

POLICY

BÜKFÜRDŐ THERMAL & SPA BÜKFÜRDŐ THERMAL & SPA SERVICE TERMS DURING THE COVID-19 CORONA VIRUS DISEASE

GENERAL TERMS AND CONDITIONS

This policy contains the order of using the services of Bükfürdő Thermal & Spa (Bath, Sauna World, Medical Wellness, Medicine), the users' and the service provider's rights and obligations, the general terms and conditions (GTC).

I. GENERAL INFORMATION

1. Opening hours of the spa

The services of Bükfürdő Thermal & Spa can be used according to the schedule posted at the entrances.

2. General conditions for the use of spa services

The spa, medicinal and wellness services of Bükfürdő Thermal & Spa, the range of available treatments and their prices are included in the prevailingly valid price list published by the joint stock company.

By purchasing the ticket, the guest acknowledges that they are bound by the provisions of the Policy. They also acknowledge and accept that following entry to the spa and during their stay in the spa area, recordings intended for public use may be made (respecting the individual's privacy rights) for use in the marketing and promotional activities of Bükfürdő Thermal & Spa without special consent subject to compliance with the provisions of Act CXII, 2011, Civil Code and the Data Protection Regulation (GDPR - 2016/679-EU) of the EU.

The names of the operating pools are included in the information board at the entrances.

The spa services of Bükfürdő Thermal & Spa are available for a fee.

Children under 14 years old are allowed in the spa only in the company of the parent or a person authorized to supervise the child. If the child under the age of 14 does not come to the spa area with parental supervision, but as a member of a group of children, the head of the group is responsible for the child's safe bathing and behaviour in the spa. In case of doubt, the cashier may request the presentation of a document proving the age of the person intending to enter the spa. No ticket for admission to the Sauna World is available for children under 14 years of age.

The facilities and pools of the spa can be used by everyone at their own risk.

The services of Bükfürdő Thermal & Spa are not available for those who:

- actually has or is suspected to have the COVID-19 corona virus infection, in particular a person subject to quarantine by an authority (during quarantine);
- has a fever and is suffering from an infectious gastrointestinal or skin disease,
- **presents with respiratory symptoms,**
- has a convulsive condition, or suffers from an illness accompanied by loss of consciousness or a disease with a marked or extensive pathological change,
- is drunk, or is under the influence of drugs or medication with an intoxicating effect, or,
- does not comply with the conditions set out in the Policy.

When using bath services it will be **forbidden to**:

- **stay and wait within 1.5 meters of other persons** in swimming pools, catering units, rest areas and public spaces (except for those living in one household), with the exception of medical treatments
- behave in the spa facilities in a way that violates public morals and public order,
- take photographs and videos in the spa area and to publish them,
- pursue agency and political activities in the spa facilities,
- pursue gambling for cash prize or on a monetary basis,
- bring any animal into the spa area (except: dogs to aid mobility for the blind and partially sighted),
- disturb the peace of others,
- damage the facilities of the spa, their equipment and fittings, to intentionally cause damage,
- cover the radiators, air conditioners, built-in or mobile equipment in the indoor facilities with clothes and towels, use them for drying (only the places designed for this purpose can be used for drying clothes, the employees of the spa are allowed to remove the clothes kept elsewhere),
- change clothes in the indoor areas of the spa, with the exception of the changing rooms designed for this purpose, and to store clothes on the chairs,
- permanently reserve the sun loungers, tables and chairs in the indoor areas of the spa, the pool area, the rest areas and the rest building, as well as the indoor sun loungers during the day,
- wear shoes in the pool and relaxation areas, as well as in the rooms marked with a sign,
- bring their own deck chair, chair and table into the indoor pool and relaxation areas, as well as in the park area,
- take any equipment located in the indoor area of the spa to the park area,
- occupy and sit on the entrances and stairs of the pools (the pool entrances can only be used to enter and exit the pool, and only for the time required for passage).

The facilities of the spa, such as the pools, the park area, their pieces of equipment and furnishing, can only be availed of and used for the intended purpose.

Whoever intentionally or carelessly damages, misuses, steals the equipment and installations of the spa, will be obliged to compensate the damage.

The pools can only be used by guests in swimwear, with the exception of the pools in the sauna world. The following commercially marketed bathing suits may be worn in the water: bathing trunks and bathing shorts for men; bikinis and swimwear for women; bath diapers, special baby bath pants for babies. Short- or long-sleeved tops, (excluding special swimming shirts), trousers, leggings, sports shorts, whatever their material, are not allowed. Wearing jewellery in spa pools is not recommended.

The cleanliness and hygiene of the bath must be preserved; waste must be placed in the waste bins. There are selective waste bins in several places in the spa area, using which care must be taken to have the waste always placed in its proper place.

Smoking is not allowed in the spa buildings, and is allowed in the spa area only in places designated in accordance with the relevant legal regulations.

In the vicinity of the pools - despite the applied non-slip cover - the walking surface can be slippery due to the moisture carried out, for which there is an increased risk of slipping. It is therefore **mandatory** to get about with greater than the usual care **in the total spa area** and to wear **slippers** and footwear that ensure protection from slipping.

The joint-stock company shall not be liable for damages resulting from the improper use of the facilities, their equipment and fittings.

In exceptional cases, in the event of a breakdown, some of the services may be suspended.

When **the maximum capacity** of each service unit **is reached**, the use of the service can be **restricted or denied**. Pools and designated enclosed spaces (e.g. changing rooms, water blocks) can only be used **through the designated entry and exit points**. No more than the number of persons indicated as the maximum capacity of the particular unit can be accommodated simultaneously.

Access to the spa area by car is possible only with prior permission, according to the conditions set out in the permit. For the safety of guests, a part of the spa area is monitored by cameras. The attention of the public is drawn to this fact by warning signs situated at the entrances and in the facilities concerned. The camera does not record sound. The information related to the operation of the electronic monitoring system and the information related to the management of data of spa guests have been posted at the main entrance.

The purpose of data management related to camera recordings is the security of guests and their property. Recording storage time: 3 working days. Place of storage: the registered office of the joint stock company. The scope of those entitled to access the stored data: designated personnel of the joint stock company and the authorities and official bodies (e.g. police, court) acting in order to assert property and other claims.

In case of fire, bomb alert, other extraordinary events, the instructions of the spa staff must be followed.

The company is not liable for damages caused to guests by commercial units operating in the spa area and other service providers operating under a contract with the joint-stock company.

Hangers by the pools can be used by everyone at their own risk; the company is not responsible for the objects placed there.

Sickness or accident occurring in the spa area must be reported immediately to the nearest employee of the spa or to the doctor on duty.

Pools must be vacated 15 minutes before, while the spa area no later than the time of closing the spa.

The use of slippers is mandatory throughout the spa, with the exception of sauna cabins and pools.

Spa facilities should only be used at one's own risk, with due care and caution, in compliance with the regulations.

II. BATH ENTRY INFORMATION

1. Operation of cash registers

Spa tickets are issued at the cash desk from the morning opening of the spa until one hour before its closing.

Please indicate in advance the intention to receive a registered invoice or to pay by other than cash or by EUR. Our prices are in HUF and include VAT.

There is no possibility to exchange money at the cash desk. No complaints will be accepted after departure from the cash desk.

At places of queuing (cash desk, restaurants), a distance of at least 1.5 meters must be kept between those waiting. Signs on the floor facilitate observing the 1.5 meter distance.

2. Information related to spa entries and access rights

Spa services are available upon validation of the medium received for pay at the cash desks at the points of entry. The special feature of the new access system is that the **medium** enables the use of other services in addition to the access-exit function.

The medium can be **topped up** at the cash desks using **cash/bank card** (HUF) and freely used by guests for services available at the Medical Wellness and Sauna World, or for renting in the Spa area. No payment can be made in this way in the restaurants and buffets of the spa. When leaving the spa, the amount remaining on the medium can be reclaimed at the cash desk before the clock is swallowed. After departure, the amount can only be returned if the receipt confirming the purchase made by the medium is presented, but even in this case only if it is on the same day.

Consumption will be allowed for our guests who have an annual/semi-annual pass by using their medium for the particular day up to the amount of HUF 20,000, which sum must be settled before leaving the spa. Another possibility in the case of media with a chip is that - when using the services for which a deposit is required (sauna sheets, sun beds, lockers, safe deposits, luggage lockers, cabins) - they can be debited

with the amount of the deposit by touching the given terminal. No upload is required to use this feature; all media users over the age of 18 can do so. The resulting deposit only needs to be paid if the leased asset is not returned after using the service.

Upon entering the Sauna World, the terminal - when detecting media that do not contain a valid entrance to the Sauna World - offers the guest the possibility to enter that day. By pressing the button on the terminal and thereby accepting the entry, the price of the supplementary ticket is charged on the medium.

Media charged with a deposit, sauna ticket or other consumption for guests who have a season ticket will not open the gates on departure until their value has been settled at one of the cash desks.

Deck chair surcharge: HUF 500

Sauna bed surcharge: 1,000 HUF

Media and key surcharge: HUF 5,000

Our spa guests are fully responsible for the integrity of the medium and the consumption charged to it. Failure to pay for the media charged will in all cases result in a police report!

The medium with the chip confirming the entitlement to enter the spa as well as the receipt received upon payment at the cash desk, must be kept for the entire duration of stay at the spa, and presented for verification upon request and worn on the wrist during the stay in the spa units. The person who is unable to present the medium in case of inspection is obliged to pay HUF 5,000, which is the surcharge for the medium.

If the access control system indicates an error upon entry to the spa area and the validation of the medium, the employee performing the service must be notified.

Only one person can enter the spa area with one spa pass.

It is possible to leave the spa area for a short period (maximum 15 minutes). This must be indicated at the ticket office before departure, because after the medium has been returned at the gate absorber, re-entry is only possible by purchasing another daily ticket. In such a case cash desk personnel provides a wristband indicating the time of exit. If the time exceeds 15 minutes by return, entry is only possible by paying a surcharge of 500 HUF.

The guest will be liable for the loss or damage of the medium in the spa area.

The owner of the lost medium will be obliged to pay a surcharge of HUF 5,000.

If the lost medium belongs to a semi-or full year pass of entry, - due to the value of the daily charging capacity of the medium - the amount of the surcharge is HUF 20,000.

It is possible to redeem the spa ticket purchased at the ticket office only if the receipt is presented, on the day of purchase and only if it has not been validated (read) yet and the spa ticket has not been used.

3. Spa tickets, access rights

3.1. Daily spa tickets for one person

Having purchased a spa ticket (medium) for one entry per day at the cash desk and validated it at the access point one person is entitled to enter the spa area once on the day of purchase.

The **afternoon ticket** (time-limited spa pass for a single entry a day) provides access from **15.00 hrs.**

With **5-15 times** once-a-day **spa passes** and **2-4 times pre-purchased tickets** (medium with a chip) after they are validated at the entry point, a person can enter the spa area **a total of the times** requested and paid for by the guest and **registered in the medium. After leaving on a given day, the person may only re-enter by validating yet another single daily ticket.**

5-15 times spa passes and 2-4 times tickets purchased in advance authorize access to the spa area for 60 days from the time of purchase at the cash desk or online and they cannot be extended.

A sauna pass for 5-15 occasions with a spa ticket entitles its holder to enter the spa and sauna area **for 60 days** from the day of purchasing it at the ticket office or online. In addition to validation at the entrance

gates for the same day, the medium provides access to and use of a locker room in the area of the sauna world, depending on the availability of lockers. A dressing cabinet can be requested at the reception of the sauna world. In case the limited number of lockers in the sauna world is no longer available, a locker in the area of the adventure pool can be used with a 100 HUF coin. Due to the limited capacity of the sauna world, access to the sauna area may not be provided for a certain period of time, however, the services of the spa, the existing spa and adventure pools, slides can be used.

A sauna sheet can be requested at the reception of the sauna world, in the course of which the medium is charged with a deposit per sauna sheet. The usage fee for the first sauna sheet is 0. - HUF, the usage fee for each further replacement sauna sheet is 300 HUF. When returning the sauna sheet(s), the sauna employee deactivates the charge. If the deposit(s) on the medium remain(s) active, it will not be accepted by the gate absorber when its holder leaves the bath, only after being paid. (1,000 HUF / sheet)

3.2. Child admission for one person

One child (under the age of 15) may enter the spa area with a child ticket purchased at the cash desk or online allowing a single access after validation at the point of entry, on one occasion on the day of purchase.

When a child's ticket to the spa is purchased, the document entitling to the discount must be presented at the ticket office or on entering the spa. If the guest is not entitled to the discount, they must pay the amount of the adult spa ticket for once-a-day entry indicated in the valid price list.

Children aged 0 to 6 years can use the spa for free.

The child can enter the spa being carried, in a pram or passing through the entry point designated for them.

3.3. Group spa passes (for a group of 20 or more people)

With a group spa ticket purchased at the cash desk / online, members of a group of 20 or more people can enter the spa area once per person, but together, after validating the medium at the entry point on the day of the purchase. The condition for purchasing a group spa ticket is that min. 20 adults and min. 20 children, resp. min. 20 students; resp. min. 20 persons purchasing the ticket with a discount enter the spa area at the same time.

Members of a group of at least 20 children under the age of 15 are required to present the documents entitling them to preferential admission as described above.

3.4. Joint family spa pass for 2 adults and 1 child (6-14 years old)

With a family ticket purchased at the cash desk / online, two adults and one child (under the age of 15) per person can enter the spa area once per person, but together, after validating the media at the point of entry on the day of the purchase. For families with more than one child, a family supplement can be purchased for each child in addition to the family ticket.

Children under the age of 15 are eligible for admission if their documents that entitle them to do so are presented in accordance with II.3.3.

3.5. Student and discount ticket

Prerequisite for the purchase of a student ticket:

- presentation of a valid Hungarian or international full-time student ID card, simultaneously with the purchase of a student ticket

One student ticket for any given day can be purchased with one card. The discount cannot be combined with other promotions. Our staff is entitled to check the validity of the cards before issuing the discount and admission.

Condition for the purchase of a discounted ticket:

- Presentation **of a certificate issued by the National Pension Insurance Institute.**

One day discounted ticket can be purchased on any given day with one card. The discount cannot be combined with other promotions. Our staff is entitled to check the validity of the card before issuing the discount and admission.

3.6. Online tickets

Information on the use of tickets that can be purchased online is available on the Bükfürdő Thermal & Spa website (www.bukfurdo.hu) and in the GTC available also there.

3.7. Annual / semi-annual passes

Bükfürdő Thermal & Spa offers its guests an annual season ticket for certain types of tickets, which can be requested and used as follows:

When applying for annual / semi-annual passes ("Annual-semi-annual spa pass" or "Annual-semi-annual spa pass with sauna"), a photo ID will be issued after completion of an "Annual-semi-annual pass request form". Simultaneously with the purchase of the season ticket - until the photo ID is completed - a numbered, temporary season ticket will be handed over to the guest, which can be used to replace the medium valid for the day, which entitles its holder to enter the Bükfürdő Thermal & Spa area once a day. The price of the pass can be paid in cash, by credit card, with a SZÉP card in one amount.

The "Annual / semi-annual spa pass is valid for 365/183 days from the date of purchase. Once completed, the photo pass must be presented at the cash register, where the guest will receive the medium valid for the day, which entitles them to enter the Bükfürdő Thermal & Spa area once a day.

Buyers of an annual / semi-annual spa pass that includes sauna will receive a pass valid for 365/183 days from the date of purchase. Once completed, the photo pass must be presented at the cash register, where the guest will receive the medium valid for the day, which entitles them to enter the spa once a day, to enter the Sauna World several times and to use the sauna locker at the Bükfürdő Thermal & Spa. In case the limited number of lockers in the sauna world is no longer available, a locker with a HUF 100 coin in the area of the adventure pool or a free locker room in the area of the indoor bath can be used. Due to the limited capacity of the sauna world, access to the sauna area may not be provided for a certain period of time, however, the services of the spa, the existing spa and adventure pools, slides can be used.

The photo ID registered "Annual-half-year spa pass" or "Annual-half-year spa pass with sauna" cannot be transferred or given as a gift.

The photo ID is used for identification upon entry. If the person attempting to enter is not the cardholder, the cashier has the right to deny entry.

3.8. Spa ticket with lunch

By purchasing at the cash desk a discounted package with a one-day entry to the Spa with lunch the guest is entitled to have the current selection of the daily menu, which can be exchanged in the catering units offering the menu. The daily menu is available daily from 11:30 a.m. to 14:30 p.m. With one student card / pensioner card, one student or pensioner entry/Spa ticket with lunch can be purchased. For current tickets of the "Spa ticket with lunch" package please consult the price list of the spa.

3.9. Others

Guests of Hunguest Hotel Répce and Hunguest Hotel Répce Gold must always validate (read) the chip data carrier at the crossing point - with the help of the control panel - when entering and leaving the spa.

A person who has left the spa area but has forgotten his or her personal belongings in the spa area must contact a staff member at the entry points.

It is possible **to leave the Spa area for a short period (maximum 15 minutes)**. This must be indicated at the cash desks before departure, because after the medium has been dropped at the gate absorber, entry is only possible by purchasing another daily ticket. Cashier colleagues in such a case give a wristband with the date and time of departure. If the time elapsed until the return exceeds 15 minutes, entry is possible only by paying a surcharge, the amount of which is HUF 500.

The guest is responsible for the loss or damage of the medium in the area of the Spa.

The owner of the lost medium is obliged to pay a surcharge of HUF 5,000.

If the lost medium belongs to a half/one year pass of entry - due to the value that can be charged to the medium on any particular day - the amount of the surcharge is HUF 20,000.

Guests of the Thermal Camping can only use the crossing point between the campsite and the spa when entering or leaving the Spa.

The campsite guest who uses the services of the Sauna World after the spa closes can only return to the campsite through the main entrance of the campsite.

4. Sauna world

The ticket to the Sauna World purchased at the cash desk entitles one person to use the services of the Sauna World. The guest receives a medium with a chip to enable entry and by using it a locker can be claimed at the sauna depending on capacity available. In the event the limited number of lockers at the Sauna World is no longer available, lockers operating with a HUF 100 coin in the area of the adventure pool or a free locker room in the area of the indoor bath can be used.

If no ticket allowing entry to the sauna area is purchased at the cash desk, it is possible to buy a pass at the entrance of the sauna. If the valid medium does not entitle the guest to use the Sauna World, the software of the access gate operating at the entry point of the Sauna World offers the expansion of the medium with a sauna ticket for the same day, which can be activated by pressing the button on the gate. The additional cost of the sauna access charged to our medium in this way must be paid before leaving the spa, at one of the operating cash desks.

The services of the Sauna World can be used by purchasing a daily spa and sauna ticket, an afternoon spa and sauna ticket after 15 hours or a sauna ticket after 17 hours. The valid sauna ticket provides unlimited access to and exit from the Sauna World.

Smoking is prohibited in the entire sauna world.

Sauna toppings are available at an additional cost.

5. Restaurant located in the spa area.

The restaurant can be used by guests who already have a ticket.

6. Playroom

Playroom services are available for guests who already have a ticket.

III. PROCEDURE FOR USING THE SERVICES

1. Conditions for using the pools

1.1. General conditions

A thorough soap bath is mandatory before entering the pool. An after-bath is recommended after using the pool.

After toilet use, in addition to a **thorough washing and disinfection of the hands, soap pre-shower must be used again.**

The pool will be allowed to be used only in proper **clothes for bathing.**

Unless toilet trained, toddlers can **only stay** in the pool **in a swimming diaper.**

Adults are allowed to stay in the children's and paddling pool only to the extent necessary for supervision.

Children under the age of 14 may use **the disinfected spa pools** only with medical prescriptions. It is forbidden to eat, drink, smoke, use toiletries or oils in the pools. Everyone is obliged to follow the signs and instructions of the pool guard and pool master. Use of the shower and foot wash is mandatory before entering the pool.

It is forbidden to jump into the water from the edges of the pools. Access to the pool is allowed only at designated places of access (stairs, ladders).

1.2. Conditions for using beach, swimming and adventure pools, as well as slides

Devices and objects that could cause personal injury or accident are not allowed to be taken to the pools.

Pool areas with a water depth of more than 120 cm and the white water canal of the adventure pool **can only be used by those who can swim.**

Slides can be used at one's own risk, the rules of use must be observed. Upon reaching the water the landing area must be left as soon as possible. The slides in the beach area can be used by people with a shoulder height of over 120 cm.

The use of the onion slide is not allowed over 100 kg body weight. It is forbidden to wear watches and jewellery when using the slides! Slides may only be used in the permitted body positions indicated on the board next to the slide. Only 1 person at a time can slide down the Aqua tube slide in the Adventure Bath, without using a slip mat. The slide can only be used by people with a shoulder height of more than 130 cm who can swim, up to a body weight of 120 kg. It is forbidden to bring food or drink to the slide. Gecko and Rainbow slides can only be used with sliding mats. It can be used by up to 2 people with a shoulder height of over 120 cm at a time, up to a maximum weight of 120 kg if used by one person. When a sliding mat for two is used, the total body weight must not exceed 200 kg. Only the sliding mats provided by Bükfürdő Thermal & Spa can be used on the slides, the use of own sliding mats is prohibited. The slides in the Adventure Bath will be in winter mode from 1 October. Information about the winter mode can be found on the company's website and on the billboards at the entrances.

The jumping bay part of the Acapulco pool can only be used by safe swimmers. The jump section can be used by one guest at a time, so that the landing area - the bay part - must be left immediately after the plunge!

The "Giant Bubble" toy element of the outdoor beach pool can be used by children between the ages of 6 and 14 and weighing up to 50 kg. Up to five people can use it for five minutes at a time.

Everyone can use the toy element at their own risk.

1.3. Conditions for the use of spa pools

No devices or objects may be taken into the pools that could cause personal injury or accident.

Disturbing others' peace and relaxation will not be allowed.

After a maximum of 30 minutes of bathing in the spa pools a rest must be taken.

It is forbidden to be in the immediate vicinity of the water supply.

Pregnant women and children under the age of 14 are not allowed to bathe in the spa pools.

The indoor small spa pool 1 and the indoor small spa pool 2 in the pool area of the indoor spa will be closed from 12.45 to 14.00 for water exchange, cleaning and disinfection of the pools.

1.4. Conditions for using children's and paddling pools

No devices or objects will be allowed to be taken to the pools that could cause personal injury or accident.

The age of children allowed to use the "Maci 1" (Teddy Bear) paddling pool is 4-10, the Maci 2 (Teddy Bear) paddling pool and "Delfin" 2 (Dolphin) swimming pool is for ages 2-6, the Delfin (Dolphin) 1 swimming pool is for ages 6-10, the children's pool in the adventure pool is for ages up to 10, the "Cáparlang" (Sharks' Cave) adventure pool is for ages 3-12. The water attractions in the children's pools are meant to be used exclusively for their intended purpose. The joint stock company takes special care to preserve the water quality of children's pools and to avoid the risk of infection; therefore **adults**

can use the pools only to the extent necessary to provide direct supervision for their child. The number of adults allowed to stay simultaneously in the Maci 1 (Teddy Bear) paddling pool is 5, in the Delfin 1 (Dolphin) pool is 10, in the children's pool situated in the adventure spa is 3. Children's pools can only be used by children wearing hygienic swimwear (swim diapers).

The Giant Bubble experience element located in the Outdoor Beach Pool can only be used in accordance with the instructions.

1.5 Playground, sports fields

The area of the playground and the Toboz Otto wet playground, games, sports fields and sports equipment can only be used as intended and require parental (adult) supervision for children under the age of 14.

1.6 Playroom

The playroom can be used according to the posted opening hours. Toys and equipment in the playroom can only be used for their intended purpose. The playroom **can only be visited by the child with parental (adult) supervision**, childcare is not provided. The child's own toy can be brought in, but the company will not be liable for its any damage or loss. No toys, equipment and fixtures of the playroom can be taken out. Admission to the playroom will be allowed only in dry swimwear and with a dry body. The facilities and utensils available in the kitchen of the playroom can only be used at everybody's own risk and as intended, with extreme caution. Only drinks and food intended for the baby and small children can be warmed up in the kitchen. No visitors will be allowed to enter the playroom in street shoes.

2. Conditions for using the Sauna World

The Sauna World can only be visited with a valid supplementary ticket.

The entire area of the Sauna World is a swimwear-free area; the use of swimwear is prohibited in the sauna cabins and pools.

The use of textiles (sauna sheets, towels or bathrobes) is mandatory in the interior rest areas and corridors of the Sauna World.

Sauna guests are only entitled to use the sauna beds in the area of the Sauna World for the purpose of relaxing after the use of the sauna. No personal belongings can be left on the loungers for reservation.

In the Sauna World, with the exception of water blocks, the parts that can be used by men and women are not separated.

The sauna is allowed to be used without swimwear and slippers, using towels and sheets.

Before taking the sauna, a shower is to be taken for personal hygiene.

Sauna cabins may only be entered with a dry body. Sauna cabins and pools can only be used without swimwear and slippers. During the sauna, a sheet or towel must be spread under the entire body surface in contact with the sauna bench.

After taking the sauna and before using the pools, taking a shower is always mandatory! Children under the age of 14 are not allowed to visit the Sauna World. Children aged between 14 and 18 can only use the sauna in the company of an adult.

The maximum length of stay indicated for each sauna cabin must not be exceeded.

You cannot use your own essential oil in the sauna cabin.

The operating rules of the sauna cabins are indicated on the website of the joint-stock company and on the information board at the entrances.

Sauna refills can only be performed by the sauna masters of Bükfürdő Thermal & Spa or by persons contracted by the company.

Jewellery, glasses, slippers and swimwear are not allowed in the sauna cabins.

Sauna refills are available at an extra charge.

During refills, the sauna cabin can only be visited by guests purchasing the tickets for it. The minimum number of people required to a sauna refill is 3.

Before using the sauna, it is necessary to find out about the use, indication / contraindication of the given sauna cabin. The sauna manager is happy to provide information to guests.

It is forbidden to eat or drink in the sauna world in the sauna cabins and its immediate surroundings, as well as in the pools.

Smoking is prohibited in the whole area of the Sauna World.

It is forbidden to remove deckchairs or pieces of furniture to the outside from the covered parts of the Sauna World.

Please take a rest of at least 25 minutes before taking another sauna.

Entering the rest zone in street shoes is forbidden.

Guests can request a sauna sheet in the Sauna World area, for the use of which the medium will be charged by a deposit per sauna sheet. The usage fee for the first sauna sheet is HUF 0, the usage fee for each additional replacement sauna sheet is HUF 300. When returning the sauna sheet (s), the sauna employee deactivates the charge. If the deposit (s) on the medium remains active, the gate absorber will not take it back when you leave the bath, only after the charge is disbursed. (1,000 HUF / sheet)

Cash / debit card (HUF) payments are possible in the Sauna World.

The lockers of the Sauna World can be used up to the capacity of the guests with a valid entrance to the Sauna World. In addition, there are a limited number of lockers beside the adventure pool and the spa's cloakroom with hangers available for changing.

Lost and found objects are retained and managed by the company in compliance with the applicable provisions of the Civil Code. In the event of lost keys or damaged locks minutes will be drawn up on opening the locker.

The services of Sauna World are not to be used by persons who have a fever, suffer from an infectious disease or have an open wound on their body, furthermore those who are drunk or under the influence of drugs or other intoxicants.

Taking into account the special etiquette and habits of the guests of the sauna, outrageous, sexually provocative behaviour is especially and emphatically forbidden. Photography and filming of others, including taking mobile phone photos, is prohibited. The summer and winter operating rules of the outdoor pool of the Sauna World are different. Information about this is available on the company's website, at the entrances and in the Sauna World.

Please do not disturb the rest of others by being loud!

3. Conditions for using the Spa

The prices of the admission tickets to the spa are included in the price list posted at the entrances. The price list is also available on the website www.bukfurdo.hu.

Sun loungers, chairs and tables in the spa building and its associated rest areas may not be taken out of the spa building.

The joint-stock company provides lockers in the building of the Adventure Bath - subject to availability - and in the building of the indoor bath a supervised storage facility with hangers. Lockers work with a 100 HUF coin, the use of hangers is included in the price of the ticket. Locker keys cannot be taken outside the spa area. In case the locker key is lost, 5000 HUF must be paid. The joint stock company is not responsible for the items placed in the locker; the lockers will be emptied after the spa closes. Lost and found objects are kept and managed in compliance with the applicable provisions of the Civil Code. In the event of lost keys or damaged locks minutes will be drawn up on the opening of the locker.

4. Conditions for using Medical Wellness

The Medical Wellness section can be visited with a medium with a chip authorizing entry.

The joint-stock company grants the guests of Medical Wellness the opportunity to change in the locker room located there, it does not take responsibility for the items left in the locker room.

The possibility to use the services available in the area of Medical Wellness is set forth in the rules of using the medical and wellness services of Bükfürdő Thermal & Spa.

5. Safekeeping of valuables, left luggage, rentals

Guests of the Bükfürdő Thermal & Spa can store their valuables in the vault of the indoor spa / adventure pool. The key to the safe can be collected at the cash desks of the Main Entrance for a rental fee. Simultaneously with the receipt of the key, a deposit fee will be charged to the chip media, which will need to be paid only if the key is not returned upon departure. The surcharge to be paid in case of a lost key is 5,000 HUF.

A safekeeping facility is available in the Sauna World for the guests to keep their valuables. The key to the safe can be picked up at the sauna's cash desk. Simultaneously with the receipt of the key, a deposit fee will be charged to the chip medium, which will need to be paid only if the key is not returned upon departure. The surcharge to be paid in case of a lost key is 5,000 HUF.

The safe will be emptied after the bath is closed. Lost and found items will be kept and managed by the company in compliance with the applicable sections of the Civil Code. The company owns liability only for objects kept in the safe. In the event of lost keys or damaged locks minutes will be drawn up on opening the locker.

Spa guests may keep their luggage in the **luggage storage facility** the company provides in the building of the **indoor spa**. The keys to the luggage lockers can be collected at the cash desks by the Main Entrance for a rental fee. When the key is received, a deposit fee is charged to the chip medium, which will need to be paid only if the key is not returned upon departure. The surcharge to be paid in case of a lost key is 5,000 HUF. The joint stock company is not responsible for the items placed in the cabinet; cabinets are emptied after the spa closes. Lost and found objects will be stored and managed by the company in compliance with the applicable provisions of the Civil Code.

The joint-stock company provides the guests of the Spa with a possibility to **rent lockers** in the locker room of the **indoor spa**. The keys to the lockers can be requested at the cash desks by the Main Entrance for a rental fee. When the key is collected, the chip medium is charged with a deposit fee, which will need to be paid only if the key is not returned upon departure. The surcharge to be paid in case of a lost key is 5,000 HUF. The joint-stock company is not responsible for the items placed in the locker room; the lockers rented for one day will be emptied after the closure of the spa. Lost and found items are kept and managed by the joint-stock company in compliance with the applicable provisions of the Civil Code.

The joint-stock company provides the guests of the Spa with the possibility to rent the **cabins for changing** available in the locker room of **the indoor spa**. The keys to the cabins in the locker rooms of the indoor spa can be requested at the cash desks by the Main Entrance for a rental fee. When the key is received, a deposit fee is charged to the chip media, which will need to be paid only if the key is not returned upon departure. The surcharge to be paid in case of a lost key is HUF 5,000.

The intention to rent **changing cabins** situated in the **park area** can be indicated at the cash desks by the Main Entrance or at the cash desks of the Summer Entrance. A rental fee needs to be paid. When the key is received, a deposit fee will be charged on the chip medium, which will need to be paid only if the key is not returned upon departure. The surcharge to be paid in case of a lost key is HUF 5,000. The joint-stock company does not take responsibility for the objects placed in the cabin, which will be emptied after the spa closes. Lost and found objects will be kept and managed in compliance with the applicable provisions of the Civil Code.

The joint-stock company provides its guests with a limited number of deck chairs that can be used free of charge in the indoor areas of the spa and beside the adventure pool. Sun loungers in the indoor areas of the spa, the pool area, the rest areas and the rest building cannot be taken out to the park area. Guests of the spa are entitled to use a maximum of 1 deck chair per person, subject to availability.

Sun loungers in the Spa's park area can be rented for a fee. Simultaneously with the receipt of the sun lounge, a deposit fee will be charged on the chip medium, which will need to be paid only if the sun lounge is not returned to the rental location latest by half an hour before the spa closes. In this case, the surcharge to be paid at the exit is 500 HUF / sun bed. Sun loungers are not allowed to be taken outside the Spa.

IV. PROCEDURE FOR THE USE OF HEALTH AND MEDICAL TREATMENTS

1. General information on the use of health and medical treatments

Information on the use of health and medical treatments available is contained in the Policy setting out the procedure for using the health and medical services of Bükfürdő Thermal & Spa, which can be found in the information of Medical Wellness and in the Health and Social Security set of information.

Medical services are available:

- for a fee,
- with the support of health and social security institutions, with a referral from a general practitioner (or a prescription from a specialist doctor), with a TAJ card:
 - o by paying an additional fee,
 - o in the framework of the region's outpatient care, partly free of charge,
- o for those who have a public health care certificate, upon payment of a registration fee.

The duration of the thermal spa treatment with code number 01 is maximized by the relevant regulation to a maximum of 30 minutes.

Special rules applicable during the COVID-19 corona virus epidemic

Only guests / patients arriving for a medical examination or treatment can stay in the Health and Medical Wellness building. Accompanying persons are allowed if the guest / patient is a minor, has limited legal capacity, is disabled or if his / her state of health so requires.

In the area of Health and Medical Wellness, **a distance of at least 1.5 m must be kept** from other persons, **the use of a mouth mask is mandatory**.

Upon entering the Health and Medical Wellness building, the guest / patient undergoes **a control examination**, which consists of **measuring body temperature** and completion of an **epidemiological control questionnaire**. If on the basis of this a corona virus infection is suspected, we will follow the current procedures of the National Public Health Centre and will not be able to perform the treatments. The person refusing the inspection must be denied the examination / treatment and must leave the Medical Wellness building immediately.

An **appointment made by telephone** is required for a **consultation with the doctor** (including the social security-sponsored spa treatment). Appointments can be made by calling phone number 06-94-558-071, Monday to Friday, from 08:30 to 12:00. If the guest / patient fails to show up at the appointed time, a new appointment needs to be made.

Treatments can be attended **only at the pre-arranged time**.

In the area of the Health and Medical Wellness, the regulations necessary for the prevention of corona virus infection (**keeping distance, mask wearing, regular hand sanitizing with disinfectant, covering one's nose and mouth with a handkerchief when coughing or sneezing, then discarding the handkerchief and washing hands**) must be observed.

In case of an illness, fever, coughing, we request the patients to refrain from visiting our institution, and to cancel the previously booked appointments by phone!

2. Conditions of use of medical treatments provided for a fee

Medical and therapeutic treatments, massages and wellness treatments are available for fee payable at the Medical Wellness information desk or through the web shop. The administrative tasks related to the medical treatments available for a fee (registration and modification of the time of the treatments, handling of treatment forms, medical treatment reports, tickets, invoicing, etc.) are taken care of by the information personnel working at the Medical Wellness information desk.

Some treatments can only be administered after a preliminary medical examination. The preliminary examination required for the use of medical treatments is performed by the specialist doctors of the joint-stock company. Information on this will be provided at the Medical Wellness information desk. If a particular treatment is subject to a preliminary medical examination or in the case a course of treatments is administered, the guest will once again have to return to the above mentioned information desk with the form of the course of treatments issued by the specialist doctor.

Any spa guest having purchased a ticket to the spa has a direct access from the spa area to the Medical Wellness area.

3. Conditions of the use of social security-funded treatments

Administrative tasks related to the treatments financed by the social security system (processing of prescriptions, registration for, modification or cancellation of the time of treatments, administration of treatment forms and treatment data reports, handling of travel vouchers, provision of treatment cards, etc.) and additional cash desk arrangements related to supplementary fees are performed by the information staff working at the medical section of the company. Medical referrals and prescriptions are not suitable for allowing entry to the spa area. By presenting the media card received at the medical information desk, the guest will receive a chip medium at the cash register by the main entrance, which allows a single entry to the spa area. On the last day of treatment, the medium card is returned at the cash register and, after using the chip medium received for that day, the guest will return it by letting it to be swallowed by the gate absorber and depart through the gate.

4. Others

We request our guests to turn up in dry swimwear for parafango, therapeutic massage, reflexology, lymphatic massage, individual physiotherapy, medication wrap, electrotherapy and soft laser treatments.

V. OTHER INFORMATION

1. Making remarks and complaints

Guests using the services of Bükfürdő Thermal & Spa can make their complaint and express their satisfaction with the services:

- in person at the operations director or the spa service shift manager,
- in writing by making an entry in the Book of Customers placed at the cash desks. Bükfürdő Thermal & Spa, with the assistance of the consumer protection officer, responds in writing while handling the written complaints in compliance with the legal provisions.

Guests using the health and wellness services of Bükfürdő Thermal & Spa can make their complaints and express their satisfaction with the services:

- in person:
 - in case of a complaint about the medical and wellness treatments, the condition, cleanliness and hygiene of the facility, to the medical director or the head of the medical section,
 - in case of a complaint concerning the administrative processes, the provision of data or information, to the chief accountant.
- in writing by making an entry in the Book of Customers available at the information desk of the Health and Medical Wellness section. Bükfürdő Thermal & Spa, with the assistance of the consumer protection officer, responds in writing while handling the written complaints in compliance with the legal provisions.
- you can make your comments regarding the processing of your personal data to the Data Protection Officer.

2. Handling of lost and found objects

In the course of the preservation and handling of lost and found objects, Bükfürdő Thermal & Spa proceeds on the basis of the relevant sections of the Civil Code.

Please submit objects found in the spa area at the office of the spa services shift manager, objects found in the Medicine area at the information desk, objects found in the Medical Wellness at the information desk of Medical Wellness.

This policy is valid until it is revoked.

Bük, April 16, 2021.

Horváthné Kovács Erzsébet
Agent Chief Executive Officer