

# HOUSE RULES

## FIBULA\*\*\*\* WELLNESS HOUSE RULES

M-R Belvárosi Lakópark Kft operates a **Fibula Residence Hotel & Wellness\*\*\*\***. (registered office: 7621 Pécs, Jókai utca 17-19. és Teréz utca 9).

The purpose of the House Rules is to define the behavior of individuals staying at **Fibula\*\*\*\* Wellness** (service users and other users) towards each other and the basic rules essential for the high-quality performance of civilized service activities.

It also stipulates requirements not specified in other rules for the proper use, maintenance, and safe operation of **Fibula\*\*\*\* Wellness**.

### General rules:

- The **Fibula\*\*\*\* Wellness** area may only be used for its intended purpose. Users of Fibula Wellness may not violate any applicable legal regulations, provisions, or the rules outlined in these House Rules.
- Throughout the **Fibula\*\*\*\* Wellness** area, only appropriately qualified individuals registered with and licensed by the facility operator are authorized to conduct sports activities, instruction, and training.
- The sports and hospitality services of **Fibula\*\*\*\* Wellness** are available exclusively during the opening hours of the complex (unless this violates the law and has been approved in advance by the operator).
- A closed-circuit video surveillance system operates throughout the entire **Fibula\*\*\*\* Wellness** area! The only exception to this is the surveillance of areas not permitted by law.
- Guests accept the operation of the access control and operating system used throughout the **Fibula\*\*\*\* Wellness** area and are obliged to use it for its intended purpose.
- **Fibula\*\*\*\* Wellness** is entitled to remain closed for 14 days per year without justification and reserves the right to exclude the general public when hosting private events in all or part of the complex.
- External guests may only enter the **Fibula\*\*\*\* Wellness** areas with a valid voucher or pass! Children under the age of 14 are not permitted to enter the club premises!
- During the pandemic, **Fibula\*\*\*\* Wellness** is entitled to check guests' body temperature and refuse entry to anyone with a temperature above 37.0 degrees Celsius to protect the health of other visitors and employees.

### A **Fibula\*\*\*\* Wellness** opening hours:

- **Monday– Sunday** 08:00 a.m – 12:00 p.m. and 1:00 p.m. – 8:00 p.m.
- Guests using the services of **Fibula\*\*\*\* Wellness** are required to leave the complex and its facilities by the designated closing times.



### **In case of inappropriate behavior:**

In the event of misconduct (*violation of the rules of this House Rules or generally accepted rules of conduct*), the offender will be warned. If this proves ineffective, the operator is entitled to ask the guest to leave or to temporarily or permanently exclude them from membership. In cases exceeding the operator's authority to take action, the operator is entitled to request the assistance of the police or other official authorities, whose instructions must be followed by all parties concerned. Expelled guests who have committed an irregularity may not make any claims against the operator.

All guests are required to maintain order and cleanliness on the premises of the complex, and it is a basic requirement to respect other guests and behave in a civilized manner.

### **Liability:**

The operator of **Fibula\*\*\*\* Wellness** shall not be liable for any damage caused to persons or property if such damage results from failure to comply with the House Rules or from the irresponsible behavior of guests. Furthermore, it shall not be liable for any lost or stolen items or equipment. All guests are required to hand in any found items to the **Fibula\*\*\*\* Wellness** reception desk, where they will be documented.

**All guests use the services at their own risk and responsibility.**

**The operator of these House Rules may modify or supplement them at its own discretion.**

### **Extraordinary event:**

A suitably equipped room is available on the premises for providing first aid to persons who have suffered an accident within the complex. In the event of an accident, the operator shall draw up an accident report. Any extraordinary event occurring in the **Fibula\*\*\*\* Wellness** area must be reported without delay to the operator who first noticed it at the reception desk. Depending on the extraordinary event, the following persons must be notified by telephone without delay:

Ambulance	(in case of an accident)	104
Fire department	(in case of fire)	105
Police	(in case of disorder)	107
Emergency number	(in any case)	112

### **Special rules:**

- You can only enter the wellness area if you're wearing the right clothes!
- Our wellness area is **not naturist**, i.e., it is not clothing-optional, so it is mandatory to use a sauna towel to cover your body when using the saunas.
- If our guests fail to comply with the house rules, **Fibula\*\*\*\* Wellness** will charge them for the cost of draining the pool. Please note that if guests use our pool (80 m3) or jacuzzi (2 m3) as naturists, the costs of restoring the water quality will be significant. These include the costs of draining and refilling the pool, the extra costs associated with the use of chemicals, labor costs, extra sampling fees, the amount of revenue lost during the drainage period, and any unforeseen costs that may arise!



**The following are PROHIBITED throughout the entire **Fibula\*\*\*\* Wellness**:**

- smoking and alcohol consumption, or the consumption of any kind of beverage!
- any activity that falls outside the scope of **Fibula\*\*\*\* Wellness** services, violates the law, or offends public morals!
- any disruptive activity that causes loud noise, unpleasant odors, or other environmental hazards!
- the consumption or abuse of drugs, illegal doping substances, or narcotics!
- any dangerous substances and/or objects (explosives, pyrotechnic devices, weapons), or bringing animals into the venue!
- commercial activities, advertising, propaganda (billboards, stop signs, wall posters, and flyers), sound and image recordings, illegal gambling, music services, or product sales without the operator's permission!

**Handling of personal data::**

Upon first entry, all guests are required to fill out a registration form at the reception desk, in which they accept the terms and conditions of the **Fibula\*\*\*\* Wellness** House Rules and acknowledge that compliance with these rules will be monitored by the staff of the institution. Upon first entry, **Fibula\*\*\*\* Wellness** staff are entitled to ask guests to present personal identification for registration purposes in order to prevent the misuse of discounted passes.

The operator is entitled to refuse to provide the relevant services to guests who refuse to provide the necessary data in whole or in part, or to have their photograph taken. The operator shall use the guests' data exclusively for its own records and shall not disclose it to any third parties.

In the Wellness area, the operator shall prepare and have prepared advertising material (moving images or photographs) for the Wellness area, the operator prepares or commissions advertising material (moving images or photographs) for the purpose of presenting or promoting its activities or services, and any guest appears in such material, the guest shall not be entitled to make any claims against the operator in connection with their appearance in the advertising material.

Other data protection and data management rules can be found at our reception desk and on our website.

**The following items may only be placed in the **Fibula\*\*\*\* Wellness** area with the operator's permission:**

- gaming machines, other machines serving guests,,
- decorative lighting, public electronic devices, etc.;
- other decorative elements (decoration, vegetation);
- advertising, publicity, propaganda, promotional material.



- When using the jacuzzi, all guests are required to use the steps located at the front of the jacuzzi. Any costs incurred due to damage to the adventure pool resulting from improper use must be paid by the guest!
- Only fragrances used by the hotel may be used in the spa facilities; guests are not permitted to bring their own fragrances!
- Only drinks in lockable plastic bottles may be brought into the wellness area; all other drinks and items are strictly prohibited!
- **Please do not use your mobile phone when using our wellness services!**

## Consumption

**Fibula\*\*\*\* Wellness** offers two options for purchasing products:

1. **Membership card:** a guest balance recording system that can be topped up with club points as desired, and the topped-up club points can be used **without any time limit**.
2. Products can be purchased immediately at the **Fibula\*\*\*\* Wellness** reception (cash or credit card).

Guests can purchase club points at our reception desk, which can be added to their balance (membership card) and used to purchase products or pay for our services. (1 HUF = 1 club point)

The itemized transactions on the membership card can be queried by exact date and time, which **Fibula\*\*\*\* Wellness** is obliged to query and display at the guest's request. Only the management of **Fibula\*\*\*\* Wellness** is authorized to query itemized transactions!

## Reception / Vitamin Bar

- Guests are **required** to return all items received upon arrival (towels, sauna sheets, bathrobes, etc.) to the reception desk upon departure. Guests are financially responsible to the operator for any items received upon arrival.
- When the passes expire, any remaining sessions **cannot be transferred** to the next pass.
- Only **Fibula\*\*\*\* Wellness** employees are allowed in the **Fibula\*\*\*\* Wellness** reception area!
- It is **forbidden** to take products from the refrigerators and the counter!

**Fibula\*\*\*\* Wellness** Under the age of 14, children are not allowed to use the wellness services. The use of our services is subject to written parental consent!

- Children aged 14-18 may only use the wellness services with written parental consent (available at the hotel reception), in the presence of a parent or accompanied by an adult designated in writing by the parent.
- Only persons who have a contract with **Fibula\*\*\*\* Wellness** may provide personal training services. Personal trainers and managers working at **Fibula\*\*\*\* Wellness** have the right to remind visitors to comply with the rules.



## Use and Rental of Wellness Textiles:

1. For our hotel guests who have booked accommodation including catering and wellness services, the reservation price fully includes the use of wellness textiles.
2. For our hotel guests who did NOT choose catering and wellness access in their reservation, the use of wellness textiles is available for an additional fee:
  - The wellness area usage fee is available at a discounted price of HUF 5,000/person/occasion.
  - If the guest wishes to use their own textiles, only the entrance fee must be paid.
  - If the guest would like to rent textiles, a deposit of HUF 20,000/room is required at the reception, which is refundable upon departure.
  - The rental fee for textiles is HUF 800/item (bathrobe, wellness towel, sauna sheet).
  - The value of any missing textiles will be deducted from the deposit immediately upon return and inspection of the textiles at the main reception before the guest's departure. These charges are listed at the reception and in our house rules.
  - The deposit can only be paid in cash at our reception.
3. For external guests who wish to use our wellness area at the price indicated on our website, the service fee must be paid upon entry, and the registration form must be completed and signed.
  - Guests may use their own bathrobe, towel, and sauna sheet in the wellness area; in this case, only the entrance fee must be paid.
  - If the guest wishes to use and rent hotel textiles, a deposit of HUF 20,000/person is required at the reception, which is refundable upon departure.
  - The rental fee for textiles is HUF 2,000/item (bathrobe, wellness towel, sauna sheet).
  - The value of any missing textiles will be deducted from the deposit immediately before departure, after notification to the main reception. These charges are listed at the reception and in our house rules.
  - The deposit can only be paid in cash at our reception.

