

REGULATIONS FOR USING THE CHOCHOŁÓW SPORTS CENTRE

LOCATED IN THE CHOCHOŁÓW THERMAL BATHS COMPLEX AT THE ADDRESS: CHOCHOŁÓW 400, 34-513 CHOCHOŁÓW

GENERAL PROVISIONS

§ 1

1. These Regulations, hereinafter referred to as the "Regulations", define the terms and conditions of using the Chochółów Sports Centre (hereinafter referred to as the "Chochółów Sports Centre" or the "Sports Centre"), located in the Chochółów Thermal Baths complex at the address: Chochółów 400, 34-513 Chochółów (hereinafter referred to as the "Complex" or the "Facility"), run by Chochółowskie Termy Spółka z ograniczoną odpowiedzialnością with its registered office in Chochółów, Chochółów 400, 34-513 Chochółów (hereinafter referred to as the "Company", the "Administrator" or the "Thermal Baths").
2. The Regulations are the basis for using the Chochółów Sports Centre and are the main document defining the rights and obligations of Users using it.
3. Each User is obliged to read the content of these Regulations before starting to use the Sports Centre and then to comply with its provisions.
4. The Regulations are available for viewing on the official website of the Thermal Baths at: <https://www.chocholowskietermy.pl>, placed in a visible place at the reception of the premises where the Sports Centre is located, and also distributed to interested persons for individual reading by the Sports Centre Staff.
5. In addition, all persons using the Chochółów Sports Centre are obliged to exercise due diligence in order to protect their own and other people's life and health, and in particular to:
 - comply with the bans, orders and recommendations presented on information or warning boards and signs placed on the premises of the Sports Centre;
 - comply with the instructions and orders of the employees of the Sports Centre, as well as announcements made over loudspeakers;
 - adjust their activity plans to their own health, individual limitations and contraindications, and general fitness;
 - use equipment appropriate to the type of activity undertaken, technically efficient, in accordance with its intended use and rules and instructions for use;
 - immediately inform the employees of the Sports Centre in the event of noticing any defects, faults, failures, accidents, injuries or any other situations that pose a real threat to other Users or the Service.
6. The Company makes due diligence to ensure that as many attractions and devices located in the Chochółów Sports Centre as possible are available to Users, however, it does not guarantee and is not responsible for the constant and uninterrupted availability of all of them, some of which may be temporarily closed. In addition, the Company does not guarantee immediate access to individual devices and equipment located in the Centre (it may be necessary to wait for one's turn to be able to use them).

7. The Users are not entitled to claim refunds or discounts if any of the devices/equipment/facilities etc., are not available or occupied by other Users.

RULES OF USING THE SPORTS CENTRE

§ 2

Opening hours

1. The Administrator sets the opening hours of the Chochołów Sports Centre, and information about them is available at the ticket offices, Customer Service Office and at: <https://www.chocholowskietermy.pl/>.
2. The Management of the Thermal Baths reserves the right to change the opening hours and complete closure of the entire Facility or individual zones/attractions, including the Chochołów Sports Centre, on certain days/hours, about which Customers will be informed accordingly, in particular by posting information on the Facility's website. In particular, the Sports Centre or its part may be closed for the time necessary to carry out the necessary renovations, maintenance works, sanitary procedures, etc.
3. Users are required to leave the Chochołów Sports Centre zone and go to the cloakroom at least 15 minutes before the closing time of the Centre.

§ 3

Age restrictions

1. The user of the Sports Centre may be an adult person with full legal capacity.
2. A minor over 16 years of age may use the Sports Centre in the presence and under the constant supervision of a parent/legal guardian or after providing the Sports Centre Staff with consent/statement signed by parents/legal guardians.

§ 4

Entrance tickets - general rules

1. The right to enter the Sports Centre - on days and hours of its opening - is granted to persons who have a valid admission ticket (single ticket or pass), hereinafter referred to as the "Admission ticket(s). Types of Entry Tickets (including information on the types of passes, their scope and validity dates) are each time described in detail on the website: <https://www.chocholowskietermy.pl/>. Relevant information can also be obtained from the Customer Service Office and ticket offices at the Company's registered office.
2. The prices of the Entry Tickets are specified in the Price List. The applicable Price List is available at the Company's ticket offices and on the website: <https://www.chocholowskietermy.pl/cennik/>.
3. The Price List may be changed or updated by the Company from time to time, and the change or update of the Price List will not constitute a change to these Regulations.
4. Tickets can be purchased directly at the Complex.
5. In all matters not covered by these Regulations and regarding the Entry Tickets, the provisions for purchasing and using admission tickets to the Chochołów Thermal Baths Complex shall apply.

§ 5

Passes

1. Passes entitling visitors to enter and use the Chochółów Sports Centre are periodic passes, on the basis of which visitors can use the Sports Centre for a specified period of validity without limit of entries.
2. The issuer and executor of the passes is the Company.
3. Passes entitling to enter and use the Chochółów Sports Centre are personal passes - they are assigned to a specific person by name and surname and may only be used by the person indicated as the authorised owner/holder.
4. The Users using the Sports Centre on the basis of a pass are obliged to show it each time before entering, as well as at each request of any employee of the Centre. In addition, the Sports Centre staff reserves the right to ask for an identity card to correctly identify a given User.
5. It is not allowed to transfer the pass to third parties. If it is found that the pass has been handed over to an unauthorised person, the Sports Centre may retain the pass, preventing the unauthorised person from entering the premises of the Facility.
6. After purchasing the voucher, the Customer is issued a magnetic card, an electronic carrier of the voucher. The voucher (magnetic card) remains at the disposal of the Customer who has purchased the service for the voucher's validity period. Upon expiry of the validity period, the card must be handed in at the ticket offices or the Thermal Baths Customer Service Office. It is also possible to extend or purchase additional services on the same card.
7. The voucher's expiry date is counted from the date of its purchase. The validity of the voucher cannot be extended.
8. The Thermal Baths are not responsible for a pass that has been lost or damaged after it has been handed over to the Customer.
9. The Customer is not entitled to any claims against the Company for the loss (including theft) or destruction of the voucher.
10. In the event of loss or damage to the pass, you must immediately report this fact to the Thermal Baths Service in order to block the pass. The fee amount for issuing a duplicate of the season pass card is specified in the Price List.

§ 6

Preparation for use

1. In the rooms of the Sports Centre intended for exercise and during training, the following are obligatory: sports clothes and shoes (clean, changeable, adapted to a specific type of exercise, covered shoes), and a towel. In rooms such as bathrooms and showers, bathing shoes with rubber, non-slip soles should be used.
2. All persons using the Sports Centre are obliged to observe hygiene rules, including:
 - hand disinfection at the entrance to the gym and after leaving the toilet;
 - disinfection of equipment after the end of the exercise.
3. Bringing handbags, backpacks and sports bags to the gym is not allowed. The above-mentioned items should be stored in designated lockers for the duration of training. Before leaving, visitors must release the locker.
4. Each User is responsible for the safe closing of the lockers in the cloakrooms. Money or other valuables should not be stored in them. Money and valuables (telephone, jewellery, etc.) must be deposited. The Company shall not be liable for valuables left outside the deposit and other items left outside lockers, as well as for items left in open or incorrectly closed lockers.

§ 7

Health restrictions

1. The Users of the Sports Centre are obliged to ensure that the doctor confirms whether they can exercise or use the services of the Sports Centre without detriment to their health.
2. It is forbidden to use sports and recreation services at the Sports Centre in the state of infection, infectious disease or other ailment that may affect other users.
3. The Users using the Sports Centre bear full responsibility for their health, both before and after training and in connection with the use of equipment available in the Centre. Each User knows their physical abilities and is responsible for the exercises they perform. The Company is not responsible for the deterioration of the User's health caused by excessive loads during exercise. Each User must adjust the intensity and type of exercise to their health, current physical condition and trainer's recommendations.
4. In the event of malaise, injury, contusion or other health problems, the User should inform the trainer/instructor about such facts before starting classes/exercises.

§ 8

Order provisions - prohibitions

1. It is forbidden to use the services and devices of the Sports Centre by Users who are under the influence of alcohol, drugs or other substances with a similar effect, i.e. measures that interfere with or limit the assessment of the situation or cause unnatural behaviour, as well as measures affecting blood circulation and cellular metabolism, antihistamines, beta-blockers or sedatives.
2. In the area of the Sports Centre, it is forbidden to smoke cigarettes, tobacco products, innovative tobacco products and electronic cigarettes, etc., and to take narcotics, drugs and other substances prohibited by law.
3. It is forbidden to bring to the Sports Centre any dangerous items that may threaten the safety or health of other people, including, among others: firearms or other types of weapons, objects with a sharp point, explosives, flammable materials, drugs and psychotropic substances.
4. It is forbidden to enter and stay in the rooms intended for the Staff.
5. Due to the need to ensure hygiene and safety rules, people in the Chochołów Sports Centre are also not allowed to:
 - violate the rules of using the Sports Centre, including individual attractions and equipment;
 - shout and behave in a way that threatens their own safety and that of other Users of the Facility;
 - raise false alarms;
 - litter and pollute the premises;
 - destroy the facilities and equipment of the Facility;
 - bring in animals;
 - bring in and use vehicles (rollers, scooters, bicycles, skateboards, boards, strollers, etc.) and objects that hinder communication in the Facility;
 - conduct trade and acquisition;
 - stick and leave advertisements;
 - bring drinks in glass or open containers.
6. Wearing glasses and contact lenses is at the Users' risk. If they wear prescription glasses in the premises of the Sports Centre, such glasses must be fixed to prevent them from falling.

7. On the premises of the Sports Centre, it is forbidden to conduct training by persons not employed by the Centre or not cooperating with it.

§ 9

Order provisions - obligations of the Users

1. The Users of the Chochołów Sports Centre are obliged to behave decently, in compliance with generally accepted social norms and cultural principles, in a way that does not violate public order. It is not allowed to use vulgar or offensive language or to make it difficult for others to use the Facility. It is also unacceptable to behave in a way degrading the dignity of other Guests, including vulgar and obscene behaviour, as well as being a manifestation of racism or having signs of harassment or discrimination due to race, religion or gender.
2. The Users of the Sports Centre are obliged to comply with the safety rules and to use the premises, devices and equipment belonging to the Centre in a manner consistent with their intended use.
3. All persons using the Sports Centre are obliged to comply with fire regulations.
4. The Users are obliged to maintain order in the area of the Sports Centre, including, in particular, wiping the equipment after use, putting the equipment back in its place after training, and not leaving personal belongings on the premises of the Centre.
5. In the event of non-compliance with the above rules, the Sports Centre staff may ask the User to leave the Centre immediately.

§ 10

Group classes and personal training

1. Group classes organised at the Chochołów Sports Centre take place according to a predetermined schedule, available on the Thermal Baths website at: <https://www.chocholowskietermy.pl>.
2. The Administrator has the right to terminate a given group of classes, change the date of conducting classes, change the person conducting classes (including personal training) and cancel individual classes after notifying the Users about it in a previously agreed manner.
3. The Users are required to come to group classes and personal training on time.
4. For health and safety reasons, it is not allowed to enter the room where certain group classes take place after the exercises have started or leave before their completion, except when it is justified due to an injury, contusions, health ailments, etc.
5. In order to determine the individual profile of classes and training, a trainer/instructor should be consulted.

RESPONSIBILITY

§ 11

1. The Users are liable for damage caused through their fault or due to culpable omission, including any damage resulting from improper use of the Chochołów Sports Centre (including non-compliance with the provisions of these Regulations and non-compliance with the instructions of the Staff, including trainers) and the use of devices and equipment on its premises. In addition, guests are responsible for damage caused to other guests by their fault.
2. The Company is not responsible for accidents of minors resulting from non-compliance with the regulations and recommendations of the personnel of the Chochołów Sports Centre and the lack

of proper supervision by legal guardians. Parents/guardians bear full responsibility for their children and other persons under their care, including any damage caused by them.

3. The Company is not liable for any personal injury or health consequences resulting from the User's health condition.
4. In the event of an accident caused by non-compliance with these Regulations, the User bears all responsibility.
5. The Users who disturb public order and generally accepted norms of behaviour, violate the provisions of the Regulations or do not comply with the Staff's instructions, can be refused by the Company to use services and may be asked to leave the Facility immediately without a refund of the price of the paid Entry Ticket, due to the need to ensure the safety or comfort of the stay of others persons staying in the Facility.
6. Other basic rules for using the Facility, as well as the rules of liability and obligations of the Customers, are governed by the main Regulations of the Facility.

PERSONAL DATA

§ 12

Personal Data Administrator

The Administrator of personal data of the users of the Chochółów Sports Centre is Chochółowski Termy Spółka z ograniczoną odpowiedzialnością with its registered office in Chochółów (34-513) Chochółów 400, entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for Kraków - Śródmieście in Kraków, 12th Commercial Division National Court Register under KRS number: 0000261672, REGON: 120300433, NIP: 7361640322.

§ 13

Video surveillance

1. The Chochółów Sports Centre is under video surveillance.
2. Cameras recording the image are located in: the reception (preview of the staff's workstation), in the cloakroom and in the gym and fitness rooms. The monitoring does not include changing rooms and toilets.
3. The sole purpose of using video surveillance. is to ensure the safety of people staying in the monitored area (including the safety of employees), order and protection of property, and also possible determination, investigation and defence of mutual claims.
4. The registered information will not be used for purposes other than those listed above.
5. It is noted that the monitoring will interfere with the Users' privacy as little as possible.

§ 14

Detailed information

1. All other detailed information required by law regarding the rules of processing personal data of persons using the Chochółów Fitness Centre are included in the relevant information clause available on the official website of the Thermal Baths at: <https://www.chocholowskietermy.pl>, in the tab: <https://www.chocholowskietermy.pl/osoby-zajace-z-centrum-sportu/>, placed in a visible place at the reception desk of the Sports Centre, as well as for interested persons, additionally distributed for individual familiarisation by the Centre's staff.

2. In addition, the detailed information required by law regarding the rules of processing personal data of persons using the services offered by the Thermal Baths are included in the relevant information clauses available on the official website of the Company at: <https://www.chocholowskietermy.pl>, in the tab: <https://www.chocholowskietermy.pl/chocholowskietermy.pl/polityka-przetwarzania-danych-personalch-polityka-transparentnosci-klauzule-informacyjne/>, as well as in the Privacy Policy available in the tab: <https://www.cholowskietermy.pl/polityka-prezentnosci-objektu/>.

FINAL PROVISIONS

§ 15

1. In all matters not covered by these Regulations, generally applicable provisions of Polish law shall apply, including in particular the provisions of the Act of 23 April 1964 Civil Code and other relevant legal acts, as well as internal regulations in force in the Thermal Baths, including in particular the main Regulations of the Chochołów Thermal Baths Facility, specifying the organisation and rules for using the services provided by the Thermal Baths, including the rules of liability and obligations of Customers.
2. The applicable complaint procedure is described in the main Regulations of the Facility, with the proviso that complaints and dependencies regarding and related to exercises in the Chochołów Sports Centre should be reported during the exercises or immediately after their completion. In other cases, complaints will not be considered.
3. The Company reserves the right to change the provisions of these Regulations. Amendments to the Regulations will be valid on the date provided together with the information about its change. The version of the Regulations that is in force when using the Company's services at a given moment should be considered binding for a given User (changes will apply to contracts concluded after the entry into force of the amended version of the Regulations).
4. The attachments form an integral part of the Regulations.
5. The Regulations come into force on 27 June 2023.