

WELLNESS ATLANTIS VISITING RULES

1. These Visitor Rules (hereinafter referred to as the "Rules") govern the rights and obligations of visitors to Wellness Atlantis. Wellness Atlantis consists of a wellness area, sauna world, relaxation garden and private spa (hereinafter also referred to as "wellness").
2. Every visitor (hereinafter also referred to as the "customer") is obliged to familiarise themselves with these rules and to comply with them throughout their visit. By entering the wellness centre, visitors agree to these rules and are obliged to respect and follow the warnings and instructions of the wellness centre staff (hereinafter also referred to as "staff").
3. In the event of non-compliance with these rules or failure to follow the instructions of the staff, the customer may be expelled from the wellness centre without the possibility of a refund of the admission fee. The right to compensation for damage caused to the operator or a third party by violation of the above rules is retained.
4. Each visitor should consider the suitability of visiting the wellness centre (saunas) in view of their state of health and, if necessary, consult their doctor.
5. The wellness centre's opening hours and an updated list of services provided are available on the hotel's website www.hotel-atlantis.cz or at the wellness reception.
6. Customers can also send questions about services and opening hours to wellness@hotel-atlantis.cz.
7. Children are only allowed to enter when accompanied by a person over 18 years of age. Children must be under the constant supervision of an adult, who is obliged to ensure the child's safety and is fully responsible for the child throughout the visit. The operator accepts no responsibility for any injury to the child.
8. Smoking, including electronic cigarettes, is prohibited in the wellness area, and only food and beverages purchased at the Fresh Bar are permitted. Water from the drinking fountain is available free of charge.
9. Access to all wellness areas is only permitted during opening hours. The operator is entitled to change the opening hours, price lists and range of services at any time.
10. Entry to the wellness centre is only possible after paying the entrance fee at the wellness reception, and your stay is subject to compliance with these rules.
11. The operator is entitled to refuse entry to the wellness centre and hotel to visitors who have violated the visitor and safety rules in the past.
12. Once the wellness centre is at full capacity, entry will be denied to further visitors. Further entries will be allowed depending on the number of visitors leaving.
13. The wellness operator reserves the right to refuse entry or remove any person who violates these visitor rules, without any compensation.
14. These Rules are drawn up in Czech and English. In case of discrepancies, the Czech version shall prevail.

A. COURSE OF THE WELLNESS VISIT

1. Visitors may park their vehicles in the adjacent car park in front of the building. The wellness operator is not liable for any damage to vehicles.
2. Visitors enter the wellness centre through the main entrance of Atlantis Wellness via the wellness reception.
3. Hotel guests can use the main entrance to the wellness centre or use the connecting corridor from the hotel on the 2nd floor, which is marked with signs.
4. Hotel guests who have paid for a wellness stay can also use the turnstile from the hotel garden to access the wellness centre.
5. At the wellness reception, visitors select the services they wish to use, pay for them and, upon payment of the total amount, receive a chip watch.
6. The chip watch is used to pass through the turnstile and to use the locker in the changing room. Visitors can use this chip watch to order refreshments at the Fresh Bar, which they then pay for when leaving Atlantis Wellness.
7. Visitors are required to store valuable items in security lockers located immediately behind the turnstiles on the wall, at the entrances to the ladies' and gentlemen's changing rooms.
8. Before entering the changing rooms, visitors take off their shoes and take them with them into the changing room.
9. In the changing rooms, visitors choose a free locker in which to store their clothes and belongings. The lockers are equipped with chip locks, which are unlocked or locked by placing a chip watch on them. Visitors then proceed to the shower area.
10. Only necessary personal hygiene is permitted in the shower area. Shaving, manicures, pedicures, etc. are strictly prohibited.
11. Before entering the pool, visitors are required to shower properly – with soap and without swimwear, especially their feet and intimate parts of the body. The same applies after each use of the toilet. If visitors want to wet their hair in the pool, they are required to wash it with shampoo or use a swimming cap before entering the pool. Visitors are also required to remove their make-up.
12. Visitors with wheelchairs are only allowed to enter the pool after disinfecting the wheels of their wheelchair.
13. It is forbidden to take photographs of people without their consent.
14. Mobile phones are not allowed in the saunas, but they may be used in other areas with consideration for other customers – loud conversations are not allowed.
15. When leaving the changing rooms after their visit to the wellness centre, visitors must put their shoes on outside the changing rooms.
16. Upon departure, visitors will be asked to return their chip watches at the reception desk.
17. The receptionist will take the chip watches and check that the visitor has not exceeded the prepaid time spent in the wellness centre. If the visitor exceeds the prepaid entry time, they will be charged an additional fee for the extra time spent, according to the current Atlantis wellness price list.

18. If the visitor has ordered refreshments at the Fresh Bar using the chip watch, the receptionist will be asked to pay for all of the visitor's orders.
19. In case of chip loss:
 - a. the visitor shall present valid documents to verify their identity,
 - b. the receptionist will check whether there are any unpaid orders or services in the wellness centre on their account,
 - c. if the visitor gave a different name upon arrival, they are required to provide it so that their account can be found, paid for and closed,
 - d. if the visitor refuses to cooperate and their account cannot be found, they will be charged compensation for possible lost profits of CZK 5,000,
 - e. If the visitor's correct account is found, they will be asked to pay for any refreshments or other services ordered.
20. After handing over their chip watch at reception, visitors will be allowed to exit the wellness centre through the reception turnstile.

B. MEASURES TO ENSURE THE SAFETY OF PERSONS AND THE PROTECTION OF PROPERTY

1. Entry to the wellness centre is at your own risk. There is an increased risk of slipping throughout the premises, so all visitors are required to move slowly and cautiously to avoid injury to themselves or others.
2. Visitors acknowledge that the operator is not liable for damage, injuries and accidents caused by visitors themselves through their own actions, negligence, failure to comply with these rules or failure to follow the instructions of employees.
3. If a visitor notices a defect in the wellness premises or equipment that poses a threat to personal safety or property damage, they are obliged to report such a defect immediately to the staff at the wellness reception.
4. **ENTRY IS PROHIBITED:**
 - a. persons with fever, conjunctivitis, skin or other communicable diseases,
 - b. persons with purulent and open wounds, warts, parasites, rashes, diseases accompanied by discharge, and carriers of bacteria,
 - c. persons with infectious diseases and inflammations, family members or members of households in which a contagious disease has occurred and the sick person is not isolated, as well as persons in quarantine,
 - d. persons under the influence of alcohol or drugs,
 - e. persons who do not respect the visiting rules in any way and do not follow the instructions of the staff,

5. THE FOLLOWING IS PROHIBITED IN THE WELLNESS CENTRE:

- a. shouting, running, whistling, calling for help without reason, jumping into the water, including jumping from the side of the pool, using water features in the pool, pushing other people into the water, diving on each other, deliberately splashing and harassing other visitors, or otherwise endangering the operation and safety of visitors and wellness staff.
- b. Taking or throwing chewing gum, food, glass objects, pins, needles, razor blades and other objects that could endanger or harm other visitors into the pool, cooling pools, cooling river and whirlpools.
- c. Using narcotic and psychotropic substances.
- d. Using the sauna under the influence of alcohol.
- e. Consuming any beverages in the saunas.

6. THE FOLLOWING IS ALSO PROHIBITED IN ALL WELLNESS AREAS:

- a. Bringing in any alcohol, drugs, narcotics, psychotropic substances, glass or glass objects, and other dangerous items that could cause damage to health or property in the wellness centre. The wellness centre staff has the right to decide on the dangerousness of individual items.
- b. Being noisy (especially in the saunas), disturbing other visitors or staff with your actions and behaviour, or restricting the surroundings in any other way.
- c. Violating the rules associated with the designation of areas (individual sections of the wellness centre) for individual types of clothing (swimwear or sheet zone and the rule of silence in quiet zones).
- d. Peeing in the water, spitting, rinsing your nose and mouth in the water, or polluting the pool water in any way.
- e. Washing clothes and other items, with the exception of washing swimwear with soap or shampoo in the shower areas.
- f. Using soap, shampoo and other hygiene products outside the shower and changing room areas.
- g. Entering the pool, cooling pools, cooling river and whirlpools with skin lubricated with cream, ointment, oil or other products affecting water quality.
- h. Use your own swimming aids.
- i. Use your own essences, essential oils or other mixtures intended for saunas in the saunas.
- j. Move around the pool and sauna areas in dirty clothing or swimwear.
- k. Consume your own food, smoke (including electronic cigarettes), consume your own alcoholic and non-alcoholic beverages, or bring bags, backpacks, or other luggage into the premises. In the event of a violation of this prohibition, unauthorised drinks, food and other items will be confiscated and placed at the wellness reception and returned at the end of your visit. If drinks and food are not collected, these confiscated items will be disposed of without compensation.

- l. Intentionally damaging or improperly handling any indoor or outdoor furniture, decorations and property of Atlantis Wellness.
- m. Remaining in the wellness centre outside of operating hours.
- n. Unauthorised use of rescue equipment and first aid items.
- o. Bringing animals onto the premises.
- p. Entering areas designated for staff only.
- q. Tamper with equipment (heating, electrical installations, etc.).
- r. Plucking or otherwise damaging vegetation in the relaxation garden.
- s. Polluting the outdoor ornamental pond, in particular by throwing rubbish, towels, cutlery, drinking vessels and other items into the outdoor ornamental pond.

7. PROCEDURE IN CASE OF INJURY OR ILLNESS

- a. All visitors are required to behave in a disciplined manner in the wellness area and to avoid behaviour that could endanger their own safety or that of others.
- b. In the event of injury to any person, anyone who observes this fact is obliged to notify the staff.
- c. Visitors are required to immediately report any accident, injury, illness or other health problems requiring first aid, if their health condition allows, and any accident, injury or health problems of another visitor to any Atlantis Wellness employee, who will provide treatment as necessary and make a proper entry in the accident book or arrange for medical assistance (including calling the emergency services - 155).
- d. Accidents, injuries or other health problems requiring first aid are recorded in the "Accident Book".
- e. A first aid kit is available at the wellness reception.
- f. The operator is not liable for injuries caused to visitors by other visitors.

5

8. LIABILITY FOR DAMAGE TO PROPERTY

- a. Each visitor is responsible for storing their belongings properly in **the designated areas**:
 - i) The only places designated for storing belongings are the lockers in the changing rooms and the security lockers at the entrance to the changing rooms.
 - ii) The only place designated for storing cash, valuables, personal documents, mobile phones and other valuable items are the security lockers at the entrance to the changing rooms.
 - iii) The shelves located at the entrance to the saunas and swimming pools are not intended for storing valuables (jewellery, watches, glasses, etc.).
- b. Each visitor is responsible for locking their locker properly. The operator is not responsible for the loss, theft or damage of items left by visitors outside the designated areas.
- c. Each visitor is obliged to keep a close eye on their belongings throughout their visit to the wellness centre.

- d. Visitors are liable for damage to the operator's property caused by their intentional or negligent actions/omissions and are obliged to compensate the operator for such damage without undue delay.
- e. Any damage to property will be properly investigated, recorded and quantified by the operator in the damage log. Furthermore, the Municipal Police or the Police of the Czech Republic will be called, and, if necessary, the emergency services, fire brigade, etc.
- f. Compensation for all damage caused by the visitor will be enforced in accordance with the applicable legal regulations of the Czech Republic.
- g. In the event of loss of a visitor's property, the visitor is obliged to report this fact immediately to the reception, where the lost item will be recorded in the lost and found book, including the necessary customer details.
- h. In the event of finding someone else's property, the visitor is obliged to hand over the found item to the reception, where it will be recorded in the lost and found book. A visitor who reports a lost item to the wellness reception will be informed of the find without undue delay and the item will be handed over to them against a signature of receipt. If the owner does not claim the lost item within 14 days of its discovery on the wellness premises, it shall be deemed abandoned within the meaning of Section 1050 of Act No. 89/2012 Coll. of the Civil Code.

C. INFORMATION AND RULES FOR THE USE OF INDIVIDUAL ZONES OF ATLANTIS WELLNESS

I. WELLNESS AREA – swimwear zone

The wellness area includes: relaxation pool, outdoor whirlpool, Fresh bar with relaxation zone, solarium, massages, changing rooms.

RELAXATION POOL AND OUTDOOR WHIRLPOOL

1. Water depth in the relaxation pool: 95 cm / Water temperature: 33–35°C
2. Water temperature in the outdoor whirlpool is 33–35°C
3. Before entering the relaxation pool and whirlpool, visitors are required to use the toilets and showers for hygienic reasons. In the showers, they must wash themselves thoroughly with soap and rinse off with warm water without their swimwear. If visitors wish to wet their hair in the pool, they must wash it with shampoo or wear a swimming cap before entering the pool. Visitors are also required to remove their make-up. The use of personal swimming aids is not permitted.
4. Entry to the relaxation pools and whirlpool is only permitted in swimwear.

FRESH BAR WITH RELAXATION ZONE

Visitors may consume alcoholic and non-alcoholic beverages (hereinafter also referred to as "beverages") in the relaxation pool area, subject to the following conditions:

- a. drinks must be consumed from plastic cups, which must be placed on the tables provided for this purpose,
- b. alcoholic beverages will not be sold to persons under the age of 18,
- c. payment is made at the reception desk at the end of the wellness visit,
- d. persons who are clearly under the influence of alcohol will be immediately removed from the Atlantis wellness premises without the right to a refund of the admission fee,
- e. the operator is not liable for damage to health or property caused in direct connection with the consumption of beverages,
- f. the operator reserves the right to regulate and restrict the sale of alcoholic beverages on the premises of Atlantis Wellness,
- g. Wellness staff are authorised, at their own discretion and taking into account the safety of the visitor and other wellness visitors, to refuse to sell alcoholic beverages to visitors. Wellness staff are authorised to refuse to sell alcoholic beverages to persons accompanying visitors or visiting the wellness centre together with visitors who have been refused alcoholic beverages.

SOLARIUM

1. Visits to the solarium should not exceed 15 minutes.
2. Keep your eyes closed while tanning and always wear protective goggles.
3. When tanning in a solarium, make sure your skin is free of make-up and perfume.
4. Do not wear jewellery while sunbathing.

7

II. SAUNA WORLD – no swimwear zone

The sauna world includes: steam sauna, salt sauna, tepidarium, herbal sauna, Finnish sauna, cooling waterfall, cooling pools, cooling river, ceremonial sauna, outdoor relaxation zone, large quiet relaxation room – relaxation zone.

SAUNAS

1. Before entering the saunas, tepidarium and common cooling areas, each visitor is required to shower with warm water.
2. Only swimwear is permitted in the saunas.
3. Visitors must arrive on time for the sauna ceremony; once the sauna ceremony has begun, they may not enter the ceremonial sauna.
4. In saunas, visitors are required to sit on a towel or sheet so that their entire body, including their feet, is underlaid.

5. The recommended length of a single visit to the steam sauna is 20 minutes and a maximum of 4 consecutive cycles.
6. The recommended length of a single visit to the Finnish sauna is 8-15 minutes and a maximum of 4 consecutive cycles.
7. After each cycle, visitors are required to take a shower and wait at least half an hour before returning to the sauna.
8. Visitors are not allowed to pour their own essences, essential oils or other mixtures into the sauna stove.
9. People suffering from high blood pressure and cardiovascular disease should consult their doctor before using the sauna.
10. Sauna use under the influence of alcohol is prohibited.
11. It is forbidden to consume beverages in the saunas.
12. Each visitor who purchases admission is entitled to borrow one towel and one sheet, which are included in the admission price.
13. An additional towel can be borrowed on request at the price according to the current Atlantis Wellness price list.

III. RELAXATION GARDEN

1. When entering the outdoor wellness area, visitors should be aware that there is a higher incidence of stinging insects during the spring and summer seasons. In case of allergies or other health problems, it is recommended to exercise caution.
2. The outdoor pool can be used to cool off after a sauna, but you must shower before using it.

IV. PRIVATE SPA

1. It is part of Atlantis Wellness and is subject to these rules.
2. Customers interested in using the private spa can rent it at www.hotel-atlantis.cz.
3. Upon receiving access to the private spa, visitors are required to comply with these rules, such as safety regulations, liability for damage caused to the operator's property, etc.
4. Visitors are also required to comply with hygiene regulations when using the private sauna and whirlpool located on the terrace of the private spa.
5. It is strictly forbidden to use your own essences, essential oils or other mixtures intended for bathing in the private whirlpool.
6. Visitors are required to shower before entering the private sauna.
7. The private whirlpool has a temperature of 36°C.