

General Rules and Regulations of Sports and Leisure Centre in Zielona Góra

1. Definitions

The terms used in this document shall have the following meaning:

1. Rules and Regulations – Rules and Regulations of Sports and Leisure Centre in Zielona Góra.
2. Centre – Sports and Leisure Centre in Zielona Góra, located at ul. Sulechowska 41.
3. MOSiR – Miejski Ośrodek Sportu i Rekreacji [*City Sports and Leisure Main Office*] in Zielona Góra, the administrator of the Centre.
4. Agent – lessee of a designated area of the Centre which has been destined for providing additional services.
5. User – each person staying in and making use of services provided in the Centre.
6. Price List – schedule of prices for services provided by MOSiR in the area of the Centre.
7. Information Desk – service point for Centre Users.
8. Main Cash Desk – account point of MOSiR.
9. Service Staff – members of MOSiR staff performing work in the area of the Centre.
10. Security Service – members of the Centre security staff.
11. Services – the full offer of sports and leisure activities provided by MOSiR in the area of the Centre, having their separate rules and regulations.

2. General Information

1. The Centre is owned by the City of Zielona Góra, being in the MOSiR permanent administration.
2. These Rules and Regulations establish terms of use of facilities and equipment in the Centre.
3. The Rules and Regulations are obligatory for all Users of the Centre.
4. Having entered the area of the Centre, all Users shall become familiar with these Rules and Regulations as well as other rules and regulations being in force in the Centre, and they shall comply with their provisions.
5. The Price List presents an integral part of the Rules and Regulations.

3. Opening hours

1. The Centre is open from Monday to Friday, 6:30 a.m. to 10 p.m., whereas on Saturdays, Sundays and bank holidays – from 7:00 a.m. to 10 p.m., excluding some specific days off determined by the MOSiR Manager.
2. In order to maintain Clients' safety, while high attendance is observed or some events or competitions are held or in time of technical inspections or service and renovation works, individual parts of the Centre may be temporarily closed.

4. Centre Services General Terms of Use

1. All types of services provided by MOSiR in the area of the Centre, i.e. use of the Swimming Pool, the Sports and Entertainment Arena, sports and leisure activities as well as use of subscription tickets, have their separate rules and regulations available at the Centre Information Desk or on the website: www.parkwodny.zgora.pl.

2. Each User making use of an individual service provided by MOSiR shall be obliged to become familiar with with the Service Rules and Regulations, and comply with their provisions.
3. The Centre may be used by individual Users as well as by organised groups.
4. The Main Cash Desk works for accounting purposes of MOSiR. The Main Cash Desk is open from Monday to Friday, 8:00 a.m. – 12:00 noon.
5. At the Main Cash Desk, payment may be made in cash or with a payment card.
6. Any complaints, gripes and other businesses referring to services provided by MOSiR shall be submitted in writing at the Information Desk along with the applicant's contact data. The complaints will be examined within 14 days following their submission whereas gripes and other businesses – within one month.
7. Any complaints, gripes and other businesses reported by Users and referring to the quality of services and accuracy of fees or charges for services provided by an Agent, shall be examined by the Agent.
8. In the area of the Centre there is a total ban on:
 - a) smoking cigarettes, drinking alcoholic beverages, and using abusive substances,
 - b) carrying in sharp tools or other dangerous objects,
 - c) bringing pets in and allowing them to stay there,
 - d) demolishing, smirching or removing command and interdict boards,
 - e) admission for people being under influence of alcoholic beverages or other abusive substances, performing acquisition and commercial activities without a prior written consent by MOSiR.
9. While staying in the area of the Centre, Users violating public order, good manners, and being under influence of alcohol or other abusive substances, using vulgarisms or endangering other people staying in the Centre as well as Users who do not obey provisions of various Rules and Regulations, orders of the police, Security Service or the Centre Service Staff, shall be removed from the Centre.
10. Anyone witnessing the Centre property being demolished shall immediately inform the Centre Service on that fact.
11. In case of loss, damage or destruction of objects and equipment owned by the Centre, the User shall be obliged to defray costs consequent to their repair or replacement. The amount of the costs shall be determined on the basis of current market prices.
12. Users shall use the cloak room while staying in the area of the Centre.
13. If a cloakroom tag has been lost, the user shall be charged a fee of PLN 10.
14. All things found in the area of the Centre shall be delivered to the Centre Service. They shall be available to be taken back within 3 weeks. After this time they will be officially destroyed or transferred to the Lost Property Office.
15. The Centre is continuously monitored and the monitoring is performed in the way so that Users' dignity and personal rights are not violated.

Rules and Regulations of the Swimming Hall in Sports and Leisure Centre in Zielona Góra

1. Definitions

The terms used in this document shall have the following meaning:

1. Identifier – transponder wristband.
2. Pool Cash Desk – each of three cash desks owned by MOSiR, situated in the main hall in the immediate proximity of entrance and exit gates to/from the Paid Area.
3. Paid Area – the separate part of the Centre comprised of the Swimming Hall along with the changing room facilities, bathrooms, toilets, corridors, as well as spa and wellness areas, and also a catering unit (wet part of the restaurant), where the Client of the Centre has an access to after having received an Identifier at the Pool Cash Desk.
4. Swimming Pool – swimming hall.
5. Pool Attractions – complex of facilities available to public use in the swimming hall.
6. Organised Group – a group of at least 5 people with an adult Minder.
7. Group Minder – an adult person responsible for a group.

2. Opening hours

1. The Swimming Pool is open within the opening hours of the Centre.
2. The Users are allowed to enter the Swimming Pool until 9 pm.
3. The Users shall leave the Swimming Pool until 9.45 pm.
4. In order to maintain Clients' safety, while some events or competitions are held or in time of technical inspections or service and renovation works individual parts of the Swimming Pool or Pool Attractions may be temporarily closed.

3. Swimming Pool General Terms of Use

1. Swimming Pool may be used by individuals as well as by Organised Groups.
2. Children under the age of 13 may stay in the Swimming Pool accompanied by adult persons only. These children enter the Swimming Pool within one transaction with the Minder.
3. Before entering the Swimming Pool, children over the age of 13 shall verify their age on the basis of a student ID card or other document confirming their age.
4. Documents qualifying for reduced price tickets, season tickets or entrance cards shall be presented at the Pool Cash Desk before entering the Swimming Pool.
5. Individuals who do not use the swimming facilities, but stay in the Swimming Pool shall pay a fee charged as at the valid price list (not applicable for organised swimming lessons for children).
6. The Swimming Pool as well as spa and wellness facilities may be occupied by 500 individuals at the same time.
7. Use of the Swimming Pool may be performed on the basis of an Identifier that has been received at the Pool Cash Desk. Organised Groups of pre-school and school children may stay in the area of the Swimming Pool on the basis of a common Identifier which is held by the Group Minder.
8. Time starts to be counted since the moment of the Identifier becomes active.
9. Identifiers are owned by the Centre.
10. In the Swimming Pool Users are obliged to only wear swimming suits adhering to the body, i.e. one- or two-part swimming suits, swimming trunks or diving suits when

justified. Group Minders who do not use swimming facilities are allowed to wear flip-flops and light outer clothing.

11. Before entering the Swimming Pool, all Users shall take a shower.
12. In order to provide maximum safety and comfort, Users are forbidden to:
 - a) run along the edges of the pools and within the area of the Swimming Pool,
 - b) jump into the pool,
 - c) shove and throw other Users into water,
 - d) immerse Users enjoying the swimming facilities,
 - e) do gymnastic exercises on entrance ladders and railings,
 - f) answer the call of nature in the pools,
 - g) use soap or other washing substances in the pool water,
 - h) enter the pools with bathing footwear on,
 - i) sit or hang on lane ropes,
 - j) organise any kind of ball games except for appointed activities carried out under the Minder's supervision,
 - k) consume food and beverages as well as chew gum except for places designated for that purpose,
 - l) initiate false alarms,
 - m) swim across the lanes,
 - n) enter the Swimming Pool with sharp objects, hooks, pendants, chains, watches, etc.,
 - o) pose other situations that could directly or indirectly jeopardize the User's or anybody else's safety.
13. Within the lanes of the competition pool right-hand traffic is obligatory.
14. Before entering the Swimming Pool, disabled persons using wheelchairs shall change the personal wheelchair to a special pool wheelchair. This matter shall be reported at the Pool Cash Desk or at the Centre Information Desk.
15. Individuals of lower health conditions (e.g. prone to muscle cramps, faints, epilepsy attacks, or with cardiovascular diseases), as well as pregnant women shall use Pool Attractions appropriately to their current health condition and with extreme caution. In the situations described above, the Users benefit from the Pool Attractions on their own responsibility.
16. All injuries, shocks and failures in bodily functions resulting from stay in the pool shall be immediately reported to lifeguards on duty who keep records of accidents.
17. By the exit from the Swimming Pool, the Identifier record reading is held at the Pool Cash Desk. On the basis of the reading a cashier specifies the User's amount due to be charged for using the Swimming Pool as well as spa and wellness facilities, and also for the catering unit (wet part of the restaurant), unless the amounts due for those services have been settled at the Agents' cash desks.
18. Each User has the right to choose a specific transaction (individual or group transaction). In case of a group transaction (which means entry of a number of Users for one transaction), the payment for all Users is made by the User who passes the Pool Cash Desk as the last one.
19. At the Pool Cash Desk, the User receives a receipt for the Swimming Pool services. In case of a group transaction for a number of Users, one receipt is issued. Upon the User's request, there is a possibility to print a report for the receipt at the reception desk.
20. Agent shall issue receipts and invoices for the services provided by them.
21. Payment for services provided may be made in cash, with a payment card or with a season ticket purchased in advance.

22. Invoices for using the Swimming Pool are issued at the Main Pool Cash Desk on the basis of the receipt, in the Cash Desk opening hours. On other days and hours invoices are issued at the Pool Cash Desks.
23. In case of loss, destruction or damage of the Identifier, a fee of PLN 100 shall be charged. The fee payment for the lost Identifier does not exempt the User from repayment of the amount due for the services provided.
24. The User shall immediately notify the Centre Service on the loss of the Identifier each time it happens.
25. The Users shall use chairs, deckchairs, etc. while wearing a dry swimming suit or after having laid a towel first. The Users are forbidden to move chairs, deckchairs, etc. to places other than designated by the Centre Service.
26. Upon a continuous, modulated, acoustic signal, the bathing Users shall immediately exit from the water and leave the Swimming Pool in accordance with instructions given by lifeguards and the Service.
27. A Pool Attraction or device failure does not provide the grounds for claims of the pool fee reimbursement.

4. Paid Area

1. Each User who acquired an Identifier has the right to enter the Paid Area.
2. Having entered the Paid Area, i.e. the changing room facilities, each User shall change the regular footwear to pool footwear in a designated place.
3. The User shall present the Identifier upon every request of the Centre Service or a lifeguard.
4. The Swimming Pool User shall return the Identifier while exiting from the Paid Area.
5. The booths in the changing room facilities shall be used to change clothes only.
6. The booths in the changing room facilities are designed for one adult person each, except for the booths dedicated for disabled persons as well as for a Minder with a little child.
7. Users shall use cases in the the changing room facilities in order to store their clothing, footwear and personal belongings.
8. In the Paid Area, between the Cash Desks and changing room facilities, the User has access to cases dedicated to smaller objects.
9. In the event of loss of the key to the small case, the User shall be charged the cost of the lock exchange. The cost of the lock exchange shall be determined on the basis of current market prices.

5. Water Slides

1. The Users shall be particularly careful while climbing up the stairs to water slides and use railings and handles.
2. Before sliding down, the Users are required to familiarise themselves with notice boards – pictograms referring to the water slides. The pictogram boards shall form an integral part of the Rules and Regulations.
3. The pictogram boards indicate the age of individuals using the Pool Attractions.
4. The Users are obliged to:
 - a) be particularly careful while entering a starting platform,
 - b) make sure that there is water running in the slide pipe,
 - c) make sure that the light-signalling is efficient,
 - d) as soon as the green light turns on, assume the correct starting position according to permitted positions,

- e) slide down one by one following the light-signalling (GREEN – START, RED – STOP) or wait until the previous User reaches the landing pool,
- f) immediately leave the landing pool after reaching it in order to make room for the next water slide User,
- g) absolutely comply with recommendations given by a lifeguard, instructors and the pool service.

5. The Users are forbidden to:

- a) use the water slide if there are any dangers or it is faulty or out of order,
- b) use the water slide while the light-signalling is faulty,
- c) slide down by Users under influence of alcohol,
- d) slide down in prohibited positions (see the pictogram board),
- e) running up or down the stairs to the water slide,
- f) climbing "upstream" the slide pipes and stop in the course of the slide,
- g) leave children under the age of 13 unaccompanied,
- h) perform any acts of vandalism.

6. Water Balloon

1. Use of the water balloon may be performed only in the presence and consent of a lifeguard.
2. The balloon may be occupied by maximum 15 adult Users or 20 children at the same time.
3. The water balloon may be used by children who are more than 110 cm tall.
4. Children who are from 110 up to 140 cm tall may use the water balloon in separate groups, admitted every 30 minutes.
5. The duration of a single session depends on the number of using and awaiting individuals .
6. Entry to the water balloon is permitted only in the place marked with the sign "ENTER" [„WEJŚCIE”] whereas leaving the water balloon is permitted only in the way marked with the sign "EXIT" [„WYJŚCIE”].
7. Four climbing ropes are provided to climb up the dome of the balloon. The spaces between the ropes are designed to slide down. One User may take advantage of one rope at the same time.
8. The Users shall be particularly careful on the dome of the balloon as there is a risk of a slip.
9. The User sliding down shall make sure that the slide and landing lane is not occupied by other Users.
10. The Users are allowed to use the water balloon only in the operating time of the fountain located on the dome surface of the balloon.
11. The Users are forbidden to:
 - a) slide head down,
 - b) jump from the bench on the dome of the balloon as well as perform somersaults,
 - c) shove other Users,
 - d) enter the balloon while wearing corrective eye glasses, jewellery, chains, watches and other sharp objects.
 - e) enter the balloon while wearing swimming equipment (rings, water wings, life jackets, swimming goggles),
 - f) pose other situations that could jeopardize the User's or anybody else's safety.

7. Wave Pool

1. Use of the wave pool may be performed only in the presence of a lifeguard.

2. The Users of the wave pool are forbidden to pose any situations that could jeopardize the User's or anybody else's safety.
3. The Users are forbidden to:
 - a) run into the wave pool,
 - b) jump onto the ball,
 - c) swim under the ball,
 - d) climb up the ball,
 - e) push the ball,
4. Users who cannot swim should avoid using the wave pool, as generated waves may result in overturn, covering or overwhelming the whole body.

8. Handling groups of children and youth as well as disabled persons

1. One Group Minder shall be in charge of a group of not more than 15 persons. For each group of 15 persons there are 2 free accesses for the Group Minders. Every next person shall be charged as at the valid price list for the Swimming Pool.
2. In pre-school groups, one Group Minder shall be in charge of a group of not more than 10 children. For each group of 10 persons there are 2 free accesses for the Group Minders. Every next person shall be charged as at the valid price list for the Swimming Pool.
3. Regarding the groups of disabled persons, the number of Minders depends on the degree of disability of the charges. Individual Minder of a disabled person shall have a free access to the Swimming Pool providing that the disabled person has got a special ID card with information on:
 - a) the severe degree of disability,
 - b) the moderate degree of disability, but only if an additional doctor's certificate is provided proving that a personal Minder is required.
4. The Group Minders shall be responsible for familiarising the charges with the Rules and Regulations as well as for complying with all provisions hereof.
5. The Group Minders shall accompany the group within the whole time of stay in the Swimming Pool as well as supervise behaviour of its members.
6. Within the stay time of the Group in the Centre, the Group Minders are obliged to watch the Group members so that they calmly and politely behave themselves, do not make noise or damage equipment or other property in the area of the Centre.
7. Before entering the Paid Area, the Group shall take place away from the Pool Cash Desks in order not to hinder the entry to individual persons.
8. Before entering the Paid Area, the Group Minder is required to fill in the "Record on Stay of Organised Group" which is available at the Centre Information Desk and to hand it over to the lifeguard shift supervisor immediately after having entered the Swimming Pool.
9. The cashier gives the Group Minder one Identifier for maximum 15 persons.
10. In the first place the Users are required to go to the changing room facilities, and then find out the case with the number corresponding with the Identifier number.
11. The Users shall leave all their personal belongings in the cases except for the thing that are necessary in the Swimming Pool.
12. Having locked the case, the Identifier shall be fastened on the wrist.
13. In case that the Group Minders do not use swimming facilities, they should have suitable clothing and footwear to change (flip-flops).

- 14.** After entering the Swimming Pool, the Group Minder shall manage the group members and contact the lifeguard shift supervisor in order to hand him or her over the record and to determine the rules for using the pool facilities.
- 15.** Upon the signal indicating the end of activities, the participants shall immediately leave the Swimming Pool.
- 16.** In case of exceeding the settled time of the group stay, the Group Minder shall repay the amount due as at the valid price list for services.

Rules and Regulations of the Sports and Entertainment Arena in Sports and Leisure Centre

1. Rules and Regulations of Sports and Leisure Centre as well as Rules and Regulations of the Sports and Entertainment Arena are in force within the area of the Sports and Entertainment Arena.
2. Any references hereinafter to Arena shall be interpreted as the Sports and Entertainment Arena along with its infrastructure (traffic routes, changing rooms, toilets, warm-up room).
3. The Arena shall be only used upon consent of the MOSiR Manager and including the predetermined schedule.
4. The use of the Arena is charged as at the valid price list determined by MOSiR.
5. The MOSiR Manager reserves the right to introduce changes into the use of the Arena schedule. Any changes to the use of the Hall schedule shall be notified to the affected parties.
6. The Arena may be used by:
 - a) school-age children and youth under supervision of a Minder,
 - b) Sports clubs and sections under supervision of an instructor or a coach,
 - c) workplaces, institutions, organisations under supervision of an instructor or a coach,
 - d) natural persons,
 - e) participants and fans exclusively during organised sports events when the audience participation has been anticipated.
7. The Arena must not be used by individuals who:
 - a) are under influence of alcohol or abusive substances,
 - b) have medical contraindications,
 - c) use swearwords, pose a danger to other people in the Arena or fail to obey Rules and Regulations, and recommendations of the security staff and service.
8. Individuals using the Arena shall be obliged to:
 - a) leave outer clothing and shoes in the cloakroom,
 - b) wear sports clothes and appropriate sports shoes, so called "hall shoes" (i.e. clean, preferably with fair soles that do not make any stains, flaws, etc.),
 - c) obey safety regulations while using sports equipment provided as the Arena facilities.
 - d) keep the area of the sports Arena, changing rooms and sanitary units clean and orderly,
 - e) obey instructions of activity leaders or the staff in charge of the facilities operation,
 - f) take care of devices and sports equipment.
9. The activity leader shall check and keep changing rooms and sanitary units tidy after each use of the Arena.
10. In the area of the Arena, all users are prohibited from running up and down the corridors, stairways, etc., as well as posing dangers resulting in threat to their or anybody else's health.
11. Individuals staying in the area of the Arena shall be strictly prohibited from:
 - smoking cigarettes, drinking alcoholic beverages, using abusive substances,
 - carrying in and using non-sports equipment,

- carrying in food and beverages,
 - hanging on basketball hoops or framings,
 - using electrical appliances found in the sports hall,
 - using faulty or damaged equipment,
 - performing exercises while wearing clothes other than sports clothes,
 - carrying in laser pointers.
12. In the Arena there may be sports competitions in team games carried out, i.e. basketball, volleyball, handball, hall football, etc., as well as cultural entertainment events.
 13. In the Arena there may be mass sports, cultural and entertainment events organised. Mass event organisers shall be obliged to comply with the Act on mass events security.
 14. The Arena shall be rented pursuant to an agreement defining terms and conditions of the rent.
 15. The participants of activities or events shall be allowed to enter and stay in the Arena provided that they have:
 - a) valid entrance ticket – for spectators taking part in a ticketed event,
 - b) statement or identifier issued by an activity organiser – for participants of sports activities,
 - c) invitation issued by an event organiser or accreditation authorising to enter the event – for press, radio and TV reporters.
 - d) invitation issued by an event organiser – for guests of honour, etc.,
 - e) rental agreement – for The Arena users on the rental basis.
 16. The entrance ticket provides its holder with rights and obligations determined hereinafter.
 17. The entrance ticket allows its holder to:
 - a) take the seat specified on the ticket,
 - b) freely watch the event,
 - c) politely support the teams taking part in the sports competition,
 - d) use the cloakroom and the toilet.
 18. The holder of the entrance ticket is obliged to:
 - a) behave in compliance with the Rules and Regulations of the premises as well as with orders of the police, security service and recommendations of the event announcer,
 - b) use only visibly marked entrances and exits to/from the area of the premises,
 - c) move within the premises using the marked traffic route and take a seat in the relevant sector unless otherwise informed by security service,
 - d) politely behave during the stay within the premises,
 - e) keep the ticket until the event or the match has finished.
 - f) All injuries shall be immediately reported to a teacher, a coach or the service of the premises.
 19. The MOSiR Manager and authorised staff are qualified to control the obedience to Rules and Regulations, and in case of infringement, to prohibit from use of the Arena.