guest is detained, they will be immediately handed over to the police.
32. If it is necessary to ensure the safety or comfort of other Guests, the Resort may impose a permanent or temporary ban on a person from entering the Wellness Zone. This applies if: - the person has grossly violated the Facility Rules or the laws in force in the Wellness Zone, - has repeatedly violated the Facility Rules.

The application of the above sanctions shall be preceded by a warning from a member of the staff. In case of a flagrant breach of the Facility Rules, the above measures may be taken without prior warning.

33. The Resort has the right to: - change the range of the services provided in the Wellness Zone – to organise closed events in the Wellness Zone or in a specific part thereof with appropriate admission and use rules.

34. Members of the Krupówka Mountain Resort staff are entitled to exercise the so-called right of the facility host, i. e. Guests are obliged to obey the instructions and orders given by the staff members. Any perceived violation of the Facility Rules or any other inappropriate behaviour of the

Guest is signalled by the staff with a whistle sound and a gesture signalling inappropriate behaviour or desired behaviour.



POOLS, SAUNAS, BATH TUB DETAILED PROVISIONS

For safety reasons, jumping into the water is forbidden.

Long hair must be tied up in a bun and the head may not be submerged in water, unless the Guest wears a cap that tightly covers the head and hair.

Moreover, due to hygiene rules, Guests suffering from skin diseases, having open wounds and skin inflammation, plasters and bandages on their body and whose hygiene status deviates from generally accepted standards are prohibited from entering the water.

35. The Resort is intended for active and physically able people and is not a facility adapted for people with impaired body mobility, and in the event of even a slight limitation in this respect, these people should use the help of their adult guardians and remain under their care.

Using the sauna in the pool zone is only allowed if the Guest is wearing a swimsuit. Sauna is intended for adults and people over the age of 16 years, the latter must not be left alone without a parent or legal guardian.

Guests acknowledge the fact that in saunas and baths, there may be people incompletely clothed. The Wellness Zone is open to all Guests and they must wear appropriate clothing.

36. The Guest is obliged to read and understand the instructions before using the sauna attractions and then to follow them.

The pool zone and the sauna zone are not nude areas. The use of these zones takes place in the sauna attire intended for the purpose (towel, apron, pareo, kilt, bathrobe, etc.). Flip-flops and bathrobes should be left outside, at the entrance to the sauna.

37. The shelves in the sauna are not intended for storing any other items except swimsuits, and the Resort bears no liability for the loss of or damage to other items left on the shelves.

38. When using the sauna, it is recommended to use two clean towels that the User may either bring with themselves or have them provided on site.

39. It is recommended to leave jewellery and mobile phones in the hotel rooms. Bringing them to the pool and sauna zone is contraindicated.

40. It is not recommended to wear glasses or contact lenses in the sauna.

41. In the pool and sauna zone, it is forbidden to:

- bringing mobile phones and other electronic devices, especially imagers,
- bringing foodstuffs and beverages,
- bringing and using liquids, essences, oils, solutions, infusions and other substances,
- leaving any items (e.g. bath towels, bathrobes) near the sauna stove.

42. People with infectious skin diseases, cardiovascular problems, fever, low or high blood pressure, severe cardiovascular or bronchopulmonary diseases, those taking anticoagulants,

antihistamines, vasoconstrictors, vasodilators, stimulants, sedatives, etc., as well as pregnant or menstruating women, should not use the sauna. Guests are responsible for assessing their own health before using the sauna. If in doubt, consult your doctor in advance to avoid possible health complications.

43. For hygiene reasons, the Guest is obliged to wash themselves thoroughly in the shower, removing any cosmetic oils, body lotions and makeup before entering the sauna, Jacuzzi or pools.

44. In the saunas, there are conditions specific to this type of place, i.e. higher temperature, poor light, steep benches and various heat sources. The aforementioned conditions require greater caution on the part of the Guests.

45. Technical devices (e.g. heaters, vents, sauna stoves, covers and thermometers) must not be covered with items / towels due to the risk of fire.

46. In dry saunas, it is required to use a large towel to be placed under the entire body (including the space under the feet) so that no part of the body comes into contact with the boards. Alternatively, you can use two towels, one for the body and one for the feet.

47. The sauna and indoor pool zone are relaxation and silence zone. The behaviour of the Guest may not disturb the peace of other Guests, be burdensome for them or exceed the norms of correct behaviour.

48. The pool and sauna zone is subject to video surveillance. This system is intended to ensure safety of people and the Resort's property. By entering the public area of the pool and saunas, the Guest agrees to the video surveillance of their stay in this public area as well as to the use of the recorded materials to assess disputes and compliance of the Guest's behaviour with the Facility Regulations.

LIABILITY OF THE GUEST

49. Each Guest is liable for any damage caused through their own fault or gross negligence, especially, if this damage results from improper use and contamination of or damage to devices located in the Pool and Sauna Zone. In addition, each Guest bears liability for any damage caused to other Guests due to their fault or gross negligence.

50. The legal guardian or a person authorised by them is liable for the damage caused by children and other people being under their care.

51. The Resort is not liable for the damage caused by force majeure and for the damage resulting from the sole fault of the injured party or a third party.

52. The Resort bears no liability for interruptions in the supply of electricity, gas, water or other utilities as well as for any related inconvenience beyond the Facility's control.

53. The Krupówka Mountain Resort does not tolerate any discriminatory attitudes and behaviours based on race, nationality, ethnic origin, language, religion, social status, beliefs, gender, age or disability that have the purpose or effect of violating or limiting the exercise or enjoyment of human rights and fundamental freedoms on an equal basis with others.

FINAL PROVISIONS

54. The representatives of the Facility Host and the staff supervise the observance of the Facility Rules and Regulations.

55. The provisions of these Rules and Regulations govern the use of pools and other attractions, they refer to all the pools, saunas or devices of the Resort, unless it has been decided otherwise. These rules are supplemented with instructions given by the staff.

56. In case of any special events or closed parties organised at the Resort, other rules established by the Host may apply, without the need to change or waive these regulations and the rules for the use of pools and attractions.

PROHIBITED BEHAVIOUR:

In the Wellness Zone, the following behaviour is prohibited:

1. smoking tobacco or other substances, including e-cigarettes,
2. using pools, saunas, Jacuzzi or the outdoor bathtub under the influence of intoxicants, alcohol or other substances having a similar effect,
3. bringing and consuming any alcoholic beverages,
4. consuming foodstuffs or beverages,
5. bringing foodstuffs and beverages,
6. bringing or carrying weapons or other dangerous items, explosives, pyrotechnic articles, flammable materials, drugs, psychotropic substances, so called 'legal highs' and other items that may pose a threat to the life or health of persons,
7. bringing – apart from the changing room area – all glass packaging, pressure container (including deodorants, hair sprays, etc.), these items should be left in the clothes lockers.
8. taking out any items belonging to the Wellness Zone,
9. using devices or equipment of the Wellness Zone for purposes other than those for which they were intended or using devices or equipment that has been decommissioned, malfunctioning or damaged,
10. contaminating or littering the Wellness Zone,
11. damaging, destroying, dirtying or removing items belonging to the Resort, including all signs, information and other equipment and items belonging to other Guests,
- 12.
13. jumping into the water,
14. entering or exiting the pools in any other way than by using dedicated steps,
15. jumping off the pool edge or pushing and throwing other people into the water,
16. wearing flip-flops or fins in the water,
17. entering rooms or parts thereof not intended for the Guests and marked as 'Staff Only' as well as entering kitchen, utility rooms, offices, cloakrooms (except for the locker area), warehouses, etc.,
18. running around,
19. moving deckchairs, chairs or any other equipment in a way which disrupts the operation the Wellness Zone,
20. CLEANLINESS AND ORDER IS MANDATORY,
21. destroying greenery,
22. contaminating pools and Jacuzzi (e.g. by urinating or releasing other body fluids into the water, pouring fabric softeners, washing off cosmetic masks, etc.),
23. walking barefoot in the locker room,
24. entering showers in clothing or shoes.

25. USING PHONES, VIDEO CAMERAS, PHOTO CAMERAS IS FORBIDDEN,
26. bringing and using mobile phones, tablets and other devices of a similar sort, holding loud conversations or taking photos of other people, photographing the interiors and the EQUIPMENT of the POOL and SAUNA Zone AS WELL AS OTHER INTERIORS OF THE RESORT,
27. bringing and using mobile phones, tablets and other devices of a similar sort in the pool or in the sauna zone and Jacuzzi,
28. using photo or video camera or other devices registering image and sound in the pool, Jacuzzi or sauna,
29. taking photographs or filming without the written consent of the Resort,
30. filming or taking photographs of other Guests or the staff,
31. registering image and sound in the POOL AND SAUNA ZONE.
32. violating any of the aforementioned provisions may result in being constrained to leave the Wellness Zone.

These Rules and Regulations entered into force on 23/07/2024.