

RULES OF TERMY KRAKOWSKIE

§ 1 GENERAL INFORMATION

1. Facilities Termy Krakowskie use rules apply to all who wish to use the facility, hereinafter referred to as "Guests". It regulates safety, order and cleanliness throughout the facility and defines the rules of use and staying at the Termy Krakowskie.
2. The administrator and the owner of the Termy Krakowskie Bronowice buildings located at ul. Radzikowskiego 109, 31-342 Kraków and the Krakow Termy Forum located at ul. M.Konopnickiej 28, 30-302 Kraków is Avalon Development S.A. with headquarters at ul. Krasowej 12/1, 30-376 Kraków. The administrator and the owner of the Termy Krakowskie Sodowa, located at ul. Sodowa 7, 30-376 Krakow is SM them. St. Staszica with headquarters at ul. Sodowa 7 / 7u, 30-376 Kraków. All three of them hereinafter referred to as the "Facility".
3. The Facility is open from Monday to Sunday (excluding selected Holidays) in hours posted at the entrance to the Facility and on the website www.termykrakowskie.pl.
4. The purchase of an entrance ticket to the Facility or the use of a sports card or a previously bought voucher is tantamount to reading and accepting the Regulations by the Guest. Thus, the Guest is obliged to comply with the provisions contained in these Regulations.
5. There are additional 15 minutes added to the purchased time of admission to the Facility or to the time entitling to use the Facility by sports card holders. The added time is used to settle Guest' visit to the Facility.
6. Each Guest is obliged to report all unsafe situations to the Staff such as: life and health threats, tampering with devices or their controls by unauthorized persons, all cases of fainting, the unwell well-being of other guests and their unnatural psychophysical state noticed, cases of non-ordinary behavior as well as verbal and non-verbal aggression.
7. Every Guest before entering the Facility is obliged to familiarize himself with the evacuation plan and the location of extinguishers and blankets.
8. For the sake of ensuring the safety of guests, the reception desk is monitored.
9. There is a **textile-free zone** throughout the entire facility, which means that in all sauna cabins, guests are not allowed to wear swimwear or underwear. They use towels, hammams or pareos to cover. The Hammam steam bath must be used without any cover. In corridors, areas of rest and in the garden, guests can move around wearing towels, hammams or pareo or bathrobes only.
10. After paying the admission, each guest receives a transponder in the form of a watch with an electronic key to the locker, which he is obliged to return before leaving the facility. The use of locker rooms (changing rooms) of the object and clothing lockers is obligatory. Staying in locker rooms and their surroundings is allowed only to change clothing.
11. The guest is obliged to store all items left in the cloakroom in clothing cabinets. The guest is obliged to ensure proper closing of the clothing locker and proper storage of the transponder. Before leaving the facility returning of the transponder to the reception is obligatory. In case of a destruction or a loss of the transponder, the Guest is obliged to pay a PLN 50 fee.
12. The willingness to store precious things should be reported to the person from the Termy Krakowskie' staff who, at no extra charge, will store them in the reception area of the facility, at every request of the Guest. Leaving valuables outside of the deposit at the reception is allowed on the own responsibility of the Guest.
13. The staff of the facility is not responsible for unsecured items. All objects found should be given to the employees of the facility. Objects left after closing the facility will be stored for a further 7 days. After that time they will be disposed of.
14. It is strictly forbidden to pollute or destroy the property of the facility. The behaviors that may bring danger to the health or life of the facility's users. In particular it is forbidden to:
 - pour water on the temperature sensors,
 - turn ventilation valves,
 - pour fragrance oils or other substances into sauna stoves and any other interference in the technical infrastructure of the facility such as, for example, switching on and switching device controllers.It is forbidden to touch heating elements and put any objects in their surroundings, in particular textiles. Guests who do not comply with the above rules will bear material liability for damage caused by their fault. Stone pouring activities may only be performed by persons authorized by the Facility. For the water pollution in the jacuzzi, the guest will be required to pay PLN 500, and for the pool's pollution, the amount of PLN 1000 will be reimbursed for the cost of changing the water and heating it.
15. Staff of the facility are entitled to the host's right in relation to the guests. This means that the Staff is entitled to ask someone to leave the Facility, as well as issue a permanent or temporary prohibition to use the facility for Guests who act against the provisions of the Rules and its regulations, in particular persons whose behavior may bring health or life threat to users of the facility. It contaminates the Facility as well as in the surroundings. It applies to a way that does not reflect good manners, the culture of saunas or it is incompatible with moral and ethical principles. This also applies to guests who exhibit any form of aggression, verbal or loud inappropriate behavior in places of relaxation. Failure to comply with the above rules may be considered as an attempt to disturb the peace of the object. Thus may result in taking criminal law measures against the culprit.
16. The person violating the regulations and asked by the staff to leave the Facility is not entitled to a refund of the fee paid either as the entrance to the facility nor as withdrawal of the visit registered by the sports card system.
17. The facility management may limit, wholly or in part, the possibility of using the Facility or individual devices in case of such necessity (eg in the case of overcrowding, urgent need or emergency situation, etc.).
18. Before using the Facility, read and comply strictly with the instructions on the warning or prohibiting signs. It is forbidden to destroy, dirty or remove them from its places.

§ 2 CONDITIONS FOR ADMISSION TO THE AREA OF TERMU KRAKOWSKIE

1. The Guest of the Object must have a valid admission ticket. The admission ticket is a cash register receipt received from the reception employee after paying the fee due for admission to the facility in accordance with the applicable price list. The ticket entitling the Guest to use the services of the object is considered to be issued by the Facility and signed invitation (voucher), partner cards, as well as passes issued by the facility authorizing the use of the facility after prior authorization by the Guest. It is forbidden to transfer or rent an admission ticket or name card to third parties. The admission ticket or partner card should be kept during the stay in the facility and, if necessary, be presented at the request of employees during the inspection. A single ticket is valid only on the day of sale and entitles to one-time use of the object.
2. Pursuant to the regulations of sports cards, a guest using this option to enter the Facility is obliged to identify himself with a document confirming his identity issued by a public administration authority. Otherwise, the service has the right to refuse admission to the Facility.
3. The use of the facility is allowed for persons over 16 years old without a guardian. Persons under 16 years of age and children are allowed to enter only with an adult guardian and under his supervision. Children under 5 years of age should not use hot saunas, ie Finnish and Show.
4. The purchase of a ticket and entry to the facility means that the Guest confirms that his health does not prevent the use of this form of recreation. Anyone may use the facility, except for persons suffering from infectious diseases (as per the Act on preventing and combating infectious diseases in humans and in accordance with the Act on Prevention of Infections) and people suffering from infectious or unsightly-looking skin rashes with visible open wounds (excluding minor injuries), as well as people under the influence of alcohol, medicine and drugs. In the case of using the facility by the guest despite medical contraindications, the facility is not responsible for any resulting health consequences.
5. The Guest of the Facility, using all attractions and devices, is obliged to observe the instructions for use of these devices and the instructions given by the staff on how to use these devices. In case of non-compliance of the Object by the Guest with the content of the operating instructions of the personnel, the Facility shall not be liable for any damage caused as a result of improper use of these devices.
6. Guests of the Facility are not allowed to distribute leaflets, sell goods, offer and perform services on the premises.
7. There is an absolute ban on smoking in the Facility except of the external zones designated for this purpose.
8. It is absolutely forbidden in the facility to bring and consume alcoholic beverages and intoxicants.
9. In case of doubts as to the sobriety of persons using or wishing to use the services, the facility's service may call the security or the Police in order to ask guests to leave the facility.
10. It is forbidden to bring any dangerous objects into the facility, in particular: glass containers, knives, and other sharp objects. These things should be left in the clothing cabinets or in the depository.
11. In the case of the towel being rented or lost, the Guest is obliged to pay a fee of PLN 50.
12. Before the closing time of the Facility, guests are obliged to settle the visit and leave the premises and areas outside the Facility.
13. Parking of the means of transport of guests the facility is carried out only at external places designated for that purpose. The fee for using the car park is paid to the managing entity of the car park.
14. It is forbidden to bring own bottles with drinks, including alcoholic beverages, to the premises. Drinks purchased in the facility should be consumed only in the restroom. It is forbidden to bring bottles to the sauna cabins.

§ 3 GENERAL PROVISIONS REGARDING THE USE OF TERMU KRAKOWSKIE EQUIPMENT

1. The behavior of Guests staying in all rooms in the sauna area must not interfere with other people's rest nor be troublesome to them. All those using the rooms intended for recreation are obliged to maintain peace and quiet. It is forbidden to run after the facility.
2. Guests of Termu Krakowskie are obliged to refrain from activities that are contrary to prevailing customs and threaten to maintain security, peace and order. These include, in particular: spitting, chewing a gum or any other avoidable attempt to contaminate the water and the facility. Jumping into the jacuzzi and swimming pool, running, diving, pushing or throwing other people into the jacuzzi or barrel are also forbidden.
3. It is forbidden to bring equipment to disturb the peace of other guests, as well as to introduce animals. In addition, it is forbidden to use mobile phones, cameras throughout the entire facility.
4. Guests are required to get around without shoes or appropriate bathing shoes in all marked rooms, with extreme caution due to high humidity and the risk of slipping. Please note that guests who move around without a bathing flip flops do so at their own risk.
5. One can use the deckchairs and seats individually, only after covering them with a towel. It is forbidden to reserve stools and loungers.
6. All persons on the premises of the Facility are obliged to strictly comply with the staff's instructions of the Facility.

§ 4 SPECIAL PROVISIONS REGARDING THE USE OF TERMU KRAKOWSKIE EQUIPMENT

1. Only healthy people can use the sauna. Entering the saunas is a confirmation that the guest's health does not prevent the use of this form of recreation.
2. Admission to saunas is forbidden to persons with: intense skin diseases, septic infections, acute viral infection (eg influenza), acute inflammation of internal organs, acute or non-treated tuberculosis, inflammation of the heart, infarcts, symptoms of decompression, diseases manifesting sudden attacks such as epilepsy, stroke,

inflammation of the veins, severe vegetative disturbances of the central nervous system, severe cardiovascular disorders, inflammatory and dermatoses and eczema, people prone to muscle contraction, syncope, epileptic seizures, systemic illnesses circulation. Pregnant women can use saunas only after prior consultation with a doctor and do so at their own risk.

3. Guests are required to take a bath before entering individual sauna cabins, a steam bath, a salt cave, cold water barrels, a jacuzzi and a swimming pool. The use of bathing cosmetics outside shower cabins is prohibited. When using the Jacuzzi, it is forbidden to use any cosmetics for the body.
4. Guests are obliged to be barefoot at the saunas.
5. The seats in the dry sauna can be used only after the towel has been placed under the whole body. This also applies to foot pads and backrests.
6. The service of saunas and devices located in them may only be dealt with by the facility's service. It is forbidden to use any of your own liquids, essences, oils or other substances for a steam bath.
7. It is forbidden to put any objects (eg towels, coats and bath sheets) near the stove and on it, as it may cause a fire.
8. It is forbidden to touch the elements of the installation that supplies heat, because it may cause burns. Take special care and watch out for the steam outlet located at the entrance to the steam room on the bottom right.
9. Getting around different levels in a sauna cabin not equipped with handrails requires special caution.
10. It is recommended to use the sauna in the company of the other person.
11. It is forbidden to stay in hot saunas, ie Finnish and Spectacular, more than 15 minutes. It is recommended that the interval between consecutive sessions in the sauna lasts no less than 15 minutes.
12. In case of deterioration of well-being, dizziness, etc., guests should leave the sauna room immediately. In health-threatening conditions, use the emergency button or report the situation to the Staff.

§ 5 CIVIL LIABILITY

1. The owner undertakes to keep the Facility and its equipment in a condition ensuring safe use. The facility is not liable for damage to guests resulting from their use of the Facility and its equipment in a manner inconsistent with the intended use or resulting from improper behavior during use of the equipment and non-compliance with the provisions of the Regulations, instructions inside the facility and instructions for use.
2. The full responsibility for damages caused as a result of actions of persons under 18 years of age caused due to improper use of the object or its equipment, including devices, takes the Parent or Legal guardian of that person.
3. The object is not responsible for the loss, destruction or damage of items brought to its premises by guests by third parties.
4. Accidents and damages should be immediately reported to the employees of the Facility. In a case of abandoning this act, the Guest loses the right to claim damages.
5. The Facility Reception does not consider complaints and grievances of Guests. Complaints should be submitted by e-mail to the following address: TK FORUM kontakt@termykrakowskie.pl, TK BRONOWICE bronowice@termykrakowskie.pl, TK SODOWA apartamentyzakrzowek@gmail.com.
6. The guest of the facility agrees to the processing of his own personal data in accordance with the Privacy Policy of the object with the content of the RODO regulation implemented in Termy Krakowskie, including for the needs of the booking process in accordance with the Personal Data Act 2002 (Journal of Laws No. 101 item, 926 with amendments).

§ 6 FINAL RESOLUTIONS

1. These regulations apply to the entire Termy Krakowskie facilities. In the case of separate occasional events, certain exceptions may be made to certain provisions of the Regulations, with prior consent of the Facility, unless they relate to provisions of mandatory law.
2. The Regulations are available at the reception and at www.termykrakowskie.pl.
3. In matters not covered by the regulations, the provisions of the Civil Code are applicable.

The owner of the facilities