

House rules – Lenti Gyógyfürdő Kft.

The following House Rules document is a part of the Operational Rules, which were accepted in resolution: ZA-05/100/02939-2/2016 by Zala county government office (Lenti district office). The Operational Rules document is available in the office of director of service and operations.

By purchasing the ticket, the guest recognizes and accepts the provisions of the House Rules of Lenti Gyógyfürdő Kft. as obligatory.

1. The prices and opening hours of Lenti Thermal spa are displayed on screens at main- and summer entrances. It is furthermore available on the official website of the spa, and in the price list. Guests must leave the building until the closing time.
2. Guests of spa can enter only with a valid ticket. The receipt received during the payment at the cash desks must be preserved during the entire spa session.
3. The entry to the spa is based on the first-come first-served rule, exception is the online ticket purchase, in this case the guests can enter the spa without waiting in line. Out of turn entry is possible if the maximum functioning capacity is not exceeded in allowed number.
4. The chip-bracelets which have been purchased at the cash desks, are valid only on the day of the purchase, and it allows only one entry a day. Redemption, and transference are not allowed. After purchasing the ticket there is 10 minutes for the entry to the spa, otherwise the guest must buy a new entry ticket. If guest loses the chip-bracelet, the guests must pay HUF 1.500 surcharge.
5. All guests using the facilities of the spa do so at their own risk. This especially applies to pools with deep water, slides, and playground elements. In the spa area is not allowed to behave in a manner, which can put other guest's lives and physical safety at risk or disturb the relaxation of others.
6. Due to not the intended use of the spa, which cause personal damage or accidents, we do not take responsibility.
7. Pets are not allowed in the spa.
8. For any technical faults which occur not due to spa error (fault of bank and NFC terminals, blackout, damage by the guest, for example: water pollution) we do not take responsibility.

9. Our company rules regulate the discounts and their applications. The task and responsibility of controlling and observing of these rules, belong to the colleagues at cash-desk. To apply a discount posteriorly (after purchased the ticket or leaving cash-desk) is not allowed.
10. The gift voucher cannot be paid out in cash and the change cannot be paid out; if the amount of ordered service is less than the amount on the gift voucher. It also cannot be transferred. It cannot be changed for other service and cannot be redeemed after expiry date. At redemption of the voucher guests are asked to present the original gift voucher at cash-desk.
11. We provide free lockers to all our guests. The entry tickets include the usage of lockers. For children we provide locker usage on request.
12. For the valuables left in the lockers or area of spa, we do not take responsibility. For the safe-keeping of your valuables please use the safe deposit boxes at the cash-desk.
13. Children under the age of 14 may only enter the spa if accompanied by their parent or another supervising adult. All children using the facilities and the pools do so at their parent's or supervising adult's risk.
14. The supervisors of children groups and swimming groups have responsibility for the group, and for the complying the house rules. The supervisors must attend to safety of groups, valuables and to avoiding the accidents.
15. The sauna world is textile free area. The Sauna Rules contain the regulations of sauna department.
16. Children under 12 years are not allowed into sauna world.
17. In the sauna speaking loudly is not appropriate. For the calm relaxation please do not enter with technical tools (smartphone, notebook, camera etc.) Even if these tools are turned-off.
18. Children under 14 years are not allowed into medical pools. They can use this pool only with medical prescription and by following the rules (maximal duration, to be quiet etc.).
19. The rules of slides, sauna world, medical treatments and using the medical pools can be found in house rules and info areas. These documents are located at the desk of swimming pool attendant.
20. About slides you can get information at every starting point of slide.



21. Contraindications of medicinal pools: seriously heart disease, circulatory deficiencies, dyspnoea, incontinence, cancer diseases, acute and sub-acute inflammations, tuberculosis, thrombosis, seriously varicosity, pregnancy. The maximum bath time in the medicinal pools: 20 minutes.
22. Guests may not use the spa in the following cases: fever, contagion diseases, with open, weep wounds, drunk, with untidy appearance (hygienically), under influence of drugs or other narcotic medications.
23. Loud and inappropriate conduct and disturbing the other guests is forbidden.
24. Everyone must follow the signals and instructions of the pool guard and the pool master. The information on the info boards (next to slides and pools) is obligatory for all guests.
25. The using of slippers at the area of spa is obligatory for all guests. Please keep in mind the floor next to pools can be slippery, here the risk of sliding is even more present. Please pay attention to risk of slipping.
26. To avoid accidents, please pay attention to each other.
27. Before entering the pools, it is obligatory to take a shower with soap and disinfecting footbath.
28. Jumping from the edge of the pool into the water is forbidden. Playing ball is allowed only at the designated area.
29. The closed areas and service rooms are private, to entrance is prohibited.
30. Smoking and eating is possible only at designated areas. Eating, drinking, is forbidden in the pools and their areas.
31. The guest acknowledges and accepts that on the area of spa, camera system and 24 hours security system are operating. In addition, during guest's stay at the spa, our colleagues can made recordings for marketing and promotional activities. The goal of data management: personal- and value protection. The legal base of data management: in compliance with the rules on private- and value security and private investigation activities 2015. CXXXIII. § (2) paragraph. The place of storage: the video server owned by our company. The duration of storage: by right of the rules on private- and value security and private investigation activities 2015. CXXXIII. referring to video recordings is 3 workdays, entry information and data (date and place of entry) in case of occasionally entry (daily ticket), after leaving is to be deleted in 24 hours. In case of regular entry (season ticket), we delete the records after the expiry date, but at latest in 6 months.

The operator of the system: Lenti Gyógyfürdő Kft. The person entitled to visit data: managing director of the company. By purchasing the ticket, the guest accepts the company rules to make recording of their appearance and face. To name is possible only with consent.

32. It is forbidden to take objects and inventory of the spa out of the spa area.
33. Please hand over the found items at cash-desk. If the rightful owner would like to retrieve the found item, he/she must show personal ID, and with their signature certify the retrieving of found item. The found items can be handed over by the shift-manager.
34. The spa excludes the responsibility of compensation in case of technical problems, maintenance, and vis major.
35. Any accident on the area of the spa - personal injury, fire, dangerous object - must be reported immediately to the closest spa employee. In case of exceptional occurrence guests must follow the signals and instructions of staff.
36. To comply the House Rules is obligatory for all guests. People who do not comply with the House Rules or damage or steal the equipment, will be reported to police, and will be prosecuted. In this case the offset of entry ticket or bought service is not possible.
37. Guests using the spa can issue their complaints and their satisfaction in the guestbook. The management of spa is going to investigate the complaint and respond to it.

Our guests can turn with their complaint to the responsible supervisory authorities.

- Notary of Lenti (8960 Lenti, Zrínyi u. 4. Tel: +36 92 553-911)
- Government Office of Zala County, General department of Consumer Protection (8900 Zalaegerszeg, Göcseji u. 24. Tel.: +36 92 510-530)
- Owner: Municipality of Lenti (8960 Lenti, Zrínyi u. 4.)
- Operator: Lenti Gyógyfürdő Kft. (8960 Lenti, Táncsics M. u. 2/A.)