

TROPICANA WATER PARK REGULATIONS



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§1 GENERAL PART

1. These Regulations of „Tropikana” (hereinafter referred to as the „Regulations”) establish the rules and procedures for using the swimming pools, recreational facilities, and attractions located within the swimming pool complex (hereinafter referred to as „Tropikana” or the „Property”) at the Gołębiewski Hotel in Mikołajki, located at Mrągowskiej 34 (hereinafter referred to as „Gołębiewski Hotel”). The detailed composition of the Property is specified on the Tropicana map, which is attached as Appendix 1 to the Regulations.
2. The owner and administrator of the Tropikana Gołębiewski Holding Sp. z o.o. with its registered office in Ciemne, 05-250 Radzymin, ul. Wołomińska 125, Tax Identification Number (NIP): 125-173-93-35, Business Register Number (REGON): 523380176, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw, 14th Commercial Division of the National Court Register under KRS number: 00009996308; a branch of Hotel Gołębiewski in Mikołajki, Mrągowska 34, 11-730 Mikołajki, e-mail address: mikolajki@golebiewski.pl +48 87/42 90 700 (hereinafter referred to as the „Administrator”).
3. Payment of admission to the Tropicana or, in the case of hotel Guests, admission to the Property is considered to be reading and accepting the terms and conditions of these Regulations and the rules and instructions in effect at the Property.
4. Before entering the Tropicana and before using the various facilities and attractions, it is necessary to familiarize oneself with these Regulations and with the regulations and instructions for using the facilities and attractions of the Property, which are attached as appendices to these Regulations. In the case of organized groups, the leaders of the organized group is responsible for familiarizing the group with the rules and instructions.
5. Upon entering the Tropicana, each visitor agrees to abide by the provisions of the Regulations and the rules and instructions of the Property.
6. Tropikana is open daily, from 9:00 am – 9:00 pm or 11:00 am – 9:00 pm (depending on the date).
7. Tropicana can be used by:
 - a. Guests of the Gołębiewski Hotel,
 - b. other individual customers paying entry fee to the Tropicana,
 - c. organized groups.
8. Children under the age of 14 are allowed on the Property only under adult supervision. Individual regulations and instructions for pools, recreational facilities and attractions may provide for additional age restrictions for persons using pools, recreational facilities and attractions at the Tropicana.
9. Valuables should be placed for safekeeping at the reception depository on the premises of the Gołębiewski Hotel. In the event of loss, or damage to items placed

for safekeeping, the Administrator shall be liable under the general rules set forth in Article 846 and following of the Civil Code.

10. The equipment and facilities available on the premises of the Property have the legally required approvals and certificates, ensuring safe use, provided that the operating instructions, regulations, and usage guidelines for these equipment and facilities are followed.
11. The Administrator reserves the right to exclude the pools, equipment, and attractions of the Property from use in the event of malfunctions, particularly when their continued operation could endanger the health of users. The Administrator will inform users of the facilities of any failures. In such a situation, payment of entry fee to the Tropicana entails acceptance of the inability to use the excluded attractions or facilities. Detailed rules for the use of facilities and attractions of the facility are regulated by separate regulations or instructions, located on the premises of the Property.

§2

RULES OF USE OF THE PROPERTY

1. Before entering the Property and using its various pools, equipment, and attractions, you must familiarize yourself with these Regulations, as well as the regulations and instructions for the use of the equipment and attractions located on the Property, and strictly adhere to them during your stay and while using these facilities.
2. An employee of the Gołębiewski Hotel may deny entry to or request the departure of any person from the Tropicana premises if their behaviour clearly indicates that they are intoxicated or under the influence of an intoxicating substance.
3. Before entering the Property, all users are given a towel and a wristband with an electronic reader (hereinafter referred to as the: Wristband), which allows them to move freely around the Property and monitor their time in the Property. In the pool hall, readers display the remaining time of your stay when you scan your wristband. In the locker area, there are lockers equipped with readers. When you scan your wristband on the reader, the assigned locker number is displayed, and this locker remains assigned to your wristband for the duration of your stay at the facility.
4. For the loss of the Wristband, you must pay an amount equal to the value of its purchase by the Administrator.
5. Persons using the Property are required to place and store all their belongings in designated lockers within the locker room area, ensuring that these lockers are properly closed and remain locked. Valuables should be deposited at the reception desk on the premises of the Gołębiewski Hotel, in accordance with the provisions of §1, item 9. The Administrator is not responsible for items left in the locker area outside the locker and for items left in a locker improperly closed by the person using the locker.
6. Each visitor before entering the pool hall is required to use the showers to wash the whole body and disinfect the feet.
7. Swimwear is mandatory in the pool hall: for women a one-piece or two-piece

swimsuit, for men swim trunks or swim shorts.

8. On the premises of the Property, it is mandatory to wear non-slip pool shoes.
9. Children using diapers must wear disposable swim diapers.
10. Individuals who cannot swim may only use the designated areas for non-swimmers.
11. When using the Property's equipment and attractions, it is mandatory to strictly follow the instructions, regulations, and signs/pictograms, as well as to comply with staff directions.
12. When using the water slide, it is imperative to follow the instructions and regulations located at the slide and obey the traffic lights.
13. On the premises of the facility, the following are prohibited:
 - any behaviour that may pose a risk to the Property visitors,
 - running or pushing others into the water,
 - bringing in glass or sharp objects,
 - wearing jewellery,
 - smoking cigarettes, using tobacco in any form, or consuming psychoactive substances,
 - bringing animals,
 - entering technical or utility rooms,
 - using the facility's equipment or devices for purposes other than intended or in violation of usage rules – if unsure about proper use, users must seek guidance from a lifeguard,
 - entry and stay by persons under the influence of alcohol or narcotics,
 - bringing, selling, providing, or consuming alcoholic beverages or narcotics,
 - Triggering false alarms; climbing on sculptures, railings, lifeguard stands, pool walls, flower beds, rocks, decorative elements, or other non-designated areas,
 - jumping from walls, railings, stairs, Jacuzzi tubs, flowerbeds and other structural elements of the facility, or the pool edge, especially with a running start or „head-first“ diving,
 - using rescue equipment for other purposes than it is intended,
 - using equipment and attractions contrary to regulations and instructions,
 - consuming food items in locker rooms, changing areas, or the pool hall,
 - damaging Property equipment,
 - polluting the pool water or the Property grounds, including by using non-designated areas for bodily functions,
 - using soap and other chemicals in the pool area (except in showers and restrooms),
 - disturbing public order, violating good manners, including the use of vulgar language, or endangering others on the premises of the Property.
14. Individuals on the premises who disturb public order, violate good manners (including the use of vulgar language), endanger others at Tropicana, or fail to comply with the Property Regulations, other rules, instructions, or the directives of security staff or Tropicana employees may be removed from the facility without

the right to a refund.

15. The following individuals are prohibited from using the Property:
 - those showing external signs of skin diseases,
 - those with open wounds or cuts,
 - those experiencing breathing difficulties, as well as individuals:
 - suffering from balance disorders,
 - suffering from circulatory system disorders,
 - suffering from infectious diseases,
 - receiving frequent intravenous injections,
 - lacking personal hygiene,
 - displaying aggressive behaviour.
16. Individuals in weakened health, with reduced mobility, or feeling unwell, as well as pregnant women, should use the pools, equipment, and attractions located on the premises in a manner appropriate to their current health condition and with particular caution. Individuals with unstable health conditions should only use the pools, equipment, and attractions on the premises after consulting a doctor. Users of Tropicana are informed that using the pools, equipment, and attractions on the premises may worsen their health condition and could even pose a life-threatening risk (e.g., through drowning). This applies particularly to individuals with the following conditions: hypertension, coronary heart disease, internal organ disorders, and similar ailments. Therefore, it is recommended that individuals whose health conditions may pose a risk of drowning or worsening health, as well as those suffering from disorders that could be exacerbated by using the pools, equipment, and attractions on the premises, should do so only with prior approval from a doctor. Additionally, users are advised to familiarize themselves with the full range of Tropicana's offerings and to determine that using a specific pool, attraction, or piece of equipment – considering their current health status and well-being on the given day – will not pose a risk to their health or life.
17. All cuts and injuries should be reported immediately to the nearest Tropicana lifeguard.
18. The lifeguards on duty at the Property provide general supervision to ensure compliance with these regulations and the safety of Tropicana users. All individuals using the Property are required to obey their orders.
19. Individuals violating the provisions of the Regulations may, in cases permitted by applicable law, be removed from the premises by security personnel or police officers, without the right to a refund.

§3

ORGANISED GROUPS

1. Organized groups may use Tropicana only under the supervision of their group leaders, who are granted free admission to the Property.

2. Group leaders are responsible for the safety of the members of their organized group and work closely with Tropicana lifeguards in this regard.
3. Before entering and exiting the Property, the organized group should gather at a location away from the entrance gates to avoid obstructing the passage for others.
4. At the entrance to Tropicana, group leaders collect wristbands for group members and shirts for themselves, and familiarize themselves with these Regulations.
5. All members of the organized group must enter the Property simultaneously under the supervision of the group leader or leaders.
6. There should be 10 group members per group leader, with no more than 15 group members at any one time. The number of group leaders required to ensure the safety of individuals with disabilities depends on their health condition and level of independence. In exceptional circumstances, the decision to increase or decrease the number of group leaders for an organized group is made by an authorized Tropicana employee.
 - a. For groups of children up to 7 years old, there should be one leader for every 7 children.
 - b. For children aged 7-12, one leader for every 10 children is required.
 - c. For those over 12 years old, one leader per 15 children is required.
7. Group leaders are responsible for maintaining discipline among all group members before, during, and after leaving the Property. Therefore, while using the Property, the group leader should remain in a location visible to all group members and from where they can also observe all group members in the water.
8. Group leaders are required to instruct group members on the rules for using the facility as outlined in these regulations, including the rules for using the available lockers. Group leaders are responsible for ensuring that lockers are emptied and all personal belongings are collected by group members before leaving the Property.
9. Group leaders are required to count all members of the organized group upon entry and again during assembly before exiting Tropicana. After bringing the organized group into Tropicana, group leaders must inform the lifeguard, who will then brief the group on the rules for using the facilities and provide a reminder of safety guidelines.
10. After entering the pool area, the group leader must promptly contact the on-duty lifeguard to establish the rules for the organized group's use of the facility.
11. Group activities may only take place in the presence of swim instructors and lifeguards.
12. Group leaders are required to notify the lifeguard when the organized group is leaving.
13. A group leader of an organized group with 20 or more people is required to have and present a list of participants to Tropicana staff.
14. Before entering the Property with the organized group, the group leader is required to complete the „Group Leader Statement” form to establish the rules for the group's use of the Property. This form is available at the Tropicana reception desk. The form template is attached as Appendix No. 2 to the Regulations.

§4 PAYMENT

1. Access to Tropicana is granted based on either of the following:
 - a. a valid magnetic key card (for users staying at Hotel Gołębiewski), or
 - b. a service fee paid according to the current price list (for external guests and organized groups) – the entrance fee for Tropicana is collected in advance as per the applicable price list.
2. If a user who is not staying at Hotel Gołębiewski decides to forgo using Tropicana facilities after partially utilizing them, the fee paid by the user may be proportionally reduced. However, the full fee may be retained if the cancellation was due to reasons beyond the control of Gołębiewski Hotel. Using Tropicana, as defined by these Regulations, also includes storing items in the designated storage area at the reception.
3. For users not staying at Hotel Gołębiewski or for organized groups, the final billing for time spent at Tropicana is based on the record of passing through the exit gate into the „time-stopping zone” and is calculated according to the current price list. The settlement period is the time measured from the moment of passing through the entry gate to the moment of passing through the exit gate in the „time-stopping zone.”
4. Children up to 4 years old may use Tropicana free of charge.
5. Children up to 14 years old receive discounted rates. A child’s age must be documented with a valid school ID.
6. The Administrator reserves the right to suspend entry to Tropicana if there are no available lockers in the changing room.
7. The invoice for services provided by the Administrator is issued by the main reception of the Hotel.

§5 LIABILITY

1. Users are liable for damages to the property of Gołębiewski Hotel and Tropicana caused by their actions or by incidents resulting from their failure, or the failure of other users, to comply with legal regulations or the provisions of these Regulations, in accordance with general liability principles.
2. For destruction of elements of equipment of the Property, destruction, damage or loss of items provided to the user by the Property due to the fault of the user, the user is liable in accordance with general liability principles.

§6 FINAL PROVISIONS

1. Any disputes that may arise in connection with these Regulations shall be settled by the competent common courts.
2. Any questions or comments and complaints about the services provided by the Administrator can be submitted by mail to the address indicated in item 2 of the Regulations, by phone at +48 87/42 90 700, or by email: mikolajki@golebiewski.pl. All complaints will be processed within 14 days of receipt by the Administrator.
3. In matters not regulated by these Regulations, the provisions of generally applicable law apply, including the Act of August 18, 2011, on the Safety of Persons in Water Areas (consolidated text: Journal of Laws of 2016, item 656 as amended).
4. The Regulations are available in front of the entrance to the Tropikana, as well as at the reception of the Gołębiewski Hotel in Mikolajki.