

## **BUDAPEST SPAS CPLC.**

# **HOUSE RULES FOR THE USE OF STEAM BATHS, HOT TUBS, THERMAL BATHS, INDOOR SWIMMING POOLS AND BEACH BATHS**

**Identification number: VSZ-21**

**Issued: 1.4.**

**6 November, 2023. in Budapest**

**Borosné Szűts Ildikó  
CEO**

---

## HOUSE RULES

For the use of steam baths, hot tubs, thermal baths, indoor swimming pools and beach baths of Budapest Spas cPLC. (hereinafter: Company).

The professional regulatory bodies of the Company:

In the field of public health and therapeutic affairs:

**Public Health Department of the Government Office of the City of Budapest**

(address: 1138 Budapest, Váci út 174.)

and

**Public Health Department of the District Office of the Government Office of the City of Budapest:**

- *Public Health Department of the District II of the Government Office of the City of Budapest*  
(jurisdiction: districts I, II, III), address: 1033 Budapest, Mozaik utca 5.
- *Public Health Department of the District V of the Government Office of the City of Budapest*  
(jurisdiction: districts IV, V, XIII), address: 1055 Budapest, Kossuth Lajos tér 13-15.
- *Public Health Department of the District XI of the Government Office of the City of Budapest*  
(jurisdiction: districts XI, XII, XXII address: 1111 Budapest, Budafoki út 59.
- *Public Health Department of the District XIV of the Government Office of the City of Budapest*  
(jurisdiction: districts XIV, XV, XVI address: 1148 Budapest, Bánki Donát park 12/F.
- *Public Health Department of the District XX of the Government Office of the City of Budapest*  
(jurisdiction: districts XIX, XX, XXI, XXIII address: 1211 Budapest, Szent Imre tér 3.

In the field of therapeutic affairs **National Directorate General for Hospitals** (address: 1125 Budapest, Diós árok 3.)

and the

**National Health Insurance Fund** (address: 1139 Budapest, Váci út 73/A)

In the field of water management: **I. General Directorate of Water Management Metropolitan Disaster Management Directorate** (address: 1081 Budapest, Dologház u. 1.)

and the

**General Directorate of Level 2 Water Management Ministry of the Interior National Disaster Management Directorate** (address: 1149 Budapest, Mogyoródi út 43.)

The provisions of these House Rules (General Provisions) shall apply to all baths and beach baths operated by the Company, provided with the provision that special rules for the respective baths may be set forth in the annexes to these House Rules, which rules shall be observed in addition to these General Provisions. In the individual baths and lidos, the bathing and wellness rules and other services of the House Rules are applicable only if the service is available.

## I.

### GENERAL BATH USAGE CONDITIONS

1. **By acquiring the right of access, the guest acknowledges and accepts the provisions of the House Rules and the Operating Rules.** The House Rules apply to anyone entering or staying on the property of the Baths. The Company may also promote and encourage compliance with the House Rules by other means and methods.
2. In case of suspicion or commission of a crime in the area of the bath, the Company may display the photo taken by the investigating authority in the bath to support the work of the investigating authority.
3. The use of the bath can be made at the admission prices listed in the price list and the season ticket types valid at the time. The 15-session and 50-session passes are not transferable, they are valid for 365 days from the date of purchase. In all other cases, the validity period of the passes is included in the pass purchase information provided when purchasing each type of pass. Session passes can be used to exchange an admission for a session. The pensioner pass can be used only on weekdays, not on holidays. Time-limited (e.g., two-hour) passes are valid for the specified length of stay and a deposit listed in the current price list must be paid when using them. If the time limit is exceeded, the deposit is lost and the remaining sessions on the pass can be used only after paying the deposit fee. If used within the time limit, the deposit will be refunded after the last session on the pass is used. The Company informs its guests in advance on its website of any failure of the service due to a technical defect, so that the guest cannot make any claims against the Company due to a partial or total failure of the service (in particular: refund of the ticket, reduction of the entrance fee, compensation, other damages).
4. Various professional and additional services can only be used with a valid ticket for the day and time booked. Pre-exchanged tickets and packages are excluded. If the number of people in the bath at the same time on a given day reaches the maximum capacity, priority will be given to those Guests who have a valid pass or a pre-purchased ticket.
5. Some baths and bath sections can be visited by guests of the same gender at predetermined times of the day (e.g. women's day). During these periods those are entitled to visit the bath or the bath section whose gender on their ID card matches the gender of the designated area and period. If the given guest is not entitled to visit the bath or bath section due to their gender at the time of day specified, he/she is entitled to visit the given bath during the period designated for co-educational visits or can use the services of another co-educational bath or bath section operated by a Company.
6. The service fee is included in the price, so the bath employee cannot accept other benefits. Pursuant to the provisions of Act CLIV of 1997 on health care, the health care employee or the employee of the bath shall not demand or accept any money, economic benefit, benefit in kind, or other benefit in addition to the reimbursement fee established by law or based on the law, when providing health care services.

7. The Guest is obliged to use the locker room corresponding to their authorization in the respective class (at the entrance). Cabins and lockers without self-service require the use of a security ticket (or key). Their proper use is for safe handling of locker rooms. Acceptance and storage after undressing is mandatory. The Company assumes no responsibility for any damage that may occur if the regulations are violated.
8. In the locker rooms equipped with lockers, the Guest is obliged to undress and dress in the changing room. Unclothed stay in the changing area, in the corridors connecting the service areas, in the coeducational bathing area and in the lobby is prohibited.
9. Cabins and lockers are available to Guests on a first-come, first-served basis. An appointment is required to use the services. If the Guest does not arrive at the booked time, the service cannot be guaranteed. In case of late arrival, the treatment may be offered for a shortened (remaining) duration.
10. The use of the spa and its services is at the Guest's own risk and responsibility. Wearing jewellery in the healing pools is not recommended.
11. Only Guests who have been prescribed the corresponding medical service (e.g. weight bath, mud bath) by a specialist and who have purchased their admission ticket accordingly may stay in the premises (pools, tubs, etc.) used for the provision of medical and professional services. Other Guests are not allowed to stay in these premises due to the increased risk of accidents. Those who are in these premises without authorization will therefore be asked to leave the area immediately. In case of repeated violation of the rules, the Guest concerned may be banned from the entire area of the bath. In exceptional cases (e.g., marketing photos), the Director of Sales and Marketing may grant an exception to this rule.
12. Persons with open wounds, fever, contagious or skin diseases, as well as persons under the influence of drugs or intoxicants, and persons under the influence of alcohol are not allowed to use the bath and may be expelled from the entire area of the bath. A person who contaminates the area of the bath (e.g., vomit, faeces, urine) is obliged to pay a lump sum compensation of HUF 50,000 to the Company, also taking into account the special disinfecting cleaning. In case of contamination of the swimming pool, the Guest is obliged to pay to the Company, upon its request, an amount equal to the cost of a complete water change, calculated according to the volume of the swimming pool, as compensation.
13. Persons suffering from repulsive - even non-contagious - skin diseases are not allowed to use the communal bath or service, only individual tub baths can be used.

Children under the age of 14 are not allowed to enter Rudas Thermal Bath and Swimming Pool and Dandár Thermal Bath. Children under 14 years of age may enter and use the other baths operated by the Company only in the company of an adult, as well as the swimming pools, water slides and outdoor slides, play elements on the playground only under the supervision of parents or an adult (see Section 17).

Children under 14 years of age can use the medical pools only on the basis of a doctor's prescription. For reasons of hygiene and children's safety, only children may use the children's pools for bathing. An accompanying adult may be in the children's pool only to the extent necessary to supervise the child, with a maximum of one accompanying adult per child. Adults are strictly prohibited from taking foot baths, sitting or lying down in the children's pool. Children under the age of 14 are not permitted in saunas, steam rooms, designated rest areas or plunge pools.

14. If a child under the age of 14 enters the bathing area not under parental supervision, but as a member of a children's group, the group leader is responsible for the child's safe bathing and behaviour in the bath. In case of doubt, the cashier of the bath may require the ticket purchaser to present a photo ID to verify their age. Children under 14 years of age are not allowed to enter the sauna area.

The wellness massage service can only be used by people over the age of 14. Between the ages of 14 and 18, the treatment can be carried out under parental supervision. The wellness massage service can only be used at the given, purchased time. It is possible to change the time of the wellness massage at least 24 hours before the start of the treatment. You must arrive at the spa 15 minutes before the wellness massage and leave the massage room 20 minutes before the spa closes. In case of delay, the therapist will keep the original appointment time of the treatment, the massage time cannot be extended with the time of the delay.

15. The massage can only be used after a soapy bath or shower. If the guest arrives for the massage in an inadequate state of hygiene, the therapist may ask the guest to take a pre-bath at the expense of the treatment time.
16. The wellness massage services can only be used by healthy persons, considering that the massage itself and the combined use of other services of the spa places a significant strain on the body.

Contraindications to wellness massage are as follows:

- Fever condition
- Infectious disease
- Acute inflammation (inflammation affecting internal organs: e.g. sore throat, arthritis, inflammation of muscle origin, skin or hair folliculitis, etc.)
- Heart diseases (up to 6 months after pacemaker implantation, heart attack, not treated with medication high blood pressure, heart rhythm disorder)
- Pulmonary embolism, deep vein thrombosis within 6 months
- Skin diseases (epithelial deficiency, infectious skin diseases, etc.)
- Cancer within 5 years
- Traumatic injury, open wound
- Up to 6 months after surgery
- Pregnancy
- Menstruation
- Diseases associated with chronic inflammation
- Advanced serious internal medicine diseases
- Severe osteoporosis
- Headache of unknown origin

- Lymphoedema.

In case of bleeding and blood thinning treatment, it is only possible to use a gentle massage system, and in case of varicose veins, massage cannot be performed on the lower limb. If the guest has one of the above diseases, he/she must inform the therapist before the treatment, so the therapist is not obliged to perform the treatment, or may interrupt the wellness massage that may have started. In these cases, the spa is not obliged to refund the service fee to the guest.

17. Rentals (bed linen, towels, bathing caps, bathrobes, etc.) can only be made against a redeemed rental ticket, and the deposit must be paid in cash. The deposit and the rental fee will be credited to the proxy (admission watch). The deposit must be returned by the Bath exclusively on the day of the transaction, simultaneously with the return of the borrowed items and after reading the proxy watch. The loan can be made only for the day of the loan, i.e., the borrowed items must be returned by the end of the operation.
18. Bathing equipment must be used properly. Anyone who intentionally or negligently causes damage may be required to pay full compensation for the damage.
19. Smoking, the use of electronic cigarettes or electronic devices that imitate smoking is prohibited in the baths and outdoor areas serving the basic and additional activities defined in the Company's directory, regardless of their owner or operator. Smoking is permitted only in designated smoking areas. Designated smoking areas shall be indicated by a conspicuous sign that reads "Designated Smoking Area" and a pictogram.
20. Use of the slides is at your own risk, provided that the rules for use are observed. After entering the water, the arrival areas must be cleared as soon as possible. Wearing watches and jewellery while using the slides is prohibited and dangerous. The slides may only be used in the permitted body positions indicated on the sign next to the slide and in compliance with the other pictograms and inscriptions. Any deviation from this is the responsibility of the slide user and their adult companion.
21. The toilets and shower cabins in the bathhouse are intended for one person, so it is strictly forbidden for more than one person to be in the toilets and shower cabins at the same time. Only one person can be in the changing rooms at a time. Excluded from the provisions in this Section are cases in which more than one person is present in the room because a child or a needy adult is accompanied. Failure to comply with these provisions is a serious violation of the House Rules.
22. In the event of a fire, bomb threat or other emergency, the instructions of the public address announcer and pool staff must be followed. Outdoor pools shall be vacated immediately upon request of the lifeguard or other member of the pool staff in the event of a crisis or lightning threat. The decision to suspend operations for a day or period of time is made by the pool manager solely to protect the physical integrity of the Guests. In the event of a partial or complete suspension of operations due to flooding, power failure, severe weather, lightning, extreme weather conditions or other events of force majeure or for reasons beyond the control of the Company - including the closure of the baths due to state, municipal or regulatory decisions - or due to the conduct of a third party (e.g. contamination of the pool by a guest), the Guest may not make any claims (in particular: refund of the

admission ticket, compensation, other damages) against the Company.

23. The Bath is not liable for any damage caused to guests by commercial establishments and other service providers operating on the premises of the Bath and having a contractual relationship with the Company.
24. In order to ensure compliance with sanitary and official regulations, provide appropriate bathing treatments, prevent accidents and ensure undisturbed rest of the Guests, the following is prohibited:
- a.) to eat, consume alcoholic beverages or throw away trash in the changing rooms, rest areas, pool areas, and pools of the bathing departments - except in the designated areas and pools
  - b.) wear street clothes, shoes, or use means of transport (e.g., strollers, scooters, skateboards) in the swimming and rest areas and in the areas marked with a sign,
  - c.) use the communal bathrooms without a "soapy" pre-bath (shower), or foot washing,
  - d.) bring children under 2 years of age or children over 2 years of age who are not yet accustomed to the toilet - even with special swim diapers - into the pools, except for designated pools (e.g., baby paddling pools), where children not accustomed to toileting may be in special swim diapers.
  - e.) eat in the pools and in the indoor pool area, to contaminate the pool water, to jump into the water, to make noise and to use the pools with special - due to fecal or urinary retention problems or for other reasons - health diapers or inserts. Guests with such problems can only use the bathtub service.
  - f.) bring objects made of fragile materials (e.g., glass, ceramics, porcelain), diving equipment, or other items that could cause accidents or injuries into the pools,
  - g.) enter pools in clothing that, because of its size, poses a public health, water quality or accident prevention problem. Only swimwear made of thin, colourfast material specifically designed for swimming (e.g., swimsuits, bikinis, unikinis, tankinis, trikinis, swim shorts, surf shorts, burkinis, surf shirts) is allowed in the pools. Entering the pools in street or non-swimming athletic attire (e.g., jeans, skirts, sports bras, gym dresses, leggings, compression garments, underwear) is prohibited.
  - h.) wear slippers, clogs or other rubberized shoes or other footwear in the pools,
  - i.) enter locker rooms and showers for guests of the opposite sex - except when accompanied by children,
  - j.) distribute or post flyers on the premises (without permission of the Bath), k.) use hair dryers and other electrical appliances brought by the Guest,
  - l.) l.) bring animals into the bathing area, with the exception of guard dogs and assistance dogs in accordance with. 27/2009 (XII.3.) SZMM Regulation,

m.) conduct that is contrary to public morals, public order, or rules of coexistence, such as

- i. obscene or vulgar language;
- ii. physical abuse,
- iii. incitement to hatred based on race, ethnicity, religion, or sexual orientation;
- iv. sexually motivated physical contact, and
- v. any behaviour that indicates the initiation of a sexual relationship and may cause outrage or alarm to others.

n.) engage in representations or political activities in the baths,

o.) gamble,

p.) stay in the baths without bathing shoes. In case of accidents resulting from this, the Guest shall be responsible.

q.) influence, obstruct or stop the operation of machines, equipment or electrical devices in the bath (e.g., influencing the operation of sauna ovens, putting ice on sauna ovens, using essential oils or other oils brought by Guests in saunas and steam baths, dousing temperature sensors with water or other liquids).

25. The Company may expel persons from the baths it operates if their conduct on the premises of the baths is antisocial, outrageous, disturbing (particularly with respect to Section 21, Subsection m.), and in connection therewith a complaint is received or the Company is compelled to involve the police or file a complaint. Persons who commit physical violence or sexual acts by their behaviour may be expelled from the bath with immediate effect and without further action. The ban may be imposed for a specified period of time or indefinitely. In case of an act or behaviour that entails a ban as described above, the offender is obliged to pay a fee of HUF 30,000 to the Company upon request as an administrative cost compensation. If the person who committed the act or behaviour that resulted in the ban is in possession of a valid ID card, the ID card will be suspended. The suspended ID card shall be settled in accordance with Section 23.

26. The Company sells numerous types of tickets to meet the maximum needs of its guests, from which guests can choose, but they must comply with the rules of use. In case of misuse of admission rights (e.g., zone admission ticket, admission ticket for additional services, sauna world), discounts (e.g., pensioner, student, family), temporary discounts (e.g., morning swim card, Zsigmondy club card) or other intentional misuse of a pass by the Company, the Company may exclude persons committing the misuse (alone or jointly) from the baths it operates. In case of misuse, the offender is obliged to pay the Company a fee of HUF 30,000 as an administrative expense allowance. The Company shall not pay interest on the amount affected by the refund between the date of the pass withdrawal and the date of the refund. In case of unauthorized use of the pass, the pass will be blocked without further notice, and the pass user will not be entitled to any regular customer discount in the following year. The pass user - in the



case of a legal entity, the pass purchaser - will be notified in writing of the suspension

of the pass within 5 business days to the postal and/or email address provided by the pass user. Settlement of the suspended pass shall be made exclusively with the legal entity or natural person in whose name the invoice was issued at the time of the pass purchase. In case of suspension, billing is based on the specific daily price of the pass. (Specific daily price: the gross price of the pass divided by the number of sessions.) The value of unused sessions will be refunded in such a manner that if the number of unused sessions exceeds the number of days remaining until the expiration date, the number of sessions to be refunded will be determined based on the number of days remaining until the expiration date.

27. Guests who use services on the basis of a specialist's prescription - with funding from social insurance - are obliged to fully comply with the House Rules, just like the other guests. Thus, the Company may exclude individuals who are claiming benefits financed by social security from the baths it operates if they violate the House Rules.
28. Any commercial photography or filming on the premises of a bath requires prior permission, which must be submitted in writing to the Company's Sales Department (ertekesites@budapestspas.hu).

## **II.**

### **GENERAL PROVISIONS REGARDING OPERATION**

1. It shall be the primary duty of the bath manager and bath staff to provide for the cultured and professional service and relaxation of guests and to enforce compliance with health, accident prevention, personal and corporate property protection, governmental and other regulations and requirements. They must ensure that the material and personnel conditions for safe operation are constantly in place from the point of view of health, safety at work and fire protection. For this purpose, the bath staff must immediately eliminate possible sources of danger or close off the area for guests. Guests and bath staff are also obliged to follow the instructions and regulations to avoid dangerous situations.
2. Guests have the right to make verbal or written comments about the way of service, its quality or the behaviour of the service provider.
3. An electronic camera system is in operation on the premises of the Bath, about which the Guests are informed by pictograms at the entrance to the Bath and by notices on data management, which contain detailed information about the purpose, legal basis, duration and nature of the data processing carried out by the Company. In the bath, the entry, and observation of certain operations is carried out by the Company by means of a digital video recorder, which also informs Guests of the purpose, legal basis, duration and nature of data processing upon entry and exit through Data Management Information. Violations of House Rules can be documented using the video and photographic materials recorded by the camera system. The camera system does not record audio. The camera system does not record audio. For pass users, an image is recorded in accordance with the "Information and Terms of Use" for the current year, which enables verification of access authorization during the validity period of the pass. For more information on data processing, please refer to the Company's current Data Protection and Security Policy, which is also available on the

Company's website (<https://www.budapestgyogyfurdoi.hu/>).

4. The bath is obliged to provide for:

- a.) the proper quality of the pool water, cleaning, disinfection and maintenance of the pools, changing rooms and other areas belonging to the bath,
- b.) emptying and complete water exchange of the pools operated with the filling and emptying system at the prescribed frequency, which can be done after the end of operation, if possible, or in accordance with the operating rules of the bath,
- c.) draining and complete exchange of the water in the philtre basins at the prescribed frequency and ensuring that the water returning to the pools after filtration meets the quality requirements set for drinking water in terms of transparency and sterility,
- d.) cleaning, disinfection of pools after emptying and all rooms used by Guests after closing,
- e.) maintaining the prescribed water temperatures in the individual pools. To this end, they must be checked every two hours. The prescribed water temperatures must be maintained in the pools with an accuracy of  $\pm 1$  °C.

5. The loudspeaker systems installed in the outdoor swimming pools are used for the release of announcements, advertisements, news, public calls and information. The equipment must be operated at a volume that does not unnecessarily disturb the peace and relaxation of Guests. Loudspeaker announcements may be requested by Guests in exchange for a ticket purchased at the ticket office or with prior approval from the lifeguard. The loudspeaker can be used for broadcasting service announcements only in rare cases and with the permission of the Bath Manager.

### **III.**

#### **OPERATING HOURS, TICKET SALE**

- 1. The opening hours of the bath must be clearly displayed for the Guests. The season in the outdoor pool is determined each year by the Company. Guests must leave the swimming areas and pools 20 minutes prior to closing time to be able to leave the swimming area by the official closing time.
- 2. The ticket office closes 1 hour before the Bath closes. In the outdoor pools, the operating hours can be changed by the Bath Manager - in justified cases with the approval of the organisational unit responsible for the operation of the pools (e.g., severe weather, continuous rain, average daily temperature falling below the seasonally appropriate level, strong thunderstorm activity, stormy wind, cloudburst, hail, lightning, technical malfunctions). The change must be announced by a notice posted at the ticket office and by a loudspeaker announcement.
- 3. The operation of the mud, medical bath and weight bath departments will be suspended on Sundays and holidays according to the advertised opening hours. The complex medical care department accepts referred Guests only on working days from Monday to Friday.

4. The opening hours of the baths and the units within the baths are set by the operator, who is entitled to unilaterally change them at any time. The operator shall not be liable for damages or damages in this regard. The change must be announced by a notice posted at the ticket office.
5. The use of the bath and beach services is subject to the admission prices and the valid admission and pass types specified in the price list established by the Company. The price list of the bath services must be displayed prominently in the ticket office. Any price changes shall be noted on the price board. If the bath is used without a valid entrance or identification card, the lifeguard may require the Guest to purchase a day pass at the full price after escorting the Guest out of the bath area, and in case of non-compliance, the Bath Manager may request police assistance.
6. Access to the baths is through an entry system with a so-called proxy watch, which is valid on the day of exchange (except for passes and pre-purchased admissions). Guests must carry this watch with them at all times when entering the bath; if a Guest is not wearing it, they may be escorted out of the bath. Entering and exiting the bath through the entry system can only be done by validating the proxy watch. The revolving gate must be crossed properly (except in justified cases, e.g. passage of a person with reduced mobility, admission of campers), climbing over, jumping over or crawling under is prohibited. The Bath Manager is entitled to check the Guest's proxy watch and the authorization on it at any time. The Guest is obliged to hand over the proxy watch for the duration of the control. If unauthorized use is detected during the control, the proxy watch will not be returned. Staying on the territory of the beach bath is possible only with the constant wearing of a wristband.
7. The employees of the bath - with the exception of the staff at the internal sales point - are not allowed to accept money in return for the services provided by the bath.
8. Pre-exchanged tickets can be used only on the day selected at the time of purchase. The validity period of the passes is included in the pass purchase information provided at the time of purchase of each type of pass.
9. Day passes are valid for the day of exchange and entitle to one-time entry only. If the Guest leaves the bath area, they can enter again only by purchasing a new ticket.
10. Reduced passes and day passes can be purchased only with a valid proof of entitlement to the reduction. If this is missing, only a full-price pass or ticket can be purchased. Anyone who has reached the age of 65 is eligible to purchase a pensioner ticket and must prove their age with a valid identification document when purchasing the ticket. Pensioners who have not reached the age of 65 will receive a discounted ticket upon presentation of their pensioner ID. Student tickets are issued by the Company only upon presentation of a valid full-time student ID.

11. Tickets and passes (annual, semi-annual, quarterly or occasional) and other discounts cannot be used for events outside the operating hours or for night swimming.
12. The request for issuing an invoice in the name must be made in advance, as there is no possibility of issuing it subsequently.
13. There is no possibility to exchange money in the ticket office.

#### **IV. CUSTOMER BOOK, FIRST AID**

1. The Customer Book is available for the Guests in the ticket office in the baths as well as in the entrance halls, foyers and in the manager's office. The bath Manager is obliged to examine complaints, observations and suggestions in accordance with the relevant regulations and to take action on them.
2. A staff member trained in first aid must be available in case of injury or illness of the Guest.
3. A sufficient number and quality of bandages and other first aid equipment and materials must be kept available in the bath, in accordance with the requirements of the laws and standards, and constantly filled with these materials and equipment.
4. A record of injuries, accidents or damage to Guests must be kept - on a standardized form for this purpose.

#### **V. SAFETY DEPOSIT BOX**

1. Guests may deposit cash, precious metals, jewellery and other values, as well as valuables (that allow access) (e.g., car keys, cell phones) in the safety deposit box. The Company is liable only for the valuables placed there.
2. The Company is not liable for the loss or misplacement of unattended items left on the premises of the bath - including those found in the bath area, beach area, shelves on the premises of the bath, hallways and waiting rooms. Items left unattended include those placed in unlocked lockers, cabins, and luggage storage areas.
3. Lost items will be turned in to the Bath Management and logged.

#### **VI. HOT AIR CHAMBERS, STEAM CHAMBERS, SAUNAS, STEAM BATHS**

1. The temperature of the hot air and steam chambers and saunas must be displayed in a conspicuous place at the entrance, and it must be pointed out that the chambers can be used only by healthy persons and even by them only at their own risk

2. The hot air and steam chambers as well as the saunas are equipped with an emergency bell. When the bell rings, the bath employee is obliged to go immediately to the indicated chamber. The employees of the bath are obliged to carry out checks several times a day to ensure the order and cleanliness of the chambers and the safety of the Guests.
3. All Guests may use the above services only at their own risk and in compliance with the instructions for use posted at the entrance. In the saunas, no naked part of the body or bathing suit may come into contact with the sauna bench, and the use of textiles (bath towels, hand towels, etc.) is obligatory. Wearing slippers is allowed in the steam baths. Bringing slippers, newspapers, food and drinks into the saunas and hot air chambers is prohibited. The use of razors is strictly prohibited in the entire bath area.
4. Guests are strictly prohibited from pouring liquids, oil or ice on the sauna heaters. Only the employees authorised by the Company may perform such activities.
5. The use of steam baths is allowed only in an apron or bathing suit - depending on the specifics of each bath. Nude bathing is not permitted.
6. A soap bath is required before using the pools.
7. The sunbeds must be constantly cleaned and disinfected. For the medical services, the bath provides a free "reusable towel" once (at the beginning of the treatment).
8. Mixer faucets installed in the pre-baths and showers must have the cold and hot water markings on them. Care must be taken that no water can flow from showers with temperatures above 45 °C.
9. Guests are allowed to use only hair dryers operated by the Bath, the use of personal hair dryers and other electrical devices is prohibited.
10. Guests must leave the swimming areas, pools, hot air and steam chambers and saunas 20 minutes before closing time.

## **VII.**

### **PUBLIC BATHS, SWIMMING POOLS, THERAPEUTIC POOLS**

1. Swimming pools may be used only by persons who know how to swim. It is strictly forbidden to jump into the pools unless it is marked by a pictogram.
2. Pools marked "Mély víz, csak úszóknak!" (Deep water, for swimmers only) may not be used by persons who cannot swim, even under the supervision of a swimmer.

3. Use of the swimming pools - especially the deep-water areas of the swimming pools - is at your own risk and peril.
4. In swimming pools marked with a pictogram, it is compulsory to wear a bathing cap.

The bathing cap cannot be replaced by any other headgear or clothing.

5. The lifeguard is responsible for supervising safety in the swimming pools, preventing accidents, providing first aid, having rescue and first aid materials ready, and summoning a doctor for persons rescued from the water (even if the rescue appears to have gone smoothly and the rescued person is comfortable). All guests must follow the instructions of the lifeguards.
6. The simultaneous capacity of the pools and medicinal pools, as well as the recommended length of stay, are determined by the operating rules of the respective baths and are indicated on the signs in the pool areas. Before using the medicinal pools, the Guest is obliged to find out the recommended time of use of the desired medicinal pool, the duration of stay, the maximum simultaneous capacity and the number of persons in the pool, based on which they can use the pools according to their free capacity. If the number of Guests in the medicinal pools exceeds their simultaneous capacity, they are obliged to leave the pool after being requested by the Bath Management to ensure the simultaneous capacity of the medicinal pools.

#### **VIII.**

#### **PERFORMING EDUCATIONAL AND COMMERCIAL ECONOMIC ACTIVITIES**

In the baths and their pools, in addition to medical treatments, bathing and wellness services, the Company also offers opportunities for educational and group sports activities in the water. However, these activities can only be carried out under pre-arranged conditions to avoid accidents and to regulate the saturation of the pools and lanes. Educational activities within the bath area can only be carried out by an economic entity (e.g., association, foundation, sole proprietor, private individual) that has a legal relationship with the Company for this purpose. If the Bath Management finds that educational activities are being carried out outside this legal relationship, it shall request the person carrying out the educational activities to stop them and to pay an amount of HUF 200,000+VAT to the Company to compensate for the damage caused by the breach of contract. If the person performing the unauthorized educational activities is an employee (instructor) of a swimming school that has a legal relationship with the Company, the swimming school is obliged to pay the above compensation to the Company. In addition, the person who engages in unauthorized educational activities may be banned from the area of the baths operated by the Company for a certain period of time.

1. In the area of the baths, the business activity can be carried out only by a legal entity, a business entity, an individual entrepreneur, etc. which has entered into a legal relationship with the Company for this purpose. If the Bath Management establishes that a commercial activity is being carried out without a legal relationship, it will request the person present to cease the activity and pay an amount of HUF 200,000+VAT to the Company as a fee for the use of the area.

## **IX. MISCELLANEOUS PROVISIONS**

1. The House Rules apply uniformly to all persons staying in the bath. Therefore, anyone who does not agree to abide by the rules, or who fails to do so despite being warned,  
  
may be excluded from the service.
2. A person who violates the provisions of the House Rules or disturbs the order, peace and quiet of the Guests, but whose behaviour does not constitute a violation, shall be expelled from the bath and excluded from further use of the services of the bath; the employees of the bath and the responsible persons of the Corporate Security Group are entitled to take such measures. If necessary, the assistance of an official person may also be requested.
3. The appointed manager of the bath is responsible for familiarising the employees with the provisions of the House Rules, ensuring their compliance and enforcing them.
4. The rules governing the operation of the bath and services are contained in the operating rules of the respective bath.

*These House Rules are the exclusive intellectual property of the Company and may be copied or used in whole or in part only with the prior written consent of the Company. Failure to obtain consent will result in legal consequences.*

6 November, 2023 in Budapest

**Budapest Spas cPLC.  
Ildikó Borosné Szűts CEO**

Attachments:

1. Annex no.: Rudas Thermal Bath and Swimming Pool Supplementary House Rules
2. Annex no.: Szent Lukács Thermal Bath and Swimming Pool Supplementary House Rules
3. Annex no.: Csillaghegyi Árpád Bath Supplementary House Rules
4. Annex no.: Paskál Thermal Bath, Beach Bath and Swimming Pool Supplementary House Rules
5. Annex no.: Palatinus Thermal Bath, Beach Bath and Wave Bath Supplementary House Rules