HOUSE RULES AQUAPALACE PRAHA AND VISITOR REGULATIONS OF THE WATER WORLD CENTRE

HOUSE RULES OF AQUAPALACE PRAGUE

1. The Visitor Rules, including these House Rules, are binding on all visitors.
2. In each visitor zone, visitors shall comply with the rules applicable to that specific zone.
3. Every visitor is obliged to comply unconditionally with the instructions of Aquapalace Prague employees, who are personally responsible for the operation, visitor safety, and enforcement of these Rules.
4. Entry to Aquapalace Prague with bicycles or any other means of personal transportation is prohibited. An exception applies to wheelchairs used by persons with disabilities who present a valid disability card (ZTP). Visitors may use their own strollers; however, stroller wheels must be disinfected before entry.
5. Entry to Aquapalace Prague with animals is prohibited, except for guide dogs. For hygiene reasons, guide dogs are not permitted in wet-operation areas, i.e. Water World and Sauna World facilities.
6. Entry to Aquapalace Prague may be denied to persons who have previously been banned from or refused entry to Aquapalace Prague in accordance with the House Rules, Visitor Rules, or Operating Rules of one or more zones (particularly due to theft, damage to the operator's property, or injury to visitors or employees). For the purpose of protecting property, safety, and health, Aquapalace Prague employees are authorized to request proof of identity from a visitor. If a visitor fails to provide proof of identity upon request, entry to Aquapalace Prague may be denied.
7. Visitors must wipe their feet at indoor and outdoor facilities and equipment of Aquapalace Prague with due care. In the event of misuse, damage, removal, or intentional contamination of facilities or equipment, the visitor shall be liable for any resulting damage.
8. Any found items must be handed over to the Front Office reception desk.
9. Visitors are required to observe all warning, mandatory, prohibition, and information signs and notices and must not damage, deface, contaminate, or remove them.
10. Visitors must not engage in any activity that violates applicable laws, public morals, or that may endanger safety, peace, or order within Aquapalace Prague.
11. The operator has the right to terminate a contract with a visitor who repeatedly violates the House Rules, Visitor Rules, or Operating Rules of one or more facilities despite prior warnings. From Aquapalace Prague staff. A visitor holding a membership whose contract is terminated for the above reasons shall additionally pay an administrative fee of CZK 1,000 to cover costs associated with contract termination.
12. In the event of an injury or any other extraordinary incident, visitors must immediately notify any Aquapalace Prague employee.
13. If a visitor suffers personal injury caused by an accident or by the actions of third parties within Aquapalace Prague premises, the visitor is obliged to report the incident to the operator without undue delay in accordance with the provisions below. The person authorized to receive such reports on behalf of the operator is the shift supervisor of the relevant operation or a manager.
14. Upon receipt of such notification, an Accident Report shall be prepared describing the circumstances under which the injury occurred and any other facts relevant to determining liability for the damage. The completed report shall be signed by both the visitor and the operator's representative. The visitor is required to provide truthful and complete information necessary for identification.
15. Any injury and resulting damage must be reported on the day of occurrence immediately after the injury is discovered, so that the circumstances under which the injury occurred can be properly and timely investigated. The visitor agrees to provide the operator with all necessary cooperation required to establish facts relevant to determining liability. Aquapalace Prague shall not be responsible for properly establishing relevant facts if the injury was not reported in accordance with the preceding sentence or if the visitor failed to provide the necessary cooperation.
16. Visitors acknowledge that Aquapalace Prague is not obliged to accept late reports of injuries or damage or to conduct investigations necessary to determine the cause of such damage. Aquapalace Prague shall not be liable for injuries caused by a visitor's failure to comply with the House Rules, Visitor Rules, Operating Rules, instructions, recommendations, or by the visitor's own carelessness or negligence.
17. Distributing or selling printed materials, offering goods for sale, and/or offering or performing commercial services or craftwork within Aquapalace Prague is prohibited unless special permission has been granted.
18. Visitors must leave the Water World and Sauna World areas no later than 15 minutes before the end of Aquapalace Prague's opening hours. Changing rooms must be vacated no later than the official closing time.
19. Any suggestions, comments, notices, or complaints may be submitted at the Front Office reception desk or via email at: zakaznickyservis@aquapalace.cz [(mailto:zakaznickyservis@aquapalace.cz](mailto:zakaznickyservis@aquapalace.cz)).
20. The operator shall not be liable for items left outside designated storage areas.
21. Plastic cups used in the aquapark's food and beverage facilities are subject to a deposit system. To return cups and receive a refund of the deposit, the same electronic chip to which the deposit was originally charged must be used. If different chips are used and new charges are registered on the same chip, deposits will be adjusted to a zero balance at the aquapark cash desk.
22. Due to the nature of the facilities, parents and legal guardians are required to maintain enhanced supervision over minors. If control over a minor is lost, Aquapalace Prague staff must be informed immediately and the responsible person must provide cooperation during any intervention.
23. In the event that a visitor unlawfully and directly infringes the rights of third parties (e.g. non-payment, theft, or damage to another person's property), staff present are authorized to actively and reasonably prevent such unlawful conduct until the arrival of the Police of the Czech Republic.
24. Visitors may rent a towel, bath towel, sheet, or bathrobe at the reception desk (cash desks or sauna bar) for a fee according to the current price list. If the rented items are lost or damaged, Aquapalace Prague reserves the right to claim compensation for the resulting damage in accordance with the applicable schedule of charges.
25. Visitors are advised to exercise increased caution in protecting their health and property, particularly with regard to risks associated with the operation of the Aquapalace Prague complex.
26. Visitors acknowledge that it is strictly prohibited for third-party legal entities to provide swimming lessons, instruction in any water sports, or any other competing services to groups or individuals for remuneration within Aquapalace Prague. In the event of a breach of this prohibition, the operator shall have the right to immediately remove the visitor from the premises without entitlement to a refund of the admission fee.Furthermore, the operator shall be entitled to claim compensation for lost profits from the offending party.

VISITOR RULES – WATER WORLD

These Rules are intended to ensure compliance with applicable regulations and to protect the health and safety of visitors to the Water World of Aquapalace Prague and must be strictly observed by all visitors.

The Water World Visitor Rules are subordinate to the House Rules of Aquapalace Prague, with which every visitor is required to familiarize themselves before entering the Water World and Sauna World areas and to comply with them at all times.

By purchasing an admission ticket, every visitor agrees to be bound by these Visitor Rules, undertakes to comply with their provisions, and to follow the instructions of employees of the Water World and Sauna World of Aquapalace Prague.

The premises are monitored by a CCTV system with recording.

Article I
Entry to Water World and Saunas

1. Before entering the Water World premises, every visitor is required to comply with these Visitor Rules, observe all other instructions and information related to the visit, and follow the instructions of Aquapalace Prague employees.
2. Entry to the Water World and Sauna World is permitted only with a valid electronic admission ticket (chip wristband), which is issued to the visitor upon presentation of a valid admission ticket.
3. For hygiene reasons, entry to the Water World is permitted only in swimwear that complies with the currently displayed Aquapalace Prague Swim Code.
4. Children under one year of age are permitted access only to designated children's pools. They are not allowed to enter public pools.
5. Children under three years of age may enter the Water World only when accompanied and continuously supervised by an adult who is responsible for supervising and controlling the child's behaviour. The accompanying adult remains fully responsible for the conduct of the child throughout the visit. Access is permitted only to designated pools and paddling pools while wearing swimwear and swim diapers fitted with elastic bands around the waist and legs to ensure waterproof protection.
6. Children aged 3 to 12 years may enter the Water World only when accompanied and continuously supervised by an adult who is responsible for providing supervision appropriate to the child's level of development and swimming ability and for controlling the child's behaviour. The accompanying adult remains fully responsible for the child throughout the visit. If the child is lost from sight, the responsible adult must immediately notify a lifeguard and provide the child's name, surname, and age. A child under 12 years of age who cannot swim must use an appropriate flotation aid (such as a swimming ring, arm bands, life jacket, or flotation belt) to ensure their health and safety.
7. A child over 12 years of age and taller than 150 cm may enter the Water World unaccompanied, provided that their swimming skills are sufficiently advanced. The child must prove their age by presenting an identification document containing a photograph and date of birth, a signed "Declaration of Age" completed by a parent, legal guardian, or another responsible adult, or another reliable proof of age. The Declaration of Age form is available at the Front Office reception desk. Adults may accompany children up to and including seven years of age into either the male or female changing facilities, regardless of the child's gender.
8. Non-swimmers are prohibited from entering pools where the water depth exceeds their height. Pool depths are indicated by pictograms located around pool edges. The depths of landing pools for individual attractions are displayed on information boards at the start of each attraction.
9. Visitors must comply with all prohibition pictograms (e.g. No Diving) and all safety instructions relating to individual attractions, including water slides and flumes.
10. Children's water slides (Outdoor Children's Paddling Pool) and Children's Slides (Lighthouse Slides and Pirate Ship Slides) are intended for children aged 3 to 10 years and may only be used under the continuous supervision of an accompanying adult.
11. Holders of a ZTP/P disability card are permitted access to the Water World only when accompanied and continuously supervised by an adult, in order to ensure their safety and health protection.
12. Persons using wheelchairs, crutches, splints, prostheses, orthoses, or other items that may pose a hygiene risk may enter the Water World only after all parts that come into direct contact with surfaces have been disinfected, especially wheels, crutch tips, and similar items. The cashier will disinfect the wheelchair, which may then be used within the Water World and Sauna World premises. A special pool wheelchair available from the lifeguards may be used for entering pools. Personal wheelchairs brought into the facility are not permitted in pools.
13. Entry to the Water World with sharp, fragile, or breakable objects is prohibited, as is entry with items that may detach from the body or swimwear, including hair extensions, hair clips, metal decorations, and similar objects. Metal items may damage attractions and water slides.
14. If the Water World reaches full capacity, entry to the entire facility or part of it may be temporarily closed until sufficient capacity becomes available again.
15. The operator reserves the right to restrict access to or temporarily close parts of Aquapalace Prague for maintenance, off-season operation, or other objective reasons (such as adverse weather conditions, full capacity, emergencies, or private rental of part of the facility), without creating any entitlement to a refund of admission fees.
16. Entry to the Water World is prohibited for persons who are intoxicated or under the influence of alcohol, drugs, narcotic substances, psychotropic substances, or other toxic substances. Entry is also prohibited for persons suffering from acute illnesses (including cough, fever, conjunctivitis, fatigue, upper respiratory infections, skin diseases, rashes, infectious conditions accompanied by discharge, skin parasites, quarantine-related illnesses, contagious diseases, or members of households where a contagious disease is present and the infected person is not isolated), as well as persons who are unclean, wearing dirty clothing, or infested with insects. Entry may also be refused to persons displaying aggressive or uncontrollable behaviour despite warnings, or whose presence may demonstrably compromise safety, order, or pool hygiene.
17. Children's swimming lessons are held in the lagoon by the Pirate Ship, in the swimming pool in the Palace of Relaxation, or in the Coral Pool located within the Coral House area.
18. Any visitor who repeatedly violates these Visitor Rules or fails to comply with instructions from Water World employees may be expelled from the Water World without entitlement to a refund. If the visitor refuses to leave upon request, the responsible employee may request assistance from the Municipal Police or the Police of the Czech Republic.
19. The facility is monitored by a CCTV recording system in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and other applicable legislation. The CCTV system is used exclusively for the protection of property and the safety and health of persons, particularly in connection with theft, damage to property, or injury to visitors or employees. Recordings will only be used in connection with investigating incidents affecting the legitimate interests of Aquapalace Prague, unless use for another purpose is justified by an overriding public interest. Information regarding the processing of personal data under GDPR is available at www.aquapalace.cz/gdpr and/or upon request at the facility.

Article II
Rights and Obligations of Visitors

1. Every visitor is obliged to observe proper conduct, maintain personal hygiene, and keep all areas and facilities of the Water World clean, while acting with regard for their own safety and the safety of other visitors.
2. Visitors may store valuables at the Front Office reception desk in lockable safety deposit boxes. The operator shall not be liable for valuables left outside these boxes.
3. Non-lockable storage compartments – shelves located in the shower areas and within the aquapark premises – are intended only for storing bathing items such as towels, bath towels, and bathrobes. The operator shall not be liable for any other items left there.
4. Before entering the changing cubicles, visitors are required to remove their clothing and shoes. Clothing and shoes may be stored in the changing cubicles.
5. Changing cubicles in the changing rooms are intended solely for undressing and dressing. Lockers are available for storing clothing, and visitors are required to lock them properly using their chip wristband. In the event of loss of the chip wristband, the contents of the locker shall be released to the visitor only after it has been verified that the items in the locker actually belong to them.
6. Visitors using attractions in the Water World acknowledge that swimwear may become worn or damaged during use of the attractions. The operator shall not be liable for such damage to swimwear, and any subsequent claims for compensation shall be disregarded unless the damage was caused by a technical defect of the attraction.
7. Designated areas are provided within the Water World exclusively for storing personal items. These areas are properly marked. The operator shall not be liable for items left outside such designated areas. Aquapalace Prague does not guarantee the safety of unattended items. Valuables must be stored by visitors in lockable safety deposit boxes at the Front Office reception desk.
8. Before entering the Water World, every visitor must shower with water and soap or another cleansing product, without swimwear, and only in areas designated for this purpose. Washing outside the shower areas is prohibited.
9. Visitors are obliged to treat the facility's equipment with care. They are required to compensate for any damage or loss caused by their fault to the operator's property or to the property of other persons. Visitors are obliged to prevent damage to their own health and property. If property damage or personal injury occurs, visitors are obliged to intervene and attempt to prevent further damage. In order to prevent damage to their own property or health, or to that of others, visitors must inform the relevant Water World employee so that damage may be minimized.
10. Items found within the premises must be handed over by the finder to the relevant staff member or to the Front Office reception desk, where an entry shall be made in the lost-and-found register.
11. Suggestions and complaints concerning the operation or employees may be submitted by visitors at the Front Office reception desk or by email at zakaznickyservis@aquapalace.cz[(mailto:zakaznickyservis@aquapalace.cz](mailto:zakaznickyservis@aquapalace.cz)). If a visitor is present in the SPA or Sauna World areas, they may also enter their suggestions or complaints directly into the book available at the reception desks of those departments.
12. In the event of medical treatment provided by staff, for example by a lifeguard, the treating staff member shall prepare a treatment record, referred to as an "Accident Report Protocol". For the purposes of any later complaint and record keeping, the visitor is obliged to comply with the preparation of the protocol, including providing all required information, and to sign the properly and fully completed protocol. If necessary, staff shall provide the treated visitor with a copy of the protocol. Refusal to follow this procedure shall be considered a serious breach of the Visitor Rules, and no later claims may be made in relation to treatment for which no protocol was prepared.
13. Visitors must leave the Water World and Sauna World areas no later than 15 minutes before the end of Aquapalace Prague's opening hours. The changing rooms themselves must be vacated by visitors no later than the end of Aquapalace Prague's opening hours.

Article III
Visitor Liability for Loss of Borrowed Items

1. The chip wristband, or electronic admission ticket, is an entry and locking medium issued on loan to each paying visitor upon payment of the admission fee. Upon leaving, the visitor is obliged to return the borrowed chip wristband. Each visitor is personally liable for any loss of the chip wristband and is obliged to pay the operator a fee of CZK 3,200. This amount shall be refunded to the visitor if the chip wristband is found within 14 days of reporting the loss. The refunded amount shall be reduced by any debit balance for exceeded or used services. If the amount increases due to consumption or use of services, the visitor is obliged to pay the increased amount. If a visitor loses the chip wristband, they must request the release of the contents of the locker from the staff at the main Aquapalace Prague cash desks (Front Office). The staff are authorized to release the contents of the locker identified by the visitor only if, immediately after the locker is opened, the visitor proves their identity with an identification document, or with the assistance of the Police of the Czech Republic.
2. Visitors may rent sauna linen (sauna towel) for visiting the sauna for a fee according to the current price list. At the end of their visit, visitors are obliged to return the borrowed linen. Each visitor is personally liable for any loss of linen and is obliged to pay the operator the relevant refund amount according to the Aquapalace Prague schedule of charges. When returning linen, the visitor must present their chip wristband to the staff in order for the deposit to be deducted.
3. Visitors may rent sports and recreational equipment, such as table tennis bats and balls, for a fee according to the current price list. At the end of their visit, visitors are obliged to return the borrowed items. Each visitor is personally liable for any loss of such items and is obliged to pay the operator the relevant amount according to the Aquapalace Prague schedule of charges.

Article IV
Prohibited Activities within the Water World and Sauna World

The following activities are prohibited within the Water World and Sauna World premises:

1. Smoking tobacco products is strictly prohibited throughout all areas of Aquapalace Prague. Smoking is permitted only in designated and clearly marked outdoor areas. This prohibition also applies to electronic cigarettes and similar devices.
2. The use of chewing gum is prohibited.
3. Consumption of food and beverages is prohibited throughout the facility except within restaurants, bars, and designated outdoor sunbathing areas.
4. Bringing personal food and beverages into the facility is prohibited.
5. Bringing handicrafts, paper towels, napkins, or similar paper products into the water is prohibited.
6. Any behaviour that may endanger safety, disrupt order, or disturb the peace and comfort of other visitors is prohibited.
7. Any form of nudity or indecent behaviour is prohibited, particularly with regard to the moral protection of children.
8. Diving or jumping into pools is prohibited.
9. Submerging, pushing, throwing, or otherwise forcing other persons into the water is prohibited, as is running on poolside walkways and surrounding areas.
10. Calling for help without a legitimate reason is prohibited.
11. Polluting the water or any part of the facility by spitting, littering, or similar conduct is prohibited.
12. Unauthorized use of rescue equipment or first-aid equipment is prohibited.
13. Moving chairs, tables, loungers, or other furniture is prohibited.
14. Playing musical instruments or using audio players, radios, loudspeakers, or portable televisions is prohibited.
15. The use of binoculars, cameras, video cameras, mobile phones, or any other devices for photographing or recording other persons without their consent is prohibited.
16. Entry into areas designated exclusively for staff or into facilities reserved exclusively for the opposite sex is prohibited unless accompanied by authorized personnel.
17. Entry into any water areas within the Palace of Treasures during the Laser Show is prohibited, including all children's attractions such as paddling pools, water playgrounds, slides, the Pirate House, and the Pirate Ship.

Article V
Reservation Zones

1. A Reservation Zone is a designated area of the Water World at Aquapalace Prague intended for visitors who have reserved, for a fee, a sun lounger, bed, or family lounger. The reserved place is exclusively reserved throughout the day for the visitor who made the reservation and any persons included in the reservation.
2. There are five Reservation Zones within the Water World of Aquapalace Prague, all subject to the same rules of use under this Article:
   * Paradise Lounge and the VIP Tent in the Palace of Relaxation;
   * Panorama Lounge and Pirate Lounge in the Palace of Treasures;
   * Garden Lounge, located in the Water World garden and operating from June to September, subject to operational and weather conditions.
3. Reservations for loungers, beds, or family loungers are valid only for the specific date reserved and only during the operating hours of the Water World. A reservation does not constitute admission to the Water World and does not replace a valid admission ticket. Reservation Zones may be booked online at least one day in advance or on-site on the day of the visit, subject to availability.
4. Reserved places must not be used beyond their designated capacity or in a manner inconsistent with their intended purpose. Visitors are required to follow all instructions issued by Aquapalace Prague staff regarding the use of Reservation Zones.
5. For operational and safety reasons, moving or otherwise manipulating reserved loungers, beds, or family loungers is prohibited.
6. Reservation Zones are designated quiet areas. Visitors must behave in a manner that does not disturb other users of the zone and must refrain from loud behaviour, ball games, active games, or the use of loud audio equipment.
7. Children may use Reservation Zones only under the continuous supervision of an adult responsible for their behaviour and safety.
8. The operator shall not be liable for personal belongings left on loungers or beds. Lockable storage lockers are available for valuables in accordance with these Visitor Rules.
9. Visitors are liable for any damage caused to the equipment or furnishings of a Reservation Zone and are required to compensate such damage in full in accordance with the current schedule of charges.
10. The operator reserves the right to temporarily restrict access to or close any Reservation Zone for operational, safety, or extraordinary reasons without automatically creating entitlement to a refund of the permission fee.
11. Violation of this Article may result in removal of the visitor from the Reservation Zone and, where appropriate, from the Water World itself, in accordance with the other provisions of these Visitor Rules.
12. Reservations of the Family Bed and Family Lounger in the Paradise Lounge include complimentary refreshments consisting of a platter of fresh fruit and a bottle of sparkling wine. No refreshments are included with reservations in any other Reservation Zone.

Article VI
Attractions

1. The use of facilities and attractions (water slides, Spacebowl, slides, wave pools, current channels, workout elements, Pool Bar, massage facilities, etc.) is at the visitor's own risk. Each visitor is responsible for assessing their own physical abilities in relation to the use of a particular attraction. When using facilities and attractions, visitors must comply with the applicable operating instructions and follow all directions and warnings issued by supervisory staff.
2. The use of recreational items (such as balls, inflatable loungers, and various flotation devices), fins, snorkels, and diving masks or goggles in individual pools shall be determined by the respective pool supervising staff according to the current occupancy and other operational conditions of the pool.
3. Swimming goggles are used entirely at the visitor's own risk.
4. Ball games and other physical activities may only be conducted in areas designated for such purposes or in areas expressly approved by the supervising staff (lifeguards).

Article VII
Supplement for the Panorama Sauna and Children's Sauna
Operating Hours
The operating hours are identical to those of the Water World facility.

Operation of these saunas is governed by Articles I–V of the Sauna World Visitor Rules, subject to the following exceptions:

1. Use of the Panorama Sauna and Children's Sauna is permitted only while wearing swimwear. Entry is permitted only without footwear and with the body placed on clean towels or sauna linen (towel or sauna sheet) in such a manner that no part of the skin comes into direct contact with the bench.
2. Children under three years of age are permitted entry only when accompanied and continuously supervised by an adult.
3. Access to the adjacent Panorama Relaxation Zone is permitted only with a prior reservation of a lounger, family lounger, or bed. Use of the relaxation zone without a valid reservation is not permitted.

Article VIII
Removal of Persons from the Water World and Sauna World

Any visitor who, despite a warning, fails to comply with these Visitor Rules, disregards instructions issued by responsible staff members, becomes intoxicated, or behaves in any other unacceptable manner, may be removed from the premises without entitlement to a refund of the admission fee. Shall such visitor refuse to leave the premises upon request, staff are authorized to request intervention by the Municipal Police or the Police of the Czech Republic.

Article IX
Compensation for Damage and Penalties

Should the operator incur any damage as a result of a visitor's failure to comply with these Visitor Rules, the visitor responsible for causing such damage shall be obliged to compensate the operator for the full amount of the damage incurred.

VISITOR RULES – SAUNA WORLD

These Rules are intended to ensure compliance with applicable regulations and to protect the health and safety of visitors to the Sauna World of Aquapalace Prague and must be strictly observed by all visitors.

The Sauna World Visitor Rules are subordinate to the Water World Visitor Rules and the House Rules of Aquapalace Prague. Every visitor is required to familiarize themselves with these rules before entering the Water World and Sauna World areas and to comply with them at all times.

By purchasing an admission ticket, every visitor agrees to be bound by these Visitor Rules, undertakes to comply with their provisions, and to follow the instructions of employees of the Water World and Sauna World of Aquapalace Prague.

Article I
Entry to the Sauna World

1. Before entering the Water World premises, every visitor is required to comply with these Visitor Rules, observe all other instructions and information related to the visit, and follow the instructions of Aquapalace Prague employees.
2. Entry to the Sauna World is permitted only with a valid electronic admission ticket (chip wristband), which is issued to the visitor upon presentation of a valid admission ticket.
3. Visitors must shower with soap and water in a manner that complies with the currently displayed Aquapalace Prague Swim Code.
4. Children under one year of age are permitted access only to designated children's pools. They are not allowed to enter public pools.
5. Children aged three years and older may enter the Sauna World only when accompanied and continuously supervised by an adult who is responsible for supervising and controlling the child's behaviour. The accompanying adult remains fully responsible for the conduct of the child throughout the visit.
6. Children aged 3 to 12 years may enter the Water World only when accompanied and continuously supervised by an adult who is responsible for providing supervision appropriate to the child's level of development and swimming ability and for controlling the child's behaviour. The accompanying adult remains fully responsible for the child throughout the visit. If the child is lost from sight, the responsible adult must immediately notify a lifeguard and provide the child's name, surname, and age. A child under 12 years of age who cannot swim must use an appropriate flotation aid (such as a swimming ring, arm bands, life jacket, or flotation belt) to ensure their health and safety.
7. A child over 12 years of age and taller than 150 cm may enter the Water World unaccompanied, provided that their swimming skills are sufficiently advanced. The child must prove their age by presenting an identification document containing a photograph and date of birth, a signed "Declaration of Age" completed by a parent, legal guardian, or another responsible adult, or another reliable proof of age. The Declaration of Age form is available at the Front Office reception desk. Adults may accompany children up to and including seven years of age into either the male or female changing facilities, regardless of the child's gender.
8. Non-swimmers are prohibited from entering pools where the water depth exceeds their height. Pool depths are indicated by pictograms located around pool edges. The depths of landing pools for individual attractions are displayed on information boards at the start of each attraction.
9. Visitors must comply with all prohibition pictograms (e.g. No Diving) and all safety instructions relating to individual attractions, including water slides and flumes.
10. Children's water slides (Outdoor Children's Paddling Pool) and Children's Slides (Lighthouse Slides and Pirate Ship Slides) are intended for children aged 3 to 10 years and may only be used under the continuous supervision of an accompanying adult.
11. Holders of a ZTP/P disability card are permitted access to the Water World only when accompanied and continuously supervised by an adult, in order to ensure their safety and health protection.
12. Persons using wheelchairs, crutches, splints, prostheses, orthoses, or other items that may pose a hygiene risk may enter the Water World only after all parts that come into direct contact with surfaces have been disinfected, especially wheels, crutch tips, and similar items. The cashier will disinfect the wheelchair, which may then be used within the Water World and Sauna World premises. A special pool wheelchair available from the lifeguards may be used for entering pools. Personal wheelchairs brought into the facility are not permitted in pools.
13. Entry to the Water World with sharp, fragile, or breakable objects is prohibited, as is entry with items that may detach from the body or swimwear, including hair extensions, hair clips, metal decorations, and similar objects. Metal items may damage attractions and water slides.
14. If the Water World reaches full capacity, entry to the entire facility or part of it may be temporarily closed until sufficient capacity becomes available again.
15. The operator reserves the right to restrict access to or temporarily close parts of Aquapalace Prague for maintenance, off-season operation, or other objective reasons (such as adverse weather conditions, full capacity, emergencies, or private rental of part of the facility), without creating any entitlement to a refund of admission fees.
16. Entry to the Water World is prohibited for persons who are intoxicated or under the influence of alcohol, drugs, narcotic substances, psychotropic substances, or other toxic substances. Entry is also prohibited for persons suffering from acute illnesses (including cough, fever, conjunctivitis, fatigue, upper respiratory infections, skin diseases, rashes, infectious conditions accompanied by discharge, skin parasites, quarantine-related illnesses, contagious diseases, or members of households where a contagious disease is present and the infected person is not isolated), as well as persons who are unclean, wearing dirty clothing, or infested with insects. Entry may also be refused to persons displaying aggressive or uncontrollable behaviour despite warnings, or whose presence may demonstrably compromise safety, order, or pool hygiene.
17. Children's swimming lessons are held in the lagoon by the Pirate Ship, in the swimming pool in the Palace of Relaxation, or in the Coral Pool located within the Coral House area.
18. Any visitor who repeatedly violates these Visitor Rules or fails to comply with instructions from Water World employees may be expelled from the Water World without entitlement to a refund. If the visitor refuses to leave upon request, the responsible employee may request assistance from the Municipal Police or the Police of the Czech Republic.
19. The facility is monitored by a CCTV recording system in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and other applicable legislation. The CCTV system is used exclusively for the protection of property and the safety and health of persons, particularly in connection with theft, damage to property, or injury to visitors or employees. Recordings will only be used in connection with investigating incidents affecting the legitimate interests of Aquapalace Prague, unless use for another purpose is justified by an overriding public interest. Information regarding the processing of personal data under GDPR is available at www.aquapalace.cz/gdpr and/or upon request at the facility.

Article II
Rights and Obligations of Visitors

1. Every visitor is obliged to observe proper conduct, maintain personal hygiene, and keep all areas and facilities of the Water World clean, while acting with regard for their own safety and the safety of other visitors.
2. Visitors may store valuables at the Front Office reception desk in lockable safety deposit boxes. The operator shall not be liable for valuables left outside these boxes.
3. Non-lockable storage compartments – shelves located in the shower areas and within the aquapark premises – are intended only for storing bathing items such as towels, bath towels, and bathrobes. The operator shall not be liable for any other items left there.
4. Before entering the changing cubicles, visitors are required to remove their clothing and shoes. Clothing and shoes may be stored in the changing cubicles.
5. Changing cubicles in the changing rooms are intended solely for undressing and dressing. Lockers are available for storing clothing, and visitors are required to lock them properly using their chip wristband. In the event of loss of the chip wristband, the contents of the locker shall be released to the visitor only after it has been verified that the items in the locker actually belong to them.
6. Visitors using attractions in the Water World acknowledge that swimwear may become worn or damaged during use of the attractions. The operator shall not be liable for such damage to swimwear, and any subsequent claims for compensation shall be disregarded unless the damage was caused by a technical defect of the attraction.
7. Designated areas are provided within the Water World exclusively for storing personal items. These areas are properly marked. The operator shall not be liable for items left outside such designated areas. Aquapalace Prague does not guarantee the safety of unattended items. Valuables must be stored by visitors in lockable safety deposit boxes at the Front Office reception desk.
8. Before entering the Water World, every visitor must shower with water and soap or another cleansing product, without swimwear, and only in areas designated for this purpose. Washing outside the shower areas is prohibited.
9. Visitors are obliged to treat the facility's equipment with care. They are required to compensate for any damage or loss caused by their fault to the operator's property or to the property of other persons. Visitors are obliged to prevent damage to their own health and property. If property damage or personal injury occurs, visitors are obliged to intervene and attempt to prevent further damage. In order to prevent damage to their own property or health, or to that of others, visitors must inform the relevant Water World employee so that damage may be minimized.
10. Items found within the premises must be handed over by the finder to the relevant staff member or to the Front Office reception desk, where an entry shall be made in the lost-and-found register.
11. Suggestions and complaints concerning the operation or employees may be submitted by visitors at the Front Office reception desk or by email at zakaznickyservis@aquapalace.cz[(mailto:zakaznickyservis@aquapalace.cz](mailto:zakaznickyservis@aquapalace.cz)). If a visitor is present in the SPA or Sauna World areas, they may also enter their suggestions or complaints directly into the book available at the reception desks of those departments.
12. In the event of medical treatment provided by staff, for example by a lifeguard, the treating staff member shall prepare a treatment record, referred to as an "Accident Report Protocol". For the purposes of any later complaint and record keeping, the visitor is obliged to comply with the preparation of the protocol, including providing all required information, and to sign the properly and fully completed protocol. If necessary, staff shall provide the treated visitor with a copy of the protocol. Refusal to follow this procedure shall be considered a serious breach of the Visitor Rules, and no later claims may be made in relation to treatment for which no protocol was prepared.
13. Visitors must leave the Water World and Sauna World areas no later than 15 minutes before the end of Aquapalace Prague's opening hours. The changing rooms themselves must be vacated by visitors no later than the end of Aquapalace Prague's opening hours.

Article III
Visitor Liability for Loss of Borrowed Items

1. The chip wristband, or electronic admission ticket, is an entry and locking medium issued on loan to each paying visitor upon payment of the admission fee. Upon leaving, the visitor is obliged to return the borrowed chip wristband. Each visitor is personally liable for any loss of the chip wristband and is obliged to pay the operator a fee of CZK 3,200. This amount shall be refunded to the visitor if the chip wristband is found within 14 days of reporting the loss. The refunded amount shall be reduced by any debit balance for exceeded or used services. If the amount increases due to consumption or use of services, the visitor is obliged to pay the increased amount. If a visitor loses the chip wristband, they must request the release of the contents of the locker from the staff at the main Aquapalace Prague cash desks (Front Office). The staff are authorized to release the contents of the locker identified by the visitor only if, immediately after the locker is opened, the visitor proves their identity with an identification document, or with the assistance of the Police of the Czech Republic.
2. Visitors may rent sauna linen (sauna towel) for visiting the sauna for a fee according to the current price list. At the end of their visit, visitors are obliged to return the borrowed linen. Each visitor is personally liable for any loss of linen and is obliged to pay the operator the relevant amount according to the Aquapalace Prague schedule of charges. When returning linen, the visitor must present their chip wristband to the staff in order for the deposit to be deducted.
3. Visitors may rent sports and recreational equipment, such as table tennis bats and balls, for a fee according to the current price list. At the end of their visit, visitors are obliged to return the borrowed items. Each visitor is personally liable for any loss of such items and is obliged to pay the operator the relevant amount according to the Aquapalace Prague schedule of charges.

Article IV
Prohibited Activities within the Water World and Sauna World

The following activities are prohibited within the Water World and Sauna World premises:

1. Smoking tobacco products is strictly prohibited throughout all areas of Aquapalace Prague. Smoking is permitted only in designated and clearly marked outdoor areas. This prohibition also applies to electronic cigarettes and similar devices.
2. The use of chewing gum is prohibited.
3. Consumption of food and beverages is prohibited throughout the facility except within restaurants, bars, and designated outdoor sunbathing areas.
4. Bringing personal food and beverages into the facility is prohibited.
5. Bringing handicrafts, paper towels, napkins, or similar paper products into the water is prohibited.
6. Any behaviour that may endanger safety, disrupt order, or disturb the peace and comfort of other visitors is prohibited.
7. Any form of nudity or indecent behaviour is prohibited, particularly with regard to the moral protection of children.
8. Diving or jumping into pools is prohibited.
9. Submerging, pushing, throwing, or otherwise forcing other persons into the water is prohibited, as is running on poolside walkways and surrounding areas.
10. Calling for help without a legitimate reason is prohibited.
11. Polluting the water or any part of the facility by spitting, littering, or similar conduct is prohibited.
12. Unauthorized use of rescue equipment or first-aid equipment is prohibited.
13. Moving chairs, tables, loungers, or other furniture is prohibited.
14. Playing musical instruments or using audio players, radios, loudspeakers, or portable televisions is prohibited.
15. The use of binoculars, cameras, video cameras, mobile phones, or any other devices for photographing or recording other persons without their consent is prohibited.
16. Entry into areas designated exclusively for staff or into facilities reserved exclusively for the opposite sex is prohibited unless accompanied by authorized personnel.
17. Entry into any water areas within the Palace of Treasures during the Laser Show is prohibited, including all children's attractions such as paddling pools, water playgrounds, slides, the Pirate House, and the Pirate Ship.

Article V
Reservation Zones

1. A Reservation Zone is a designated area of the Water World at Aquapalace Prague intended for visitors who have reserved, for a fee, a sun lounger, bed, or family lounger. The reserved place is exclusively reserved throughout the day for the visitor who made the reservation and any persons included in the reservation.
2. There are five Reservation Zones within the Water World of Aquapalace Prague, all subject to the same rules of use under this Article:
   * Paradise Lounge and the VIP Tent in the Palace of Relaxation;
   * Panorama Lounge and Pirate Lounge in the Palace of Treasures;
   * Garden Lounge, located in the Water World garden and operating from June to September, subject to operational and weather conditions.
3. Reservations for loungers, beds, or family loungers are valid only for the specific date reserved and only during the operating hours of the Water World. A reservation does not constitute admission to the Water World and does not replace a valid admission ticket. Reservation Zones may be booked online at least one day in advance or on-site on the day of the visit, subject to availability.
4. Reserved places must not be used beyond their designated capacity or in a manner inconsistent with their intended purpose. Visitors are required to follow all instructions issued by Aquapalace Prague staff regarding the use of Reservation Zones.
5. For operational and safety reasons, moving or otherwise manipulating reserved loungers, beds, or family loungers is prohibited.
6. Reservation Zones are designated quiet areas. Visitors must behave in a manner that does not disturb other users of the zone and must refrain from loud behaviour, ball games, active games, or the use of loud audio equipment.
7. Children may use Reservation Zones only under the continuous supervision of an adult responsible for their behaviour and safety.
8. The operator shall not be liable for personal belongings left on loungers or beds. Lockable storage lockers are available for valuables in accordance with these Visitor Rules.
9. Visitors are liable for any damage caused to the equipment or furnishings of a Reservation Zone and are required to compensate such damage in full in accordance with the current schedule of charges.
10. The operator reserves the right to temporarily restrict access to or close any Reservation Zone for operational, safety, or extraordinary reasons without automatically creating entitlement to a refund of the permission fee.
11. Violation of this Article may result in removal of the visitor from the Reservation Zone and, where appropriate, from the Water World itself, in accordance with the other provisions of these Visitor Rules.
12. Reservations of the Family Bed and Family Lounger in the Paradise Lounge include complimentary refreshments consisting of a platter of fresh fruit and a bottle of sparkling wine. No refreshments are included with reservations in any other Reservation Zone.

Article VI
Attractions

1. The use of facilities and attractions (water slides, Spacebowl, slides, wave pools, current channels, workout elements, Pool Bar, massage facilities, etc.) is at the visitor's own risk. Each visitor is responsible for assessing their own physical abilities in relation to the use of a particular attraction. When using facilities and attractions, visitors must comply with the applicable operating instructions and follow all directions and warnings issued by supervisory staff.
2. The use of recreational items (such as balls, inflatable loungers, and various flotation devices), fins, snorkels, and diving masks or goggles in individual pools shall be determined by the respective pool supervising staff according to the current occupancy and other operational conditions of the pool.
3. Swimming goggles are used entirely at the visitor's own risk.
4. Ball games and other physical activities may only be conducted in areas designated for such purposes or in areas expressly approved by the supervising staff (lifeguards).

Article VII
Supplement for the Panorama Sauna and Children's Sauna
Operating Hours