



Belváros-Lipótváros Sports Center Ltd.

## SWIMMING POOL AND WELLNESS HOUSE RULES

H-1054 Budapest, Vadász utca 30

### I. General provisions

1. Based on the regulation of the V.30 Belvárosi Sports Center House Rules:

V.30 Belvárosi Sports Center House Rules are determined by the operational rules approved by the V.30 Belvárosi Sports Center's Managing Director as well as by the competent organization of the National Public Health and Medical Officer Service (ÁNTSZ). (The regulations of ÁNTSZ are governed by effective Decrees 37/1996. (X. 18) NM and 2/2006. (I.26) EüM.)

2. Belváros-Lipótváros Sports Center Ltd.:  
Headquarters: H-1054 Budapest, Vadász utca 30.  
Facility: V.30 Belvárosi Sports Center

3. Core activities of V.30 Belvárosi Sports Center as well as its goals and tasks beyond the core activities:

Tasks beyond the core activities that do not hinder the core activities:

- Swimming pool use for school physical education and student sports;
- Swimming pool use for public recreational sports;
- Public recreational purpose use of the wellness section;
- Teaching swimming, providing other sports opportunities within the Sports Center's own swimming class system;
- Utilizing the premises of V.30 Belvárosi Sports Center to expand its services and increase its revenue.

### II. Rules on services and public traffic

1. Open hours:

The **Swimming Pool** operates all year (from 1 January to 31 December 31) (except for maintenance days and certain holidays).

Daily open hours schedule:

On workdays 06.00–22.00, on weekends and holidays 08.00–20.00

Comment: public guests and athletes can find information on the time schedule and lane distribution of available pools, halls and outdoors fields and field distribution on the bulletin board at the reception, as well as at our home page and our Facebook-page.

**In justified cases the Management may change the open hours of the Swimming Pool!**

Belváros-Lipótváros Sports Center Ltd.  
1054 Budapest, Vadász u. 30. [www.v30sportkozpont.hu](http://www.v30sportkozpont.hu) info@v30.hu

## 2. Pools and saunas in the Sports Center:

### Swimming pool

Size: 25 x 10 m 4 lane

Water depth: 1.7 m

Water temperature: 26-28 °C

### Learning pool

Size: 10 x 5 m

Water depth: 0.8 m

Water temperature: 30-32 °C

### Adventure pool (Jacuzzi)

Size: 4 persons at a time

Water depth: 0.6 m

Water temperature: 34-36 °C

Other: Back massager with massage valves

### Thermal pool

Size: 7 persons at a time

Water depth: 0.95 m

Water temperature: 36-38 °C

Other: Back massager with massage valves

Time limit: 20 minutes

### Finnish sauna

Size: 2.97 x 2.78 x 2.2243

7-8 persons at a time

Temperature: 80–90 °C

### Bio sauna

Size: 2.25 x 2.78 x 2.2243

6-7 persons at a time

Temperature: 60–65°C

### Infra sauna

Size: 3.04 x 141.4

6-7 persons at a time

### Steam cabin

Size: 2.98 x 2.78 x 2.576

9 persons at a time

Temperature: 30–40°C

### 3. General rules of using the Swimming Pool:

- All persons use the Swimming Pool at their own responsibility.
- The operator must comply with the provisions of all applicable regulations while operating the Swimming Pool.
- A security camera system operates in the external and internal areas of V.30 Belvárosi Sports Center.
- The pool guard on duty appointed to the specific pool is responsible for compliance with the Swimming Pool House Rules, whose tasks include accident prevention as well as providing first aid. (They must perform their activities in the spirit of politeness, determination and helpfulness.)
- The Service Price list includes the fee of performing the service, thus the staff of the Swimming pool may not claim any payment from the guests.
- Only the instructors of V.30 Belvárosi Sports Center may perform teaching activity at the Swimming Pool.
- During the group swimming courses we provide live video feed to the TV sets at the reception for the purpose of monitoring the development of the children and to ensure the high quality of swimming instruction.
- It is the basic duty of the Swimming Pool Manager and staff to ensure courteous and professional service to the guests for their relaxation. And to provide for the enforcement of health protection, accident prevention, personal and property protection regulations. They also must constantly provide for the asset and personnel requirements of safe operation, from the aspect of occupational health, work safety and fire safety. For this purpose, the staff must immediately eliminate possibly arising sources of risk, or block access to the scene by the guests. Both the staff and guests must comply with the regulations and instructions pertaining to emergency prevention.
- You can use the services of the Swimming Pool and the wellness section after purchasing the „Swim & Go” swimming ticket, and the „Wellness & Go” wellness ticket or passes, with the purchase you automatically accept the facility’s House Rules.
- After purchasing the swimming ticket or the wellness ticket and/or passes, the guests receive a guest wristwatch for entry.
- With the swimming ticket (blue wristwatch) you can use the 25 meter pool on the 2<sup>nd</sup> floor for 100 minutes calculated from entry through the gate.
- With the wellness ticket (green wristwatch) you can use the services of the wellness section on the -4<sup>th</sup> floor for 100 minutes calculated from entry through the gate.
- Only persons with valid wristwatches are allowed in the pool or the wellness section.
  - Our guest with a valid swimming ticket or wellness ticket may use the following services depending on availability:
  - swimming ticket: 25 meter pool,
  - wellness ticket: Finnish sauna, bio sauna, steam cabin, infra cabin, Jacuzzi and thermal pool at the wellness section, depending on their availability.
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- By purchasing Swim & Go, Wellness & Go ticket or pass, the "wet" changing rooms on the 4th floor can be used. For individual or group swimming lessons the locker rooms indicated for teaching can only be used. Use of the Train & Go locker rooms on the first floor is prohibited for guests of the water services. Use of the locker room other than our regulation is considered serious violation of the policy. The repeated breach of use the locker room may result ban from the center.
- The reserved pool surfaces serving the Sports Center swimming instructions are marked by reserved signs. Our guests may not use the reserved lanes while they are reserved.
- Only the instructors of V.30 Belvárosi Sports Center may perform teaching activity at the Swimming Pool.
- Our guests can receive information regarding the reserved status of pool lanes on our homepage, and on the Facebook-page of V.30 Belvárosi Sports Center.
- In the 25 meter pool at least 1 lane is always available to the public during the entire open hours of the Swimming Pool.
- Children under the age of 6 may only use the pools with adult supervision, children ages 6–14 who know how to swim, with the supervision of a coach or an accompanying adult. Children under the age of 14 are only allowed in the area of the swimming pool with the supervision of a coach or an accompanying adult. The adult accompanying the child must purchase a separate ticket.
- The learning pool may only be used by toilet-trained children who can stably stand in the 80 cm deep water (the water is at their shoulder level), and under parental or coach supervision.
- For children under the age of 4 using the deep water teaching pools is prohibited (except at our baby-swimming classes under parental or coach supervision)!
- Children under the age of 3 are only allowed in the swimming pool in swim-diapers.
- Using the hand-resistance is only allowed with the approval of the swimming pool manager.
- Damage compensation shall be paid by the damage causing person for any damage caused intentionally or by negligence in the swimming pool equipment (including lockers, locker number plates, shower, etc.).
- Based on Decree No 37/1996. (X.18.) NM on the Public Health Conditions of Constructing and Operating Public Baths, entry may be denied to the following:
  - Article 4 (1): for the protection of the safety and health of the persons using the services of the public bath (hereinafter: bath guest), the following may not visit the public bath:
    - a) Those with a fever, or suffering from contagious gastrointestinal and skin diseases,
    - b) Those suffering from diseases involving spasms, loss of consciousness, suffering from diseases involving conspicuous or large pathological lesions,
    - c) Those who are under the influence of alcohol,
    - d) Those who are under the influence of drugs or intoxicating medication.
  - (2)\* Pets are not allowed in the area of a public bath, with the exception of security dogs and blind guide (seeing-eye) dogs.



- Article 5 (1) The services provided at a public bath and the premises visited by bath guests must comply with the following public health conditions for the entire duration of the operation.
- The following may not visit a public bath and must not be allowed to enter a public bath:
  - Those with a fever, or suffering from contagious gastrointestinal and skin diseases (with an open surface and without perfectly sealing bandage).
  - Those suffering from diseases involving spasms, loss of consciousness, suffering from diseases involving conspicuous or large pathological lesions.
  - Persons under the influence of alcohol, drugs or intoxicating medication.
  - Those with an open or bandaged wound on their body.
  - Those with limited legal capacity without supervision.
  - Those who intentionally cause damage, or disturb the bath guests with unruliness or loudness.
  - Those who have been banned from using the facility by the Management.

#### 4. IT IS PROHIBITED!

- To throw away trash in the locker rooms, on the corridors and in the showers;
- To smoke in the entire area of the Swimming Pool;
- To bring food or eat in the locker rooms and in the area of the pools;
- To consume alcohol or drugs in the locker rooms and in the area of the pools;
- To behave in a way that violates public morals, public order, or disturbs others;
- To run in the area of the Swimming Pool (including in the locker rooms, on the corridors and in the showers, etc.);
- To bring dogs or other pets into area of the Swimming Pool;
- To bring vegetables, fruits and other foods into the pool section and the wellness section;
- To obstruct the stairs and walkways of the pools and locker rooms;
- To use the pools and the wellness section without a prior shower;
- To contaminate the water of the pools, to use soap or shampoo in the pools, saunas and Jacuzzis;
- To shave or cut nails in the entire area of the Swimming Pool (including the locker rooms);
- To jump into the pools or jump around in the pools, spray water, shout loudly or to swim under the water, as well as to use diving gear, to play with balls or any game that disturbs others, etc.;
- To jump into the pools from the sides of the pools;
- To use the pools with skin diseases or under the influence of alcohol or, drugs;
- To swim or enter the water without a swimming cap;
- To step in the pools with street clothes (slippers or foot protection (shoe protection) are mandatory);
- To bring fragile objects or objects that may cause injury to the pool or its area;
- To bring inflatable mattresses, inflatable life belts or boats into the pools;
- Swimsuits are mandatory, no other clothing is allowed in the pools;
- To remain in the Swimming Pool after closing by unauthorized persons or off-duty staff without permission.

#### 5. Ticket sales, accessory services:

- Cashier opens: 06.00 on workdays, 08.00 during the weekends and on holidays.
- Cashier closes: 21.30 on workdays, 19.30 during the weekends and on holidays.
- Accessory services are not included in the basic service. Accessory services can be used depending on availability.
- Accessory services can be used for an extra charge, if they are only limitedly available or not at all, no compensation is due.
- The prices of Swimming Pool services and the rules of using the pools are posted at the cashiers.
- There is no ticket refunding (in especially justified cases a request can be made at the Facility Manager).

- In the case of time limited tickets, the start time is calculated from the time of purchase.
- Our passes are for a specific person, thus only that specific person may use them. Another person may not use the pass.
- We cannot extend expired passes. We request our kind guests to use our services while their passes are valid.
- If in case of entering with a swimming ticket the time spent in the swimming pool exceeds the allowed 100 minutes, the excess time fee must be paid upon departure at the cashiers.
- The excess time fee is as follows:
  - Within 20 minutes: 500 HUF
  - Within 40 minutes: 1,000 HUF
  - Over 40 minutes: 2,000 HUF
- We cannot rent swimsuits and other swimming equipment (e.g. goggles, swim shorts, etc.).

#### **6. Locker room use rules and safeguarding valuables:**

- The guests using swimming pool services receive an entry wristwatch (personal identifier) at the time of entry. Guests are only allowed in the area of the Swimming Pool with a valid entry wristwatch. At the time of departure the guest places the entry wristwatch into the upper opening of the entry system. With a valid entry wristwatch the gate automatically lets the guest out. In the case of access time, please inform the cashier colleague that you wish to leave, who then lets the guest out after the excess time fee has been paid.
- If you lost your entry wristwatch, the receptionist will record it in the registry, and the guest must pay for the caused damage. The amount to be paid in case of losing the entry wristwatch (personal identifier) is gross 2,000 HUF.
- In the case of losing the pass/entry card (magnetic card) a supplemental fee must be paid. The amount to be paid is gross 2,000 HUF.
- Please, bring clothes or other valuables found in the area of the Sports Center to the reception, where the proven owner can pick them up.
- Men may not enter the locker rooms and premises of the women's section, women may not enter the locker rooms and premises of the men's section.
- For the children using the services of V.30 Belvárosi Sports Center a separate locker room (children's locker room) has been developed. A parent dressing a child may use the children's locker room according to his/her gender with the wristband received at the reception, but only the child may dress there. After finishing the dressing of the child the parent must leave the locker room level and exit through the gate at the reception.
- For children over the age of 5 it is prohibited to enter the locker room or shower of the opposite gender (adult locker room).
- V.30 Belvárosi Sports Center is not liable for damages caused to the guests by loss, destruction or harm caused to their valuables.

- The responsibility of V.30 Belvárosi Sports Center does not extend to valuables left unattended in the locker room lockers, we only take responsibility for items placed into the safe at the reception.
- V.30 Belvárosi Sports Center is only responsible for valuables and cash, without limitation, if
  - a) it expressly received the item for safeguarding;
  - b) the damage occurred for a reason for which it is responsible according to the General Rules. In this case the burden of proof is on the guest.
- In exchange for a deposit, there is a free safe and phone storage at the reception, depending on capacity, which you can request when you buy your ticket. The size of each camera protected safe is 225x300x500 mm. It is suitable for safeguarding tablets, phones, wallets and keys. We can only accept objects that fit in a safe. For security reasons we cannot accept luggage, bags, backpacks and laptops for safeguarding. Providing a deposit is mandatory.
- The guest must report the loss or damage immediately and an official record must be prepared. If the guest fails to make this report V.30 Belvárosi Sports Center is responsible for the damage according to the general rules, but the burden of proof is on the guest. Complaints cannot be made after leaving the facility.
- V.30 Belvárosi Sports Center stores found items for 3 months, after which it may sell it or destroy it.

#### 7. Complaint Log:

- The guests have the right to comment on the service, its quality or the behavior of the staff who perform the service, verbally, or in writing on the [info@v30.hu](mailto:info@v30.hu) email address or by writing in the Complaint Log. The Manager of the V.30 Belvárosi Sports Center must substantively inspect the comment, and notify the guest regarding any action within 30 days calculated from the date of the comment.
- The Complaint Log is available to guests at the cashier.

#### 8. First aid:

- The Swimming Pool Managers must be available to provide first aid in case a guest suffers an accident or feels sick, and to immediately notify the competent services (ambulance, police, facility manager, etc.).
- Any injury, accident or damage happening to a guest must be recorded in the Swimming Pool Log and the First Aid Log.

#### 9. General rules of using the sauna, the steam cabin and the wellness section

**According to the general sauna use rules everyone uses the Jacuzzi and the sauna at their own responsibility!** The services of the wellness section are accessory services.

- Guests may only use the wellness section with the applicable, prepaid and activated wristwatch, which they must wear on their wrist.
- You may only enter the sauna with a dry body and in swimsuit!



- You must use a towel in the sauna!
- Please, leave your slippers outside, don't sit on the bench in slippers!
- IT IS PROHIBITED to use any kind of fluid with the exception of fragrance oil!
- Volatile oils may cause allergic reactions, it is recommended to ask the persons present if they object to the use of the specific type of oil. Do not use too much of the oil even if the other guests approve its use. The oil must be used when diluted in water.
- Children under the age of 14 are not allowed in the wellness section!
- Do not wear jewelry in the sauna, because when heated they may burn your skin!
- IT IS PROHIBITED to disturb others in the sauna and the relaxation rooms!
- Never use the sauna after eating!
- **IT IS PROHIBITED to use the sauna:**
  - using the sauna is not recommended if you have a fever or suffer from an acute rheumatoid illness;
  - for those suffering from blood vessel problems, certain hormone disorders or any type of contagious disease;
  - cardiovascular and kidney disorders;
  - under the influence of alcohol.
- You must take a shower before entering the pools!
- It is prohibited to bring food and drinks into the sauna!
- After using the sauna it is recommended to drink water or fruit juice to rehydrate your body!
- Please, only use the emergency siren button in case of an illness or emergency.
- You should not use the sauna for over 10–15 minutes at a time. You may repeat this 2-3 times.

#### **Sauna code of conduct:**

- Never lay or sit on the bench naked. It is impolite and it is also not recommended for hygiene reasons. You must use a towel! Spread the towel on the bench under your entire body.
- It is impolite to disturb others enjoying the sauna with loud, disgusting or constant speech.
- Leave your slippers outside, possibly near the door, but never sit on the bench in slippers.
- It is impolite to peep in the sauna, or to make critical comments about others!
- It is prohibited to eat or drink in the sauna as well as in the pool area!
- Try to open and close the sauna door quickly.

#### **10. Rules for athletes regarding the use of the Swimming Pool:**

- V.30 Belvárosi Sports Center organizes swimming and other sports activities, as well as contracts sports clubs for the use of the Swimming Pool depending on available capacity.

#### **Obligations of the users:**



- Athletes may only use the locker room for 20 minutes at the most prior to their training;
- After the training the athletes must leave the Pool within 20 minutes at the latest;
- The coach of the using organization, or a duly appointed person must provide supervision for the entire duration of sports activities, trainings or physical education classes, the supervisor is responsible for possible accidents;
- The caused damage must be paid for in the case of damage causing, the violator is responsible for the damage, or in the case of a child under the age of 14, his/her coach is responsible;
- The user acknowledges that the service provider only takes responsibility for items placed in the safe;
- Those participating in instruction may not use the wellness section;
- The general House Rules of the Pool are also applicable to athletes;
- Athletes may not use the wellness section.

#### **11. Work safety and fire safety:**

- The work safety and fire safety rules applicable to each Pool are specified in separate regulations.

#### **12. Fire safety box:**

- In each Pool area the key of various premises are stored in fire safety boxes, which are managed by duly authorized persons.

#### **13. Closing provision:**

- Anyone who fails to comply with any provision of the house rules, or violated the therein specified prohibitions, or causes moral outrage and/or caused physical damage, may be immediately removed from the Swimming Pool by the Police.
- Anyone who violates the House Rules of V.30 Belvárosi Sports Center may be banned from the area of V.30 Belvárosi Sports Center.
- We request our kind guests to help the proper and normal use of the Swimming pool by complying with the House Rules.

Management