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CRYSTAL  
MOUNTAIN



**AQUAPARK**  
REGULATIONS



# CRYSTAL MOUNTAIN AQUAPARK REGULATIONS

## § 1. GENERAL PROVISIONS

1. These regulations (hereinafter referred to as: "Regulations") define rules of using and staying at the Blue Lagoon Aquapark (hereinafter: "Aquapark") situated in the Crystal Mountain hotel in Wisła at ul. Bukowa 19A (hereinafter referred to as: "Crystal Mountain"). The Aquapark includes in particular: indoor and outdoor swimming pools, a paddling pool for children, slides, jacuzzi, saunas and baths, cooling devices, men's and women's changing rooms. These Regulations apply to all guests visiting the Crystal Mountain Hotel Aquapark (hereinafter referred to as: "Guests").
2. Before entering the Aquapark and using individual pools, equipment and attractions, please read these Regulations as well as regulations and instructions for use of equipment and attractions in the Aquapark. Guests are obliged to comply with the Regulations as well as regulations and instructions for use of equipment and attractions in the Aquapark.
3. These Regulations are available mainly at the Crystal Mountain reception desk, at the Aquapark reception desk, within the area of Aquapark, as well as in each hotel room and on the website [www.crystal-mountain.pl](http://www.crystal-mountain.pl).
4. Aquapark can be visited only during its opening hours, made available to Guests at the Crystal Mountain reception desk, at the Aquapark reception desk and at the entrance to the Aquapark. In emergency situations, e.g. in case of too many people staying in the Aquapark or in the event of technical breaks, access to the Aquapark or individual Aquapark zones may be limited for safety reasons.
5. Aquapark is available only to Crystal Mountain Guests staying at Crystal Mountain for at least 1 hotel night under the agreement concluded by signing a residence card.
6. Persons under the age of 16 may visit the Aquapark only under the supervision of adult guardians, and minors over 16 years of age – with the written consent of an authorized guardian. Guardian of a minor:
  - a) may not leave his/her minor without supervision in any part of the Aquapark;
  - b) is obliged to familiarize a minor under his/her supervision with rules of using the Aquapark;
  - c) should take care of safety of a minor under his/her supervision.
7. All swimming pool basins and water attractions are under the supervision of water rescue services. In paddling pools, guardians exercise direct and constant supervision over their children.

## § 2. USING THE AQUAPARK

1. To be able to use the Aquapark, a Guest should provide the number of his/her hotel room at the Aquapark reception desk in order to verify entitlement to use the Aquapark.
2. A Guest shall receive a wristband at the Aquapark reception desk, which will allow him/her to open and close individual locker assigned to this Guest in the changing room.
3. Guests should not bring valuables to the Aquapark. Guests should deposit their valuables at the Crystal Mountain reception desk or leave them in the hotel room safe.
4. There is a bar within the area of Aquapark where you can buy alcoholic beverages. People under the influence of alcohol should not use swimming pools. People who are drunk or under the influence of other abusive substances cannot use any attractions of the Aquapark. Aquapark staff may request such persons to leave the Aquapark due to their safety and safety of other people in the Aquapark.
5. In the swimming pool area and in the outdoor pool, a close-fitting swimsuit should be worn (for women: one-piece or two-piece swimsuit, for men: swimming trunks or swimming shorts), which must not be longer than knee length and should not have external pockets. Moreover, the swimsuit cannot have zippers, metal or plastic inserts that may pose a threat to health or safety of the user, as well as cause damage to the elements of the Aquapark equipment.
6. Guests are required to wear non-slip pool shoes in the entire area of the Aquapark. Changing the outdoor footwear to the pool footwear takes place at the entrance. When leaving the swimming pool area, shoes are changed to the outdoor ones after leaving the changing room in the entrance hall.
7. Each Guest is required to have a towel. Guest is entitled to receive one towel free of charge, which can be used only in the Aquapark. Towel should be returned to the designated place before leaving the Aquapark.
8. People using the Aquapark should avoid hearty meals one hour before the planned entrance to the Aquapark. In the Aquapark area there is a bar offering meals. Eating is allowed only within the bar area, in designated places.

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9. Before entering the swimming pool hall, you should use the showers to wash your whole body and disinfect your feet.
10. Babies using diapers must wear disposable swim diapers.
11. Non-swimmers must stay in the designated non-swimmer areas.
12. People with long hair should pin their hair up before entering the Aquapark and have their hair up at all times when using the Aquapark.
13. When using a water slide, it is absolutely necessary to follow the instructions and regulations located by the slide and follow the traffic lights. After leaving a slide, you must immediately get out of the way to avoid a collision with another person behind you.
14. In the Aquapark it is forbidden to:
  - a) smoke, consume alcohol in places not designated for this purpose, bring or consume alcohol that was not bought in the Aquapark, bring or consume other abusive substances, and also sell all these substances,
  - b) create situations threatening the safety of people staying there, e.g. run, dunk people, jump and throw people into the water,
  - c) jump from ledges, railings, stairs, jacuzzi tubs and other structural elements, as well as from the edge of the pool, in particular with a run-up or swallow dive,
  - d) dive, unless the lifeguard agrees,
  - e) bring in glass or sharp objects,
  - f) wear jewellery,
  - g) bring animals,
  - h) bring in and consume food products, apart from products purchased in the Aquapark, eaten in designated places,
  - i) use rescue and floating equipment inconsistently with their intended use,
  - j) use shared devices and equipment contrary to their intended use or rules of use,
  - k) move in footwear not intended for this place,
  - l) throw any objects into the water that are not intended for this purpose,
  - m) destroy equipment and tamper with devices,
  - n) pollute pool water and the area of Aquapark, including by satisfying physiological needs in places not intended for this purpose,
  - o) cool down in the pool after a sauna session,
  - p) use soap and other chemicals in the swimming pool hall (except showers and toilets),
  - q) behave in a manner which is commonly considered as indecent or offensive,
  - r) raise false alarms,
  - s) enter technical and utility rooms,
  - t) be naked.
15. People with unstable health condition and pregnant women should use the attractions and equipment with particular caution or after consulting a doctor.
16. The following people cannot use the Aquapark:
  - a) people who have:
    - external signs indicating skin diseases,
    - open wounds and cuts,
    - breathing difficulties,
  - b) suffering from imbalance,
  - c) suffering from cardiovascular disorders,
  - d) suffering from infectious diseases,
  - e) suffering from heart diseases,
  - f) receiving frequent intravenous injections,
  - g) showing lack of personal hygiene,
  - h) behaving aggressively.
17. If you feel unwell, the Aquapark staff should be informed immediately. You should immediately inform a lifeguard about any cuts and injuries, as well as about missing persons and other events that may affect the safety of people.

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18. In the Aquapark Guests should follow recommendations of the Aquapark staff, in particular lifeguards on duty in the Aquapark. Lifeguards exercise general supervision over observance of the Regulations and safety of Guests.
19. Lounging is allowed only in separate zones of the swimming pool hall and outside areas. It is not allowed to place loungers and chairs in swimming pool basins and within the area of 0.5 m from them.
20. It is strictly forbidden to bring and use your own hair dryers and any electrical appliances powered directly from an electrical outlet in the pool and sauna zones.
21. Guests are liable for damages caused by their fault, including for damages caused by minors under their care, on general principles in accordance with the generally applicable provisions of law, in particular the Civil Code.
22. People violating public order, provisions of the Regulations and other regulations and instructions in the Aquapark, or failing to comply with recommendations of the staff, in particular lifeguards, may be asked to leave the Aquapark area.
23. The following sound signals apply within the area of the Aquapark:
  - a) a series of three short sound signals - ALARM - a call for all users to immediately leave the pool basin and follow the instructions of lifeguards or the Aquapark staff,
  - b) long sound signal - interruption/end of classes - leaving the water,
  - c) short sound signal - order to pay attention to messages of a lifeguard and the Aquapark staff.
24. In an event of a storm, Guests are required to leave the outdoor pools immediately.

### § 3. USING THE SAUNA ZONE

1. Sauna zone is part of the Aquapark, therefore these Regulations shall apply also in the sauna zone, with particular emphasis on the provisions of this section.
2. Only adults may use the sauna zone.
3. In the sauna zone, it is allowed to use the saunas without a swimsuit only if you wrap yourself with a towel, sheet or pareo. Taking off and putting on a swimsuit should be done discreetly. Coverings used cannot be made of artificial materials or materials that may discolour sauna elements.
4. Only healthy people or people whose ailments do not form a contraindication to using the saunas can use the saunas. In case of doubts, Guest should consult a doctor before going to a sauna.
5. Sauna zone has a recreational character, therefore it is obligatory to maintain peace and quiet when using it. Guests are required to behave in a manner that is not burdensome or embarrassing to other people using the saunas.
6. Before entering a sauna, it is necessary to shower your whole body with soap. It is recommended to wipe your body dry.
7. Sauna rooms must be entered without any footwear.
8. It is not recommended to use a sauna with contact lenses or glasses.
9. In a sauna, sit or lie down only on a towel so that your body does not come into direct contact with the seat.
10. It is not allowed to bring in your own fragrances, aromas, and oils.
11. It is forbidden to touch elements of the heat supply installation. Touching these elements may result in burns.
12. After leaving the sauna, rinse your body in the shower.
13. In the sauna zone, it is strictly forbidden to bring in and consume alcoholic beverages, intoxicants, and smoke (including e-cigarettes), as well as eat. People under the influence of alcohol cannot use the sauna zone.
14. All devices and equipment in the sauna zone should be used in accordance with their intended use. In particular, it is forbidden to regulate or tamper with electrical or heating devices or interfere with any systems or installations located in the sauna zone.
15. Detailed instructions for the use of individual types of saunas are available at their entrance.

#### § 4. CRYSTAL MOUNTAIN'S DUTIES AND RESPONSIBILITIES

1. Crystal Mountain is obliged to provide Guests with the Aquapark Regulations.
2. Crystal Mountain is obliged to provide services to Guests in a proper manner, which includes ensuring good technical condition of the equipment and devices of the Aquapark, as well as to provide staff in accordance with the generally applicable provisions of law.
3. Crystal Mountain is liable under the terms of the generally applicable provisions of law, including the Civil Code.

#### § 5. PERSONAL DATA PROTECTION

1. If Guests provide their personal data as a result of visiting the Aquapark, controller of personal data of Guests and other persons staying in the Aquapark (hereinafter referred to as: Personal Data) shall be Wisła Mountain Resort Operator sp. z o.o. sp.k. with headquarters in Warsaw (00-023) at ul. Widok 8, KRS [National Court Register number]: 0000678720. Data controller has appointed a data protection officer. Contact details of the data protection officer are included in the Crystal Mountain regulations. Detailed information on the processing of personal data at Crystal Mountain can be found in the Crystal Mountain regulations, located at the Crystal Mountain reception desk and in each hotel room.
2. Within the scope of providing Guests with access to the Aquapark, Data Controller processes or may process Personal Data:
  - a) in order to perform contract for the provision of services based on article 6 section 1 item b) of GDPR;
  - b) for purposes arising from legitimate interests pursued by data controller, such as direct marketing, handling claims and complaints, defence or pursuing claims, contact with Guests in case of unforeseen events, archiving, performance of data controller's contracts with other entities, e.g. an insurer [article 6 section 1 item f) of GDPR];
  - c) for purposes resulting from legitimate interests pursued by the data controller, i.e. for the safety of Guests and property protection, as well as defence or pursuing claims through video surveillance [article 6 section 1 item f) of GDPR];
  - d. in order to fulfil legal obligations to which the data controller is subject [article 6 section 1 item c) of GDPR].
3. In general, providing Personal Data is voluntary, but providing them is necessary to gain access to the Aquapark area. Visiting the Aquapark is associated with registering the image of a Guest through video surveillance. Changing rooms, toilets, saunas and showers are not covered by video surveillance.
4. Data controller performs or orders water rescue service to persons authorized to perform water rescue service. Entity performing water rescue services is obliged to keep a register of rescue operations. In case of rescue operations, it is mandatory to provide the following information in the register: name and surname, date and place of birth and address of residence of the person who received assistance as part of rescue operations, etc. Register should also contain information about the type of injury or illness suffered by the person who was assisted within the scope of rescue operations. Obligation to provide the above-mentioned Personal Data results from art. 14 sec. 3 of the act on the safety of persons staying in water areas. Failure to provide this Data may prevent proper performance of obligations within the scope of rescue operations or hinder the pursuit of claims.
5. Depending on the type of Personal Data and purpose for which they were obtained, Personal Data may be disclosed to entities cooperating with the data controller when it comes to provision of services available at the Aquapark, entities providing legal services or water rescue services to the data controller. Data may be made available to competent public authorities if required by applicable law. Personal data obtained with the use of video monitoring may be disclosed to entities providing the data controller with services in the field of personal and property protection or IT services. Data contained in the register of rescue operations may be made available to the person who was assisted within the scope of rescue operations and to the Police, prosecutor's office, courts and insurance companies, in connection with the proceedings conducted by them.
6. Personal data is stored until the expiry of limitation period for any claims related to the use of the Aquapark, increased by one year, unless there is another basis for processing. Personal Data obtained with the use of video monitoring are stored for no longer than about 30 days, however, if surveillance recordings constitute evidence in legal proceedings or may constitute evidence in such proceedings, these recordings will be stored until the final conclusion of such proceedings. Data collected in the register of rescue operations are stored for a period required by law.
7. Guest has the right to request access to Personal Data, to their rectification, deletion or limitation of processing, as well as the right to transfer Personal Data.
8. Guest has the right to object to the processing necessary for the purposes of legitimate interests pursued by the data controller.

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9. Guest has the right to object to the processing of Personal Data for the purposes of direct marketing.
10. The granted consents may be withdrawn at any time, which will not affect lawfulness of processing which was carried out on the basis of consent before its withdrawal.
11. The above-mentioned rights can be exercised by reporting them at the Crystal Mountain reception desk, to the Crystal Mountain address given above, or by e-mail to the following address: [rodo@crystal-mountain.pl](mailto:rodo@crystal-mountain.pl).
12. Guest has the right to lodge a complaint with the supervisory authority.

### § 6. FINAL PROVISIONS

1. In matters not covered by these Regulations, the provisions of generally applicable law shall apply, including in particular the provisions of the Civil Code.
2. All wishes, comments and complaints may be submitted directly at the Crystal Mountain reception desk, to the Crystal Mountain address or by e-mail to the following address: [repcja@crystal-mountain.pl](mailto:repcja@crystal-mountain.pl).
3. Crystal Mountain provides services in accordance with its category and standard. In the event of any reservations regarding the quality of services, the Guest is asked to immediately contact the Crystal Mountain Management or the Aquapark reception desk, which will enable immediate response.
4. These Regulations are effective from January 1, 2021.