

REGULATIONS AND TERMS OF THE SWIMMING POOL

Apply from 2.02.2024 r.

1. The Pool Area is open from Monday to Friday, from 6:00 AM to 10:30 PM, and on Saturdays and Sundays, as well as on statutory public holidays in Poland, from 8:00 AM to 10:00 PM.
2. All individuals on the pool premises must adhere to the instructions and orders of the lifeguards on duty and other pool staff.
3. Access to the pool is granted to individuals who possess a ticket or pass purchased at the ticket office, a partner card, or who are authorized to use the pool under a separate agreement.
4. Individuals present in the pool area are required to exercise due care to protect their own and others' lives and health, specifically by:
 - a. Familiarizing themselves with and adhering to the pool regulations and the use of installed equipment,
 - b. Following informational, mandatory, and prohibitory signs placed around the pool,
 - c. Complying with the instructions and sound signals of lifeguards and pool staff, as well as announcements made over the loudspeakers,
 - d. Adjusting their activities according to their skills, overall fitness, and health condition, as well as current weather conditions,
 - e. Using equipment appropriate for the type of activity, in good technical condition, and according to its intended use and operating principles,
 - f. Immediately notifying the lifeguards or pool staff of any accidents, injuries, or other events that may affect the safety of oneself or others.
5. Children under the age of 13 may be on the premises only under constant supervision by adults. These adults assume full responsibility for the children in their care and are liable for any damage caused by them. The guardian must pay for the use of the pool according to the current pricing list.
6. If a child requires assistance using the changing rooms, it is recommended that the guardian be of the same gender. Parents with children of the opposite sex are requested to use the family changing room. If no lockers are available, children under the age of 7 may use the same changing room as the guardian.
7. Children who cannot swim must not be left unsupervised on the pool deck.
8. Organized groups must check in at the Pool Reception before entering the facility to arrange the terms of use for the facility and water attractions. Organized groups are also subject to additional regulations outlined in the Group Regulations available at the Pool Reception.
9. The following sound signals are in effect at the pool:
 - a. A series of short sound signals – ALARM – calls for all users to immediately leave the pool area and comply with further instructions from lifeguards or facility administration,
 - b. A long sound signal – end of session – requires immediate exit from the water,
 - c. A short sound signal – a directive to pay attention to lifeguard and pool staff announcements.
10. A long sound signal is a directive to immediately exit the water. After hearing the signal, users should leave the pool and wait for further instructions from the lifeguards or staff.
11. The pool area is divided into the following zones, and users should adjust their activities according to their skill levels:
 - a. Non-swimmers' zone – wading pool – up to 0.3 meters deep,
 - b. Non-swimmers' zone – pool – up to 1.2 meters deep,
 - c. Swimming pool zone – up to 1.8 meters deep,
 - d. Jacuzzi – up to 1 meter deep.
12. The actual depths of each zone are indicated by pictograms on or near the pool walls.
13. Non-swimmers may only use the zones designated for non-swimmers.

14. Entry to the pool area is granted based on a transponder from the Electronic Customer Service System, which is obtained after purchasing the service according to the facility's pricing list. The transponder must be worn on the wrist.
15. Removing the transponder wristband from the building is prohibited, and no refund will be issued.
16. The transponder allows access to the devices and zones within the pool facility for which it was purchased and must be settled and returned at the pool's ticket office upon exit.
17. Receiving the transponder signifies that the user agrees to abide by all regulations and other directives issued to ensure safety within the facility.
18. The duration of stay and associated charges are calculated from the moment the transponder is activated at the entrance gate to the moment the transponder is read at the exit gate.
19. Full payment for the use of facilities and any extended stay must be settled upon leaving the facility.
20. A fee of 100.00 PLN is charged for a lost wristband (transponder).
21. A fee of 30.00 PLN is charged for a damaged wristband (transponder).
22. The facility management may temporarily restrict access to the pool due to exceeding the maximum number of users.
23. The organizer reserves the right to refuse the sale of passes or tickets without providing a reason.
24. Users will be admitted to the pool hall no later than 75 minutes before closing.
25. The pool hall is closed 15 minutes before the ticket office closes.
26. Before entering the changing rooms, users must change from outdoor footwear to pool footwear (walking barefoot is allowed). Pool footwear should be left in designated areas within the pool hall.
27. After swimming and changing, users should switch from pool footwear to outdoor footwear after leaving the changing rooms. Outdoor footwear should be stored in lockers at the ticket office.
28. Changing into swimwear is done in the changing rooms.
29. Remaining in or near the changing rooms is permitted only for changing purposes.
30. Users of the pool hall must store their clothing, bags, and other items in designated lockers in the changing rooms.
31. The facility management is not responsible for items left unattended on the premises.
32. Before leaving the changing rooms for the pool area, users must ensure their locker is locked. The facility is not responsible for items left in open or improperly closed lockers, nor for money and valuables.
33. All users must thoroughly wash their entire body under the shower, use appropriate cosmetics or cleansing agents (also after using the toilet), and disinfect their feet before entering the pool hall.
34. Only clean swimwear that meets hygiene and aesthetic requirements is allowed in the pool hall. Swimwear must not have zippers or metal or plastic fittings that could pose a risk to health or safety or damage pool equipment:
 - a. For women: one-piece or two-piece swimsuits that fit the body,
 - b. For men: swim briefs with a maximum length up to mid-thigh.
35. In the pool hall and in the corridor between the bathrooms and the pool hall, swimwear, flip-flops, and swim caps must be worn. Swim caps are mandatory for all users over the age of 3, regardless of hair length (including those who are bald). Non-compliance will result in a financial penalty of 500.00 PLN.
36. Jumping into the water is strictly prohibited in the pool hall, except during instructor-led exercises.
37. Children under the age of 3 using the pool must wear disposable swim diapers. Non-compliance will result in a financial penalty of 100.00 PLN.
38. Children under the age of 3 may use the pool free of charge; only the child's guardian is required to pay the admission fee.
39. Individuals with medical contraindications, those suffering from diseases that may pose a risk to other users, or those with bandages and dressings are prohibited from entering the facility.

40. Disabled individuals using wheelchairs are required, if possible, to clean their wheelchairs to maintain comfort and hygiene. If necessary, they should seek assistance from facility staff using the designated signaling systems located in the changing rooms and restrooms for disabled persons.
41. It is advisable to notify the pool reception in advance if a disabled person will be visiting, to ensure a comfortable experience at the facility.
42. The guardian of a disabled person is entitled to free admission upon presentation of a document confirming the need for constant care.
43. Lifeguards are identified by their red uniforms with the designation "LIFEGUARD."
44. Use of water attractions (jacuzzi) is at the user's own risk. Individuals with unstable health conditions should use these attractions with particular caution (or after consulting with their doctor).
45. All pool basins and water attractions are monitored by lifeguards.
46. Facility zones and water attractions may be temporarily closed for maintenance and will be marked with warning tape; use of these areas is prohibited during such times.
47. A right-hand traffic rule applies along swimming lanes. Swimming across lanes is prohibited.
48. To ensure hygiene and safety, it is forbidden to:
 - a. Enter the water against the lifeguard's instructions, in the absence of lifeguard duty, or during a rescue operation,
 - b. Remain in a state indicating intoxication or under the influence of drugs,
 - c. Bring, sell, or consume alcoholic beverages or drugs,
 - d. Use visibly dirty clothing or items that may react chemically with the water,
 - e. Enter the water in areas marked as Dangerous Depth if unable to swim,
 - f. Dive or jump into the water without permission or against the lifeguard's instructions,
 - g. Bring glass containers, cans, sharp tools, weapons, or other dangerous items,
 - h. Run, push, or throw people into the water, shout, or engage in behavior that threatens the safety of oneself or others,
 - i. Initiate false alarms,
 - j. Throw any objects into the water,
 - k. Perform gymnastic exercises on ladders or handrails,
 - l. Enter or exit the pools outside designated entry and exit points (ladders, stairs),
 - m. Access lifeguard stations or use lifeguard equipment outside emergency situations,
 - n. Litter or pollute the premises and pool basins,
 - o. Use soap or chemical agents within the pool hall,
 - p. Damage the facility's equipment and furnishings,
 - q. Move movable equipment without the consent of lifeguards or staff,
 - r. Use mobile phones in the changing rooms, showers, or pool hall,
 - s. Bring musical equipment or playing devices,
 - t. Smoke tobacco,
 - u. Chew gum or consume food in the pool hall, changing rooms, or showers,
 - v. Leave pool slippers in communication areas and pool overflow areas,
 - w. Bring animals, vehicles (skates, bicycles, boards, strollers), or items that obstruct communication within the facility,
 - x. Climb on pool walls, sculptures, railings, planters, lane ropes, or other non-designated structural elements,
 - y. Relieve oneself outside the restroom facilities.
49. The use of glasses and contact lenses is at the user's own risk. If wearing corrective glasses in the pool hall, they must be secured to prevent falling.

50. Use of dryers and other electrical equipment is permitted only in the dry areas of the facility.
51. Individuals finishing their activities are required to leave the changing room within 15 minutes, or within 20 minutes during the winter period (from December 22 to March 21) after leaving the water.
52. The use of cameras and video recording devices on the premises is permitted only with prior approval from the Facility Manager.
53. Bringing and using personal sports and recreational equipment on the premises is permitted only with the lifeguard's consent.
54. Individuals who disrupt public order or violate regulations, including using profanity, creating hazards for others, or failing to adhere to the rules and staff instructions, may be removed from the facility, and their case may be pursued through criminal or civil proceedings.
55. Individuals who damage or destroy facility equipment are fully financially liable for the damages incurred.
56. Lost items should be handed over to the staff. The lost and found department will return items to their owners within 7 days of their discovery.
57. Any commercial activities on the premises, including trading, marketing, and providing services without management's permission, such as distributing flyers, selling goods, or offering paid swimming lessons, are prohibited.
58. Swimming instruction and improvement are conducted by instructors employed by the pool or acting on its behalf, or by external entities authorized by the management of CSiR Przystań na Eisenberga with prior lane reservation.
59. Confirmation of authorization to conduct individual or group swimming lessons is an orange instructor transponder with a number, which must be worn on the instructor's wrist during lessons.
60. Individuals conducting or participating in unauthorized individual or group swimming lessons are subject to a financial penalty of 500.00 PLN for each person involved, as per point 60 of these regulations.
61. Comments and complaints should be submitted at the reception or via email. Issues will be addressed within 30 days from the date of the complaint, claim, or request.
62. Matters not covered by these regulations are governed by general provisions and the facility management.
63. The facility management is not liable for any incidents resulting from non-compliance with these regulations.
64. The facility is equipped with a video surveillance system, and recordings may be used to hold users accountable for non-compliance with regulations and instructions. The management ensures that surveillance is conducted in a manner that respects users' privacy and dignity.
65. The Centrum Sportu i Rekreacji Przystań na Eisenberga reserves the right to alter the schedule due to competitions, training camps, individual sessions, and other activities.
66. For issues not addressed by these regulations, relevant provisions, including the Act of August 18, 2011, on Safety Conditions for Persons in Mountains, Swimming, Bathing, and Water Sports (Journal of Laws 2011, No. 208, item 1240), shall apply.

Liability and Penalties

1. The management and staff of Centrum Sportu i Rekreacji Przystań na Eisenberga are not responsible for the loss or theft of valuable items on the premises.
2. Users are required to pay a fine of 30.00 PLN for damage to the electronic wristband.
3. Users are required to pay a fine of 100.00 PLN for the loss of the electronic wristband.
4. Unauthorized conduct of individual lessons and participation in such lessons on the premises, as per point 60 of these regulations, incurs a penalty of 500.00 PLN per person involved, separately.

5. Failure to wear a swimsuit, slippers, and a swim cap in the clean areas of the pool hall and the communication area between the restrooms and the pool hall incurs a penalty of 500.00 PLN, as per point 35 of these regulations.
6. Failure to use swim diapers for children under 3 years old results in a financial penalty of 100.00 PLN for the guardian, as per point 37 of these regulations.
7. Pool contamination incurs the following financial penalties:
 - a. Sports pool: 2,900 PLN
 - b. Recreational pool: 2,000 PLN
 - c. Children's wading pool: 800 PLN
 - d. Jacuzzi: 900 PLN
8. The management of Centrum Sportu i Rekreacji Przystań na Eisenberga is not responsible for accidents caused by non-compliance with the facility regulations.

INDIVIDUALS WHO DISRUPT PUBLIC ORDER OR VIOLATE REGULATIONS WILL BE REMOVED FROM THE POOL AREA. IGNORANCE OF THE REGULATIONS DOES NOT EXCUSE LIABILITY FOR IMPROPER USE OF THE POOL AND EQUIPMENT, AND THE POOL AT CENTRUM SPORTU I REKREACJI PRZYSTAŃ NA EISENBERGA IS NOT LIABLE FOR THE NEGATIVE CONSEQUENCES THEREOF.

THE POOL REGULATIONS ARE ANNOUNCED BY POSTING THEM IN DESIGNATED AREAS WITHIN THE FACILITY AND ON THE WEBSITE WWW.PRZYSTANNAEISENBERGA.PL/REGULAMINY