

THE RULES AND REGULATIONS OF THE AQUATIC PARK

address: Dekabrystów 47, 42-215 Częstochowa



**Appendix
to Regulation No. D.0400.7.2025
of the Director of MOSiR
of 21.07.2025.**

I. GENERAL PART

1. The Częstochowa Aquatic Park, hereinafter referred to as 'Aquatic Park', located in Częstochowa at 47 Dekabrystów Street, is owned by the Municipality of Częstochowa and is under the permanent administration of the Municipal Centre for Sport and Recreation in Częstochowa with its registered office at 43 Dekabrystów Street, 42-215 Częstochowa, hereinafter referred to as 'MOSiR'.
2. The following areas are available to users in the Aquatic Park: lobby with ticket offices, changing rooms, swimming pool hall with water facilities and attractions, sauna area, gastronomic premises and underground car park.
3. The aquatic park is suitable for people with disabilities.
4. The rules and regulations of the aquatic park should be read before purchasing an entrance ticket or pass.
5. Charging in the aquatic park, excluding the so-called "dry" part of the gastronomic premises, takes place using a strap with a waterproof electronic sensor, hereinafter referred to as a "wristband", which you receive at the ticket office.
6. Those using the pool hall and sauna area may also use the Summer Swimming Pool during the period of its functioning.
7. The aquatic park is only open to visitors using its services and to parents and guardians waiting for their wards, in the areas designated for this purpose.
8. Those entitled to use the services of the aquatic park are persons holding valid entrance tickets or passes.
9. Before entering the changing rooms area of the aquatic park, you must change your outdoor footwear into pool shoes. It is permitted to go barefoot. After swimming or using the sauna area and changing, outdoor footwear may only be put on after leaving the changing area.
10. It is advisable to leave money, documents and valuables in a deposit box (deposit lockers are located in the area between the entrance gate and the changing rooms).
11. The following are prohibited in the aquatic park:
 - smoking, including e-cigarettes and consumption of alcoholic beverages (does not apply to the gastronomic premises located within the Aquatic Park) or other intoxicants;
 - carrying: firearms, pneumatic and gas weapons, explosives and pyrotechnics, as well as knives, bayonets, etc;
 - introducing bicycles and scooters;
 - display advertisements, banners and boards and carry out political or marketing agitation, etc. without the consent of MOSiR;
 - entry and presence of animals, except for guide dogs of persons with disabilities;
 - entry of persons whose state indicates consumption of alcohol or other intoxicants.
12. Aggressive, vulgar persons violating order or the regulations of these Rules and Regulations will be removed from the Aquatic Park area without the right to a refund of the entrance ticket or pass purchased.
13. All persons staying in the aquatic park are obliged to strictly obey the announcements and instructions of the staff.
14. Material damage is the responsibility of the perpetrator and, in the case of minors, the parents or legal guardians are responsible for the damage.
15. In the case of organised groups, the responsibility for the consequences of the behaviour of the persons belonging to such groups lies with the chaperone or group leader.
16. Persons in poor health or with poor physical performance, as well as pregnant women, should use the Aquatic Park services with particular care. MOSiR will not be held liable for health consequences caused by the use of the Aquatic Park services by the above-mentioned persons.
17. Any profit-making activity within the aquatic park, other than activities carried out by or with the consent of MOSiR, is prohibited.
18. The aquatic park is under continuous monitoring. Camera recordings may be the basis for prosecuting Aquatic Park users who do not comply with the general provisions of the law, these Rules and Regulations and staff announcements and instructions. MOSiR guarantees that monitoring is carried out in a manner that does not violate the personal rights and dignity of users.
19. MOSiR may process personal data, including the image of persons using the Aquatic Park and of persons participating in events organised at the Aquatic Park, guided by the principles set out in the Information Obligation, which are indicated in the Facility Information Clause appended to these rules and regulations, in accordance with the legal basis constituted by: REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation so-called RODO) and the Act of 10 May 2018 on the protection of personal data (Journal of Laws 2018, item 1000).

II. RULES FOR THE USE OF THE SWIMMING POOL HALL

1. Before entering the swimming pool hall, wash your whole body in the shower with cleanser and go through the wading pool.
2. After using the toilet during your stay in the swimming pool hall, you must wash your entire body again in the shower with cleanser and pass through the wading pool before re-entering the water.
3. Entry to the swimming pool hall is allowed to persons wearing only clean swimwear:
 - Women – in a one-piece or two-piece, close-fitting swimsuit,
 - Men – in swimming trunks or shorts,
 - children up to 3 years old – in special diaper pants,that meets hygiene requirements, not having zippers or other metal or plastic inserts that may pose a threat to the health or safety of users of the facility, as well as cause damage to the equipment of the Częstochowa Water Park.
1. Disabled persons in wheelchairs are required to change their wheelchair in the changing room for a wheelchair provided by MOSiR.
2. If the user has not used the deposit, he/she must leave all equipment and objects that can be damaged and sharp-edged objects that could be dangerous in the changing room locker.
3. It is forbidden to bring beverages, cosmetics and hygiene products in glass containers into the changing rooms, shower room and swimming pool hall.

4. The following are prohibited in the swimming pool hall:
 - enter the water against the prohibitions of a lifeguard or instructor;
 - pool water contamination;
 - consumption of food, including chewing gum;
 - the use of soap and other cleaning products;
 - use of mobile phones, cameras, camcorders (including underwater cameras) and electronic devices of any kind without the consent of MOSiR;
 - using fins longer than 50 cm for swimming;
 - running, pushing, grabbing and drowning other people, making noise, sitting on the swimming pool ropes, leaving the swimming pool on the ropes, jumping into the water, diving, moving between the pools in places not intended for this purpose, damaging equipment and markings, using the lifesaving equipment for other than its intended purpose, raising false alarms and any other behaviour endangering safety.
 - reservation of sunbeds.
5. Entry to the swimming pool hall is forbidden to persons with: infectious diseases and other health problems with contraindication to swimming in the pool, and with wound dressings (with plasters or bandages).
6. The safety of swimmers or those exercising in the water is supervised by lifeguards on duty. All users of the swimming pool are obliged to follow their instructions.
7. Children under the age of 13 may be present in the swimming pool hall only under the supervision of adults, after they have purchased their entrance tickets in advance. Guardians bear full responsibility for the children entrusted to their care and are liable for any damage caused by them. In the case of organised groups, the guardian of the children is the person in charge of the class or a designated group leader.
8. Report all cuts, injuries and perceived dangers and irregularities to the lifeguards immediately or facility service.
9. In order to maintain all safety rules, once the maximum attendance in the swimming pool hall or sauna area has been reached, the admission of customers to the individual areas will be stopped.
10. In the event of any danger, a lifeguard may order bathers to leave the pools immediately.
11. Organised groups must have at least one chaperone or group leader per 15 participants, who is responsible for their wards throughout their stay in the aquatic park. Upon entering the swimming pool hall, the chaperone or group leader is required to notify the lifeguard of the group's arrival.
12. Activities of organised groups may only take place in the presence of lifeguards and according to a strict schedule.
13. Persons using equipment for swimming lessons and swimming exercises are required to remove them from the water and deposit them in the designated areas at the end of the activity.
14. Lifeguards supervise the correct use of the facilities and water attractions.
15. The swimming pool hall area includes the following water attractions and equipment:
 - water slide x 3;
 - jacuzzi x 4;
 - swimming lane (18-metre long with a depth of 1.10 m to 1.30 m) x 3;
 - water playground for children;
 - "rushing river" x 2;
 - wave pool (wave ball);
 - artificial wave grotto;
 - water funnel;
 - water spouts;
 - underwater massage jets.

Before using the water slides, the "rushing river" and the wave pool, please read the instructions for their use. The instructions are annexed to these rules:

- **Appendix 1** - Instructions for the use of water slides;
- **Appendix 2** - Instructions for the use of the "rushing river";
- **Appendix 3** - Instructions for the use of the wave pool (wave ball).

All users of the aforementioned facilities are required to strictly adhere to these instructions.

16. Entering and leaving the swimming pool, wading pool, whirlpool and water slide may only take place in the designated areas.
17. The water attractions in the aquatic park switch on automatically. Persons for whom too much water pressure may be dangerous or uncomfortable should not use them.
18. MOSiR is not responsible for damage to swimwear in the swimming pool hall area due to reasons beyond the control of MOSiR.
19. In the swimming pool hall, the persons authorised to sound the whistle are the lifeguards on duty and the leaders of organised groups.
20. The swimming pool hall must be cleared no later than 15 minutes before closing, irrespective of the time of purchase of the ticket or pass.

III. RULES FOR THE USE OF THE SAUNA AREA

1. The sauna area may be used by persons over the age of 18 who are in good health and whose health condition does not constitute a contraindication to the use of sauna treatments (does not apply to special events organised for children and youth). By entering the sauna area, the customer confirms that his/her health condition allows the use of this form of recreation.
2. The sauna area is a "non-textile area" which means that naked persons are allowed in the sauna area, but it is compulsory to have a towel, dressing gown or sheet. Persons entering this area must remove their swimwear (does not apply to special events organised for children and youth).
3. Each user is obliged to wash his/her entire body thoroughly before entering the sauna area.
4. It is imperative that you remove your flip-flops before entering the sauna room. This does not apply to the salt cave and steam baths.
5. In dry, wooden saunas you should lie down or sit on a towel or sheet only. The towel or sheet should be spread out so that no part of the body comes into contact with the sauna surface being the bench or wall.
6. In the sauna area, it is possible to rent a sheet and a towel for a fee.
7. Before entering the steam saunas, you must remove your robe/towel/sheet. These saunas are to be used naked.
8. The saunas and the equipment in them are operated by aquatic park staff only. Customers are not permitted to use their own liquids or other substances in the steam bath. The instructions of the staff must be strictly adhered to.
9. The following are prohibited in the sauna area:

- use of mobile phones, laptops, tablets and other multimedia devices,
 - entering the sauna area wearing clothing and footwear other than pool shoes,
 - running and making noise and damaging equipment,
 - touching and handling electrical and heating equipment, pouring water on stones and performing steam sessions,
 - bringing ice into the sauna rooms,
 - smoking, including e-cigarettes,
 - consuming alcoholic beverages or other intoxicating substances,
 - the use of any cosmetics or chemicals when entering a cooling or salt water pool,
 - inappropriate or indecent behaviour.
 - sunbed reservations.
10. Users of the sauna area are required to behave in a quiet manner. Loud talking, shouting and other behaviour disturbing other people is not permitted.
 11. Please follow the instructions on the information boards regarding the proper use of the saunas.
 12. MOSiR is not responsible for the health consequences of the presence of persons who are diseased or in an unstable state of health and who should not use the saunas.
 13. Any cuts, health problems or deterioration in well-being must be reported immediately to the staff or by using the red signal button, which is located in each sauna room.
 14. The sauna area must be cleared no later than 15 minutes before closing of the aquatic park, irrespective of the time of purchase of the ticket or pass.
 15. Any faults and malfunctions noticed in the sauna area must be reported to the staff.
 16. In the event of an accident caused by non-compliance with these rules and regulations, all liability shall lie with the user.

IV. PAYMENT

1. Charges for services provided in the aquatic park and additional charges are calculated according to the price list in force.
2. The duration of your stay in the aquatic park is calculated from the moment you activate your wristband when passing through the entrance gate (or automatically after 10 minutes from ticket purchase) to the moment you hand it in at the ticket office during final settlement. It is assumed that 1 swimming pool and sauna hour is 45 minutes in the swimming pool hall or sauna area + 15 minutes for changing before and after the activity in total.
3. It is not possible to return wristbands issued to other family or group members to the cash register if they are not physically present at the cash register,
4. Staff have the right to request that persons wishing to take advantage of the price discounts show valid, up-to-date documents proving entitlement to the discounts, including proof of identity.
5. When purchasing a dedicated (named) pass, you must provide staff with the name and telephone number or, alternatively, the email address of the user of this pass.
6. Temporary shutdown of water facilities and attractions is not a basis for refund.
7. In the so-called 'wet' part of the gastronomic premises, payment is recorded by attaching a wristband to a reader.
8. The rules for the use of the Shared Payment Card, which enables the purchase of an entrance ticket at a discount, are set out in separate Regulations established by Order of the Director of MOSiR.

V. LIABILITY

1. For any damage done to equipment in the aquatic park, as well as damage to or loss of items provided for use which are not listed in the price list for additional charges, a charge will be made for the full amount of damage caused.
2. MOSiR is not responsible for belongings of aquatic park users that are lost by them or stolen as well as damaged by other aquatic park customers.
3. MOSiR shall not be held liable for accidents or harmful consequences caused by failure to comply with: the law, these rules and regulations and the instructions of staff.

VI. FINAL PROVISIONS

1. Persons leading swimming, recreational or rehabilitation classes should hold the appropriate valid licence.
2. MOSiR may inspect all activities conducted in the aquatic park and, in the event of any deficiencies found, prohibit the designated person from continuing to conduct the aforementioned activities.
3. The purchase of a ticket or pass implies acceptance of the provisions of these rules and regulations.
4. Items found by Aquatic Park staff, left behind or lost by Aquatic Park users, will be available for collection at the Aquatic Park ticket office. The storage period for found items is up to 30 days from the date of finding.
5. Complaints and requests can be submitted to the Director of MOSiR.

**Director
of the Municipal Centre for Sport and Recreation
in Częstochowa**

The rules and regulations are effective from 01.08.2025.

Emergency telephones:

112 - European emergency number
986 - Municipal Guard
997 - Police
998 - Fire Brigade
999 - Ambulance Service

Instructions for use of water slides

1. The water slides are an integral part of the swimming pool hall and the rules and regulations of the aquatic park as well as these Instructions apply to them.
2. The slide can be used by children over 7 years of age and over 110 cm in height.
3. Before going down the slide, please read the slide-specific information board, which is located at each slide.
4. Users are required to:
 - be careful when entering the starting platform (right-hand traffic applies),
 - take off all jewellery (chains, rings, necklaces, thongs etc.) from their bodies before sliding,
 - check if water is flowing on the surface of the slide,
 - check if the traffic lights are working,
 - when the green light starts, take the permitted sliding position, slide down one after the other following the traffic lights (GREEN - START, RED - STOP) or wait until the predecessor has left the braking area;
 - once the slide has been completed, immediately leave the braking area;
 - follow the instructions of the lifeguard.
5. The following are prohibited:
 - to use the water slide if there are hazards, if the water slide is technically inoperative or if it is out of operation,
 - to use the slide if the traffic lights are not working,
 - to use the slide if there is no running water on the slide
 - the use of the slide by people under the influence of alcohol,
 - use the slide in prohibited positions,
 - running on the steps of the starting platform,
 - jump into the slide from a running start,
 - walking on the slide against the direction of the slide, i.e. "against the flow",
 - stopping on the slide during sliding,
 - any behaviour that endangers the safety of other users or may be considered as vandalism.
6. Slides are not recommended for people who suffer from a fear of heights and, in addition, tube slides are not recommended for people who are sensitive to being in enclosed spaces or who suffer from a fear of the dark.
7. MOSiR is not responsible for swimwear damaged during the slides.
8. Any faults noticed with the slide must be reported to the aquatic park staff.
9. In the event of an accident caused by non-compliance with these instructions, all liability will be assumed by the user.
10. All persons who are aggressive, violate order, the provisions of these Instructions or do not follow the instructions of the lifeguard will be removed from the slide, as well as from the aquatic park area.

Appendix no. 2

to the Regulations of the Częstochowa Aquatic Park

Instructions for using the "rushing river"

1. "The rushing river" is an integral part of the swimming pool basin in the swimming pool hall and the rules and regulations of the aquatic park as well as these Instructions apply to it.
2. The "rushing river" can be used by people who are over 130 cm in height.
3. Before entering the "rushing river", please read the information boards and signage posted by the pool basin.
4. Users of the "rushing river" are required to take off all jewellery (chains, rings, necklaces, thongs, etc.) from their bodies.
5. When entering a rushing river, take extra care.
6. The following are prohibited in the rushing river:
 - playing with a ball and other swimming equipment,
 - sitting on the edges,
 - stopping and swimming against the current,
 - entering the "rushing river" outside the designated area.
7. Any noticed faults and malfunctions of the "rushing river" must be reported to the aquatic park staff.
8. In the event of an accident caused by non-compliance with these instructions, all liability will be assumed by the user.
9. All persons violating public order, the provisions of these Instructions or failing to comply with the lifeguard's instructions will be removed from the "rushing river", as well as from the Aquatic Park premises.

Appendix no. 3

to the Regulations of the Częstochowa Aquatic Park

Instructions for using the wave pool (wave ball)

1. The wave pool is an integral part of the swimming pool hall basin and the rules and regulations of the aquatic park an these Instructions apply to it.
2. The wave pool can be used by those who:
 - can swim,
 - are at least 145 cm tall.
3. Before using the wave pool, you should read the information boards and signage posted by the pool basin.
4. Users of the wave pool are required to take off all jewellery (chains, rings, necklaces, thongs, etc.) from their bodies.
5. The wave in the pool is activated in cycles.
6. The activation of the wave is signalled by the lifeguard.
7. Those who do not wish to use the pool while the wave is running should leave the wave pool area before the wave starts.
8. It is advisable to keep a minimum distance of 1 metre from other people using the pool when the wave is running.
9. It is forbidden to cause situations that could result in an accident, in particular to interfere with the operation of the waveproducing ball (stopping the ball, hitting, pushing, stepping on the ball, etc.).
10. Any noticed faults and malfunctions of the "artificial wave" should be reported to the aquatic park staff.
11. In the event of an accident caused by non-compliance with these instructions, all liability will be assumed by the user.
12. All persons violating public order, the provisions of these Instructions or failing to comply with the lifeguard's instructions will be removed from the "artificial wave" basin, as well as from the Aquatic Park area.