**Rules for Visitors**

**The purchase of a ticket certifies that the visitor is familiar with the Rules for Visitors and undertakes to follow them.**

 **1. GENERAL RULES**

1.1. LLC “Olimpiskais centrs “Ventspils””, reg.No.40003245964, is the owner of the enterprise „Ūdens piedzīvojumu parks”, 5 Lauku Street, Ventspils, (hereinafter – Water Amusement Park).

1.2. Rules for Visitors of the Water Amusement Park determine the order according to which visitors get services in the Water Amusement Park, and set forth regulations for safety, hygiene and other requirements for visitors, as well as the rights, obligations and limitations of liability of the Water Amusement Park.

1.3. Rules for Visitors of the Water Amusement Park are developed to provide a pleasant stay in the Water Amusement Park for each visitor, positive emotions and in order to avoid any unpleasant misunderstandings, injuries or losses.

1.4. Rules for Visitors should be followed by all visitors irrespective of age. Prior to signing an agreement for the Water Amusement Park services (purchase of a ticket), a visitor should carefully read these rules and follow them while receiving the services of the Water Amusement Park. Rules for Visitors and instructions (pictograms) for particular attractions are developed under the legal acts of the Republic of Latvia.

1.5. If a visitor sustains damage or causes damage to a third party as a result of failure to read the rules or doesn’t follow these rules, or ignores the staff’s instructions, the Water Amusement Park does not bear any responsibility for it.

1.6. The use of the Water Amusement Park facilities is an activity, which requires certain physical efforts. Visitors should assess their physical abilities and swimming skills prior to visiting the Water Amusement Park. The attractions are created in accordance with scientific developments and their proper use and operation do not threaten the human life and health. Following the Rules for Visitors and instructions for attractions (pictograms) on the territory of the Water Amusement Park will help to avoid injuries.

1.7. Trained lifeguards supervise the visitor`s activities in the Water Amusement Park. Visitors undertake to follow the instructions for particular attractions (pictograms) on the territory of the Water Amusement Park in addition to the general rules.

1.8. The Water Amusement Park processes personal data, conducting video surveillance, in accordance with the Natural Persons Data Protection Law on the territory of the Water Amusement Park. It is intended to protect visitors’ life, health and property rights.

 **2. ENTRY INTO WATER AMUSEMENT PARK**

2.1. When purchasing a ticket, the visitor receives an electronic bracelet (chip,) which they use for check-in and check-out. If the time between the check-in and check-out exceeds the pre-paid time, the visitor has to pay a surcharge according to the pricelist of the Water Amusement Park.

2.2. Children under 12 years of age inclusive may visit the Water Amusement Park only if accompanied by parents or by an adult and should stay under their strict control. Adults must be at least 18 years of age and bear responsibility for the health condition, behaviour, as well as for observance of these rules by the children entrusted to them.

2.3. Children over 13 may visit the Water Amusement Park without presence or escort of parents or adults, assuming care and responsibility for their child, the child’s health condition, behaviour, as well as for observance of these rules.

2.4. Group leaders assume responsibility for all members of the group in accordance with these rules.

2.5. In case of full occupancy, the administration of the Water Amusement Park is entitled to suspend admission of visitors for a time until vacant places become available.

2.8. Admission of visitors to the Water Amusement Park ends 60 minutes before closing.

**3. WATER AMUSEMENT PARK VISIT REFUSAL**

3.1. The Water Amusement Park is not intended for visitation and visiting is strictly prohibited for:

3.1.1. persons with fever, conjunctivitis, skin diseases or other contagious diseases, open wounds, bandages, protruding moles or other skin formations or other diseases that endanger the visitor himself or endanger life and health of other visitors;

3.1.2. persons in a poor health condition (cardiovascular diseases, rhinitis, head injuries, diarrhea etc.);

3.1.3. persons under the influence alcohol, drugs or other intoxicants;

3.1.4. animals;

3.1.5. persons without an electronic bracelet (chip).

3.2. Visitation of the Water Amusement Park can be prohibited to any person, including a person whose visitation can threaten the order, safety and hygiene condition of the Water Amusement Park and/or whose behaviour contravenes the common morals or rules of conduct.

3.3. A visitor who fails to follow these Rules or disobeys caution signs, captions placed in the park, instructions of the rescuers, the Water Amusement Park staff’s instructions on observance of these Rules, can be immediately removed from the Water Amusement Park without refunding of the paid admission price.

**4. HOW TO USE THE WATER AMUSEMENT PARK**

4.1. With an electronic bracelet (chip) on the territory of the Water Amusement Park a visitor may:

4.1.1. close /open one locker in the locker room, receive information on their locker number.

4.2. Overcoats and street shoes should be left in the cloakroom, receiving a locker number instead.

4.3. A visitor, at the request of the staff, should present an identity card or any other document to certify their age and that they are entitled to any discount.

4.4. In order to ensure the safety of the Visitor, the staff of the Water Amusement Park and other visitors, the visitor should provide personal items for inspection upon request of the staff of the Water Amusement Park. The staff of the Water Amusement Park have the right to check the bags and belongings of the visitor, incl. those left unattended, without the consent of the visitor.

4.5. A visitor may visit the Water Amusement Park in swimming pool slippers or barefoot, in European-type swimming trunks, swim-wear or in beach clothes (shorts, shirt, dressing gown, skirts, etc.).

4.6. It is not allowed to wear swimming trunks or swim-wear with open zippers, buckles, rivets, metal, glass /glassy material ornaments.

4.7. Glasses should be secured with straps.

4.8. Before entering the park amusement area, a visitor must take a shower.

4.9. For safety purposes it is prohibited to bring glass items, hand luggage and bags into the Water Amusement Park. An exception can be made for babies’ necessities (nappies, towels, plastic bottles for baby food, etc.)

4.10. Changing clothes or denuding is allowed only in designated places – in changing cabins.

4.11. Sliding down water slides can cause damage to nylon swim-wear in some cases.

4.12. Improper usage of water slides can result in falling, blows, shocks, snagging etc.

4.13. A visitor undertakes to follow rules for each particular attraction, including specific guidelines placed at the start and finish of each slide.

4.14. The water park amusements, saunas, swimming pools must be vacated 15 minutes before the closing time of the Water Amusement Park.

4.15. Whereas the Water Amusement Park does not provide storage services for visitors’ belongings, but just provides lockers to visitors for use, the Water Amusement Park assumes no responsibility for damage, destruction and loss of clothes, documents, mobile phones, valuables or any other things left on the territory of the Water Amusement Park, in the cloakroom or in the lockers.

4.16. The Water Amusement Park assumes no responsibility for any damage, loss or injuries etc. resulted from the visitor’s negligence, lack of proper attention, carelessness or disregard of these rules, including non-observance of the staff’s instructions.

4.17. The Water Amusement Park assumes no responsibility for any damage or losses sustained by visitors while on the territory of the amusement park if such damage or losses are caused by a third party or other circumstances, for which the Water Amusement Park is not responsible in accordance with these rules and statutory regulations.

4.18. In case of injury and /or damage to property of visitors of the Water Amusement Park it is necessary to immediately call the nearest lifeguard in order to document the scene, time and circumstances of the accident and, if necessary, get the first aid and register the occurrence in the Water Amusement Park accident log.

4.19. A visitor is held liable for any damages or losses, which they caused to the Water Amusement Park or to a third party.

4.20. A child under 12 years of age, while in water, must stay within arm’s reach of at least one adult accompanying him. This requirement also applies to groups of children. The fine for non-compliance with this instruction amounts to EUR 50,00.

4.21. Any employee of the Water Amusement Park is eligible to give instructions to visitors regarding observance of these rules, while visitors must follow such instructions.

4.22. Visitors may use the lockers only during visiting. When the visit is over, the lockers must be opened and emptied from any visitor’s items. Visitor`s forgotten items are stored for 3 days, after which they are irretrievably disposed of.

4.23. Toilets and changing cabins must be used based on anatomical and biological rather than acquired gender.

4.24. The changing cabins and shower cubicles are intended for changing clothes only. Any other actions unrelated to clothes changing, including washing of clothes, shaving, hair dying, are prohibited.

4.25. Brought along swimming accessories must be presented to the staff and they may be used only with the permission of the staff.

4.26. Litter must be placed into designated containers.

4.27. Unused membership cards / visits / discount coupons are not carried forward / extended and/or refunded due to illness and/or other reasons.

4.28. Acquiring a gift card, a visitor should use it by the deadline specified therein. If the visitor fails to observe the deadline specified in the gift card, it will not be carried forward/extended and its value will not be refunded.

4.29. Rented items must be returned at the pay-office of the Water Amusement Park. It is not allowed to leave them in the cloakroom or the Water Amusement Park area.

4.30. Please make sure each time that your locker door is properly closed. If it cannot be closed adequately and/or if it is damaged, please inform the administrator thereof immediately.

4.31. Please move in the Water Amusement Park cloak-room, swimming pool and water amusement area slowly. Do not hurry / run on a wet floor as it is dangerous for you and other visitors.

4.32. Wear a bracelet so that it is visible during your stay in the Water Amusement Park. Visitors are not allowed to exchange bracelets.

4.33. Please store your locker key carefully. Losing it, you must pay compensation in accordance with the applicable pricelist. Please inform the administrator or the on-duty instructor if you lost your electronic key.

4.34. You may keep documents, money or other valuables in individual safes at the administrator office.

4.35. It is strongly prohibited to move against the stream or go up the slide in the amusement area.

 **5. ON THE TERRITORY OF WATER AMUSEMENT PARK IT IS PROHIBITED**

5.1.to scream, whistle, call for help without need in order not to mislead lifeguards, run (the visitor might slip and be injured), push other visitors;

5.2. to use the Water Amusement Park services in inappropriate clothes, for instance, in underwear or in swimwear which does not agree with European culture. Children under 3 years of age and people with urinary incontinence may visit the Water Amusement Park only in waterproof nappies;

5.3.to jump into swimming pools from edges, run along the pool edges and jump into pools, go down the slides with head first;

5.4. to spit on the floor and into the water, ease oneself outside of toilets. The fine for non-observance of this prohibition, as well as for child’s urination outside of toilet makes up EUR 20,00;

5.5.to swim in the brake pools at the end of a ride, to stay in the brake zones and pools;

5.6. to climb the slides and handrails;

5.7. to use attractions, saunas or swimming pools under the influence of alcohol, drugs or other intoxicants. The lifeguard service and security service are eligible to ask a visitor to pass an alcohol test and to eject a drunken visitor (permissible margin is 0.5 per mile) or those who refuse to pass an alcohol test without refunding of the paid admission price;

5.8. to use amusements/slides if you are pregnant;

5.9. to ignore the instructions and the rules of use of the slides and other amusements (in case of any doubt one should address the lifeguards), indications of the swimming pool depth;

5.10. for safety purposes it is prohibited to use the slides and attractions if you are wearing rings, watches, earrings, chains etc.;

5.11. for people who cannot swim to stay in the park without water wings or life vests;

5.12. to leave children under 12 years of age unattended by adults;

5.14. to use slides and attractions which are not working;

5.15. to pour water or any other liquids onto electrical devices in the premises of the Water Amusement Park;

5.16. to enter premises intended only for the staff of the Aquapark and not intended for visitors;

5.17. to smoke. Fine for non-observance of this prohibition is EUR 50,00;

5.18. for groups of people visiting together – to use any part of the Water Amusement Park in a way that creates restrictions or obstructions for other visitors wishing to use this part;

5.19. to bring along food and beverages and consume it anywhere on the territory of the Water Amusement Park;

5.20. to use computers, cameras, video cameras or other similar devices in the premises of the Water Amusement Park, which includes changing rooms and shower cubicles;

5.21. to socialize with the staff in a way that interferes with the performance of their duties or hamper their performance of duties any other way;

5.22. to use chewing gum;

5.23. to dive and remain underwater for a long time;

5.24. to compete in holding breath underwater;

5.25. for kids aged 0-6 to stay in a wave pool, and for other persons less than 140 cm tall without swim vests;

5.26. to be naked in SPA and water amusement area.

 **6. VISITOR’S RESPONSIBILITY**

6.1. It is prohibited to bring food and beverages, including glassware or items, to the Water Amusement Park. The fine of EUR 100,00 shall be charged for bringing glassware in the park with following ejection from the premises without refund.

6.2. Fine for the loss of an electronic bracelet is EUR 20,00. Fine for the loss of a cloakroom token is EUR 7,00.

6.3. Penalty for gross abuse of an employee of the Water Amusement Park or failure to abide by reprimands or instructions of an employee of the Water Amusement Park is EUR 100,00.

REMEMBER, YOU ARE RESPONSIBLE FOR YOUR OWN SAFETY AND FOR THAT OF OTHER VISITORS OF THE WATER AMUSEMENT PARK!!!

Water Amusement Park Administration