POLICIES AND RULES OF LIPÓT THERMALBATH & SPA

1. The Lipót Thermal and Adventure Bath (hereinafter referred to as the Spa) may only be used in compliance with these House Rules. By purchasing an admission ticket, guests accept the House Rules as binding. If a guest fails to comply with the House Rules or the instructions of the staff, the Spa employees may refuse service and remove the guest from the premises.
2. Everyone uses the Spa facilities (pools, sauna, water slides, playgrounds, etc.) strictly at their own risk!
3. Guests may enter the Spa premises after paying the admission fee or presenting and stamping their pass. The admission ticket includes the use of the saunas and slides. The admission ticket must be retained throughout the Spa's operating hours!
4. Certain services are available to guests upon payment of a fee, on a first-come, first-served basis.
5. The admission ticket is valid on the day of purchase during operating hours, is non-refundable, and entitles the holder to a single entry. The ticket does not allow re-entry after exiting (except for passes).
6. Children under 14 years of age may only stay on the Spa premises and use the services under the continuous supervision of a parent or an adult companion. Children under 14 may only use the Spa facilities—especially the pools, water slides, and playground—under the responsibility of a parent or adult companion.
7. When using the water slides, compliance with the slide regulations posted on-site and the instructions of the slide operators is mandatory! The Spa accepts no liability for accidents resulting from failure to do so! Based on operational decisions and for safety reasons, women are not allowed to use the Big Blue slide!
8. Upon completing the slide run, the designated splashdown lane and braking trough must be cleared as quickly as possible. The Spa accepts no liability for accidents resulting from failure to do so!
9. Swimwear is mandatory for all ages in the children's paddling pool and all other pools. For toddlers, the use of a waterproof swim diaper is mandatory! Parents may change diapers only in the designated diaper-changing room.
10. Adults may only enter the children's paddling pool for supervision purposes. Lying down, sitting, or soaking feet in the children's paddling pool is prohibited.
11. Compliance with the signs and information notices posted throughout the Spa is mandatory! Everyone must follow the instructions on the warning signs. The Spa accepts no liability for accidents resulting from failure to do so!
12. The use of saunas is prohibited for children under 14! The sauna must be used in compliance with the posted sauna rules. The use of swimwear and a towel is mandatory in the sauna! Listening to music in the pools, pool areas, and the sauna is strictly PROHIBITED!

13. In the case of groups, especially children's groups, the group leaders are responsible for the discipline, life, accident, and property safety of the group, as well as for complying with and enforcing the House Rules.
14. Keys to the lockers in the changing rooms can be obtained at the cash desk against a deposit of HUF 1,000. The Spa accepts no liability for valuables stored in the lockers.
15. The clothes racks next to the pools are used at everyone's own risk. Lipóti Termálfürdő Kft. accepts no liability for items left unattended there or elsewhere, nor for damages resulting from the loss of items left on the Spa premises.
16. Any damage, theft, or attempt thereof will result in police prosecution.
17. Persons suffering from fever, infectious or skin diseases, or those with injuries, open wounds, highly visible or potentially offensive conditions, or convulsive disorders, as well as intoxicated individuals, persons under the influence of drugs or intoxicating medication, or unhygienic individuals, are not permitted on the Spa premises or in the pools. Spa staff may refuse entry or use of the facility to such individuals.
18. Before entering the pools, the use of showers and foot baths is mandatory!
19. Swimwear is mandatory in the pools, sauna, and throughout the entire Spa area!
20. Bringing animals into the Spa area is prohibited!
21. Under extraordinary weather conditions (lightning, windstorms, etc.), the Spa management may temporarily suspend the use of pools and slides for safety reasons. The Spa is not liable to compensate guests for such closures.
22. In justified cases (technical reasons, events, etc.), the operator is entitled to fully or temporarily close the Spa (e.g., pools, buildings, facilities, etc.).
23. Please take care of the Spa's furniture and equipment. Lipóti Termálfürdő Kft. may demand full compensation or initiate compensation proceedings against anyone who causes damage intentionally or through negligent behavior.
24. Playing with balls or bringing air mattresses into the swimming pool is prohibited. The swimming pool may only be used by proficient swimmers.
25. Jumping or dangling feet into the swimming lane is prohibited!
26. In accordance with Government Decree No. 510/2023. (XI. 20.), the thermal water pools may only be used by guests over 14 years of age! Children under 14 may use the thermal or medical pools only upon medical prescription, which must be presented to the operator. Playing with balls, jumping, swimming, submerging under water, and splashing are prohibited in these pools! Please remain quiet in the thermal pools.
27. No games may be played, loud music played, singing done, or behavior exhibited on the Spa premises that endangers the physical integrity of oneself or others, or disturbs the peace of the guests. Spa staff are duty-bound to maintain order, using law enforcement assistance if necessary.
28. Entering areas closed off from guests or using locked equipment, pools, or courts is prohibited. The Spa accepts no liability for accidents resulting from failure to comply!

29. Requests and instructions from the Spa staff must be followed at all times.
30. Bringing fragile objects, food, or alcohol into the pools is prohibited, as is polluting the water in any way or entering it with an oily or dirty body. Before using the pools, the use of the shower and foot bath is mandatory!
31. Jumping into the pools with a hot or overheated body is Prohibited!
32. Jumping into the pools from the side or with a running start is Prohibited!
33. Behaving in a manner that violates public order or public decency on the Spa premises is prohibited. Monokini (topless sunbathing) is prohibited. Bathing in regular clothes, burkinis, full-body clothing, or skirts in the pools is strictly PROHIBITED!
34. Consuming alcoholic or non-alcoholic beverages and eating in the pools, pool areas, and the sauna is prohibited! The use of the Spa may be revoked from intoxicated individuals and guests who fail to comply with the House Rules.
35. Please smoke only in the designated areas within the Spa. With our non-smoking guests in mind, a non-smoking zone has been established around the playground. Please use these areas accordingly.
36. Smoking, consuming alcoholic beverages, using intoxicating substances, listening to music, and eating in the changing rooms are prohibited!
37. Please dispose of waste in the designated trash bins.
38. By purchasing an admission ticket, the guest consents to the Spa freely using photos and recordings taken at the Spa for its own advertising and promotional activities from time to time. By purchasing the ticket, the guest acknowledges that a surveillance camera system operates on the Spa premises, as indicated by stickers at the cash desk.
39. Due to the mineral salt content and temperature of the water, individuals with heart disease experience increased physical strain depending on their condition, and therefore swim entirely at their own risk.
40. Guests must leave the thermal pools before draining begins, and all other pools 30 minutes prior to closing time. The slides close at 19:15! Please leave the Spa premises by closing time.
41. Guests have the right to lodge a complaint regarding the method or quality of service or the behavior of the staff, either verbally to the manager or in writing in the Customer Comments Book (Vásárlók Könyve) located at the cash desk.
42. The Spa is entitled to pass on the full cost of a complete water change to any individual who pollutes the pool water due to non-compliance with the regulations.
43. Bathing, entering, or fishing in the stream is strictly prohibited and dangerous. The Operator accepts no liability for accidents resulting from this!
44. It is strictly prohibited to remove any objects or plants owned by the Spa from the premises!
45. We accept no liability for technical issues arising through no fault of the Spa (e.g., failure of cash registers and bank terminals, power outages, water contamination)!
46. We accept no liability for accidents, injuries, or damages resulting from the guest's own fault or the improper use of the facilities.

47. All bathers must follow the instructions of the lifeguards, pool attendants, and slide operators! The information and prohibition signs placed next to the pools and slides are binding for all guests! The Spa accepts no liability for accidents resulting from failure to comply with these! Gift vouchers cannot be exchanged for cash, no cash refunds can be given from their value, and they cannot be exchanged for other services. Gift vouchers cannot be used beyond their validity period.

48. We accept no liability for items placed in the changing room lockers or left unattended on the Spa premises.

49. Please report any extraordinary event—such as personal injury, fire, or the presence of a hazardous tool or object—to the staff immediately. In the event of an emergency, the instructions of the staff must be strictly followed.

50. Persons arriving as companions are also required to purchase a ticket at the cash desk.

51. The admission ticket is valid only on the day of purchase and entitles the holder to a single entry during the Spa's operating hours. After leaving the Spa, re-entry is only possible by purchasing a new admission ticket. Passes entitle the holder to entry according to the type of pass. In the case of passes, re-entry depends on the specific type of pass.

52. Access to services (including entry) must be provided on a first-come, first-served basis. In certain cases, the Spa's manager on duty may make exceptions (e.g., for persons with reduced mobility, pregnant mothers, visitors with strollers, groups, or pass holders). Issued tickets are non-refundable.

53. Bicycles and scooters brought inside the Spa premises must be stored in the designated areas and secured with mechanical protection (lock, padlock). Bicycles may also be stored in front of the Spa building, which is free of charge. The Spa accepts no liability for bicycles or scooters stored either within the Spa premises or in front of the Spa building.

54. Riding scooters, bicycles, roller skates, etc., within the Spa premises is prohibited and dangerous!

55. Do not run; please wear slippers throughout the entire Spa area. The Spa accepts no liability for the potential disappearance of slippers.

56. It is prohibited to disturb the peace of bathers by making noise (e.g., using radios and similar devices in a manner that disrupts others), or through immoral or inappropriate behavior.

57. It is prohibited to light fires, or use firecrackers or any other devices capable of causing panic within the Spa premises. It is prohibited to obstruct the steps and stairways of the pools, or to use the Spa's fixtures and equipment for purposes other than their intended use. Bringing motor vehicles onto the Spa premises without permission is prohibited.

58. In extraordinary circumstances, due to operational failure or weather conditions, Lipóti Termálfürdő Kft. may suspend its services or a part thereof. If the utilization of a service has already commenced, Lipóti Termálfürdő Kft. will not refund the service fee.

59. Instructions to leave the pools will be given via the loudspeaker system or verbally by the lifeguards/pool attendants at the pools. Guests must stay in indoor, covered areas inside the building until the dangerous period has ended. Once the danger has passed, the pools can be used again following information provided via the loudspeaker or verbally.

60. In the event of an accident, providing data for the official report is mandatory.

61. Please turn in lost property at the cash desk. If the rightful owner of the found item comes forward, they must verify receipt by presenting their ID and signing for it. Found items can be picked up at the cash desk. If the person entitled to receive the item cannot be determined, the operator will retain the found item for three months from the date of handover, in accordance with the Hungarian Civil Code (Act V of 2013).

62. Please report any extraordinary event—such as personal injury, fire, or the presence of a hazardous tool or object—to the staff or the security service, who are authorized and obliged to take action.

63. Compliance with the House Rules is mandatory for all guests staying on the Spa premises. Anyone who fails to comply with the House Rules, or intentionally damages or steals Spa equipment, may be required to pay for damages, face regulatory proceedings, and be removed from the Spa premises. The staff may also refuse to provide Spa services to such individuals. In this case, the guest is not entitled to a refund for the purchased admission ticket or service.

64. Lipóti Termálfürdő Kft. reserves the right to make changes!

65. These House Rules have been established to ensure the safety, health, and physical integrity of our guests. The Spa management is not obliged to consider complaints or potential damage claims arising from non-compliance with the House Rules.

    We wish our dear guests a pleasant stay and a relaxing time! Lipóti Termálfürdő Kft.