

REGULATION ON THE MANNER OF USING THE WATERPARK

AQUAPARK

Istralandia

NAJZABAVNIJA VODA U ISTRI
THE MOST ENTERTAINING WATER IN ISTRIA

(CODE OF CONDUCT)

I GENERAL PROVISIONS

Article 1

The Regulation on the manner of using the waterpark "Istralandia" (hereinafter: "Regulation") shall be adopted in order to protect the waterpark visitors and shall be used to maintain order, cleanliness and general security throughout the waterpark.

Article 2

The term "Visitor" within the meaning of this Regulation shall refer to adults and children of all ages.

Article 3

The term "Waterpark" implies the interior of the waterpark, as well as access locations and the exterior of the waterpark.

Article 4

The priority of the waterpark is visitor safety. When entering the waterpark, each Visitor shall be familiarised with this Regulation on the manner of using the waterpark (CODE OF CONDUCT), as well as follow all of its provisions.

Article 5

By purchasing the ticket and entering the waterpark, the Visitor accepts the code of conduct prescribed by this Regulation, as well as all of its provisions, and confirms to have read and fully understood the Regulation.

Article 6

The Visitor shall comply with all the notifications which are displayed on notice boards, which are located outside and inside the waterpark.

Article 7

By purchasing the ticket, the Visitor confirms they are aware that they use the waterpark services exclusively at their own risk and responsibility, as well as that they are aware of the consequences arising from the violation of any provision of this Regulation.

Article 8

The Visitor is given the possibility to park their vehicle in a designated area and at their own risk. The Management is not liable for vehicle theft, any possible damage to the Visitor's vehicle, or for items left in the vehicles.

Article 9

Adults who are accompanying minors and children shall familiarise them with the code of conduct in the waterpark and shall be fully liable for their behaviour.

Article 10

The Visitor shall avoid any actions which violate comfort or safety of other visitors, or which violate work obligations of the waterpark personnel.

Article 11

This Regulation is prominently displayed at the entrance into waterpark and is available to each Visitor for the purposes of familiarisation therewith, in Croatian and other foreign languages (English, Italian, German, Slovenian).

Article 12

All valid instructions and notifications within the waterpark take precedence over the general instructions.

Article 13

The Visitor shall comply with all instructions and orders of the waterpark personnel. The Visitor who, even after being warned, fails to comply with the provisions of this Regulation and/or does not follow the instructions and orders of the waterpark personnel may be removed from the waterpark, without a ticket refund. In each case, the waterpark personnel is authorised to request assistance from security employees and/or the police.

Article 14

For the waterpark Visitor, an authorised person is any authorised person belonging to waterpark personnel wearing such a label in a visible manner or identifying oneself as such.

Article 15

The Management advises against bringing in valuables and large sums of money into the waterpark. If the Visitor decides to do so, the Management offers the possibility of using cabinets (vaults for storing valuables), but without liability for their keeping, or compensation for damages due to their disappearance. The Management is not liable for the theft and disappearance of possessions within the waterpark.

The Visitor is fully liable for locking cabinets where they have placed personal belongings and clothes.

The cabinets which remain locked after the waterpark working hours shall be opened by the personnel on duty, and the content shall be treated as abandoned property.

The cabinet shall be opened in the presence of three authorised persons of the waterpark, the content of the opened cabinet shall be photographed and a record of the items found shall be compiled. The Management undertakes to keep items found in such a manner as described in paragraphs 2 and 3 of this Article for seven days, after which they shall be treated as abandoned property that becomes the property of the waterpark and the waterpark may freely dispose thereof (Civil Obligations Act Art. 737 through 743).

II WORKING HOURS AND ADMISSION TO THE WATERPARK:

Article 16

The waterpark working hours are from 10 a.m. until 7 p.m. every work day, at weekends and public holidays.

The entrance to the waterpark is allowed only during working hours with a purchased ticket. The purchased ticket is valid for one day and for a single entry into the waterpark.

Article 17

The ticket may be purchased and the waterpark may be entered no later than one (1) hour before closing of the waterpark.

Article 18

Children younger than 14 or shorter than 100 cm are allowed to enter the waterpark only if they are accompanied by parents or persons over 18.

Article 19

The Management may temporarily suspend the entrance of Visitors into the waterpark in case the waterpark capacity is full.

Article 20

A permit from the Management is necessary for taking photographs and recording for commercial purposes, press, and public media.

III INABILITY TO USE / ENTER THE WATERPARK

Article 21

Bearing in mind that the waterpark is intended for use by a larger number of users, the authorised persons of the waterpark may prohibit entrance into the waterpark to the following persons:

- a) Persons suffering from infectious diseases (in case of doubt, a certificate from the doctor may be requested from the Visitor), persons with open wounds, possible skin problems (e.g. skin peeling, rashes, skin parasites), or persons suffering from any diseases which may endanger the health of other visitors, for example: persons with a fever, cough, inflammation of the cornea (conjunctivitis), persons with infectious diseases or diseases that cause nausea, carriers of intestinal virus and other diseases, persons with bandages on the body and filthy persons, wearing filthy clothes.
- b) Persons intending to use the waterpark for commercial purposes without a written permission from the Management.
- c) Persons under the influence of alcohol, drugs or other addictive substances.
- d) The Management has the right to prohibit undesirable persons from entering the waterpark, those being the persons who violated the provisions of this Regulation during previous visits.

Article 22

Entrance with a dog is allowed with a mandatory notification to the Management. Dogs, with the written consent of the owner, are placed in specially guarded premises, kennels. The number of possible dog admissions is limited and is valid until the daily capacity offered is used.

Article 23

Persons who are not able to move, dress or undress themselves independently, as well as take a shower and go through the hygienic barrier to disinfect their feet without assistance from another person, and persons with physical or mental disabilities may enter the waterpark only if accompanied by an adult.

Article 24

Pregnant women, persons with heart problems, as well as persons who have difficulties with their necks and backs are not recommend to use the swimming pools and water slides and other water attractions in the waterpark and they shall use the subject waterpark services at their own risk.

Article 25

The waterpark Management and employees have the right to prohibit entrance to the waterpark to all other persons whose behaviour disturbs the Visitors and disrupt the work of the waterpark personnel.

IV IMPORTANT INFORMATION ON THE METHOD OF USING THE SWIMMING POOL

Article 26

The Visitor shall use a shower (compulsory showering) and go through the hygienic barrier (footbaths) before entering the pool.

Article 27

The Visitor shall wear a clean bathing suit when using the pool. Swimming without a bathing suit is not allowed (e.g. topless, in the underwear, etc.). Children under 3 years of age may enter the pool only in a waterproof swimming diapers.

Article 28

The Visitor may dress and undress only in places designated for that purpose, in the dressing rooms or external locker rooms.

Article 29

It is prohibited to bring electrical appliances, as well as any glass packaging and other glass objects (e.g. glasses and bottles) into the space next to the swimming pool.

Article 30

Non-swimmers can swim in swimming pools (or parts of the swimming pool) designated for them and exclusively at their own risk and if accompanied by an adult.

The swimming pool with waves (Wavepool) is intended only for swimmers. This pool is prohibited to non-swimmers.

Article 31

The Visitor shall take care of the cleanliness, and that their actions and behaviour do not disturb other visitors, that they do not make excessive noise, as well as to care for personal safety and the safety of persons they are accompanying and not to run on wet and slippery surfaces.

Article 32

In case of bad weather, such as: rain, storm, strong wind, darkness, fog, reduced visibility and due to technical reasons, the Management reserves the right to adjust the waterpark working hours, that is, the waterpark opening and closing hours, for security reasons. In the case of the aforementioned, the Management is not obliged to refund the ticket to the Visitor or otherwise reimburse them.

Article 33

On the waterpark grounds it is prohibited to submerge other persons under the water, throw them into the water, dive into the water, as well as any other physical contact between two or more waterpark users. The liability for any injury and/or damage resulting from mutual pushing, submerging, throwing into the water, jumping and physical contact between two or more persons shall be borne exclusively by the persons who participated in those events.

Article 34

The Management shall not be liable for the injuries caused by the Visitor due to own recklessness or failure to comply with this Regulation.

Article 35

Each Visitor shall compensate for the loss and damage they have caused to the waterpark equipment, as well as to the property of other Visitors.

Article 36

In the case of failure to comply with the restrictions and warnings, which in some manner restrict the use of the waterpark attractions, the Visitor shall assume the liability for any injury or other damage arising from risky behaviour.

Article 37

The Visitor shall leave the slides and attractions 30 minutes before the end of working hours in order to provide the maintenance service with the time to prepare the aforementioned for the next work day.

Article 38

The Management also reserves the right to occasionally, on the basis of own assessment, put out of function certain slides and attractions, that is, make functional only individual slides and attractions.

V INFORMATION ON THE METHOD OF USING SLIDES AND OTHER ATTRACTIONS

Article 39

All slides and attractions which the Visitor may access shall be used at their own responsibility and risk.

A permit from the personnel on duty is required to use the sports equipment and props.

Article 40

Each Visitor shall follow the instructions for sliding down the slides and other notifications and warnings, prominently displayed in the waterpark, as well as instructions from the waterpark personnel on sliding down the slides and using other gadgets and devices.

Article 41

The Visitor shall use the stipulated walkways and entrances into the slides.

The throughput, that is, the capacity of all the attractions in the waterpark, is limited to the supplier's instructions for the purpose of Visitor safety. The Management does not guarantee the use of all the attractions without limitation and without waiting to use the aforementioned.

Article 42

Only one Visitor at a time may slide down the slides, and only after they have obtained a signal from the waterpark personnel.

Article 43

A person may slide down the slide by lying on their back with their legs crossed and arms crossed on their chest. During sliding down the slide, it is expressly prohibited to turn the head, stand up or sit up. After sliding down the slide, the Visitor shall exit the part of the swimming pool into which they have slid down as soon as possible in order to avoid possible collisions with a Visitor sliding down after them.

Article 44

An adult shall not slide down the slide with a child on their lap.

The Management shall not be liable for injuries caused by the Visitor due to own recklessness or failure to comply with this Regulation. All slides and attractions which the Visitor may access are used at their own responsibility and risk. The water attractions require increased caution.

Article 45

Each Visitor shall follow the instructions for sliding down the slides and other notifications and warnings, prominently displayed in the waterpark. In case of non-compliance with the restrictions and warnings, which in some manner restrict the use of attractions, the Visitor assumes the responsibility for any injury or other damages resulting from risky behaviour. A person using the attractions under the influence of alcohol does so at their own risk. The Management shall bear no liability in case of injuries caused due to intoxication.

Article 46

The maximum permissible weight of the person using the slide is 150 kg. The possibilities of using the attractions and slides for children are displayed on the warning notice boards on each individual attraction and the slide, and these restrictions shall be strictly followed. If the person using the slide wears glasses, they shall be fastened by a rubber band in order to protect them against breaking.

Article 47

In order to avoid the possibility of injury when sliding down the slide, it is not allowed to carry any metal, wood, glass or plastic and similar items. In case of damaging the slide due to carrying such items, the Visitor shall compensate for any damage. Bathing suits with zippers, rivets, buckles or straps are not allowed.

Article 48

Some areas in the waterpark are under video surveillance, with the purpose of protecting own assets and preventing criminal activities. The recordings are monitored by authorised persons and are available only to authorised persons and the police.

VI PROHIBITIONS WHICH THE VISITORS SHALL FOLLOW

Article 49

The following is expressly prohibited in the waterpark:

- a) Bringing in alcoholic beverages. The waterpark personnel has the right to request the Visitor to show the contents of their bags and backpacks when entering the waterpark.
- b) Requesting assistance from the waterpark personnel without a reason, because it draws attention from the Visitors who really need assistance.
- c) Entering the spaces which are not intended for Visitors, dressing rooms and showers intended for the opposite gender and parts of the waterpark where entrance is prohibited due to safety or technical reasons.
- d) Diving into the swimming pool, jumping in the swimming pool, running on the footpaths, jumping from them, as well as from other dangerous sites.
- e) Diving in the swimming pool without the supervision of the lifeguard or as part of organised diving courses under the control of authorised diving instructors.
- f) Bringing items which are not designed for swimming and bathing into the swimming pool, and it is prohibited to wear flippers and diving gear if the Management does not determine otherwise.
- g) It is forbidden to yell (whether it is a game or not), to whistle, produce unnecessary noise, run (risk of injury due to slipping), submerge other persons under the water and physically harass other Visitors, lifeguards and other employees in the waterpark and disrupt the safety of swimmers in any manner.
- h) Spit on the floor and into the water, urinate in the swimming pool, throw trash and pollute the area of the waterpark.
- i) Smoking cigarettes or pipes in the areas of the service entrance building and in any indoor area of the waterpark is prohibited.
- j) Using without authorisation rescue equipment and first aid items, firefighting devices or other equipment that is used by the park for emergency situations.

- k) Wilfully moving equipment, chairs, deck chairs and other inventory of the waterpark.
- l) Carrying sharp and glass items and other glass items that may break and thus cause injury to the Visitor.
- m) Eating and drinking in the swimming pool areas, or other areas that are not designed for that purpose. In case of violating this prohibition, the Management has the right to immediately remove the Visitor from the waterpark without a right to a ticket refund.
- n) Taking pictures or recording Visitors, other people or groups of people without their consent and the consent from the Management.
- o) For safety reasons, it is prohibited to use all slides (including riding rubber boats - WaterTubing) if the Visitor is wearing rings, watches, necklaces, chains and glasses.
- p) Bringing own alcoholic drinks and bottles in glass packaging.
- r) Bringing and using weapons of any kind.
- s) Using musical instruments, audio or television equipment.
- t) Inflicting harm, soiling, moving, changing, or removing objects or labels which are placed in the waterpark.
- u) Acting in the swimming pool area contrary to this Regulation and applicable regulations.
- v) Using hygiene products in the waterpark swimming pools.
- z) Using whistles or similar gadgets/devices for emitting audible signals which can interfere with the work of the lifeguard and other professional services in the waterpark.

VII EXCLUSION OF LIABILITY

Article 53

By prescribing this Regulation (Code of Conduct), The Management has enabled the Visitor to feel safe within the waterpark by adhering to the aforementioned.

Article 54

The Management shall bear no liability in case of any violations and/or damages arising from failure to comply with any provision of this Code of Conduct.

Article 55

This Regulation shall enter into force on the date of its adoption.

Brtonigla, 01 May 2014

Aqua Park d.o.o.
Branko Kovacic, Director