

POLICY STATEMENT

For the use of steam baths, tub baths, thermal baths, indoor swimming pools and open-air baths.

Budapest Spas CPLC is represented by BVH Budapesti Városüzemeltetési Holding Plc as shareholder /1052 Budapest, Városház u. 9-11./.

The professional supervisory bodies of the CPLC are as follows:

In matters of national public health and medicine:

Government Office of the Capital City Budapest, National Public Health Department of Administration

(address: 1138 Budapest, Váci út 174.)

and

Government Office of the Capital City Budapest (BFKH), District Office, National Public Health Department:

- *BFKH District Office for District II., National Public Health Department*
(jurisdiction: Districts I., II., III.), address: 1035 Budapest, Váradi S. u. 15.
- *BFKH District Office for District V., National Public Health Department*
(jurisdiction: Districts IV., V., XIII.), address: 1055 Budapest, Kossuth Lajos tér 13-15.
- *BFKH District Office for District XI., National Public Health Department*
(jurisdiction: Districts XI., XII., XXII.), address: 1111 Budapest, Budafoki út 59.
- *BFKH District Office for District XIV., National Public Health Department*
(jurisdiction: Districts XIV., XV., XVI.), address: 1148 Budapest, Bánki Donát park 12/F.
- *BFKH District Office for District XX., National Public Health Department* (jurisdiction: Districts XIX., XX., XXI., XXIII.), address: 1204 Budapest, Igló u. 6.

In matters of national public health and medicine: **National Healthcare Services Center**
(address: 1125 Budapest, Diós árok 3.)

and

National Health Insurance Fund of Hungary (address: 1139 Budapest, Váci út 73/A)

In matters of water management, the **water authority of first instance: Civil Protection Directorate of the Capital Budapest** (address: 1081 Budapest, Dologház u. 1.)

and the

water authority of second instance: National Directorate General for Disaster Management, Ministry of the Interior (address: 1149 Budapest, Mogyoródi út 43.)

The provisions of this Policy Statement (General Provisions) shall be applicable on the premises of all bath and open-air bath facilities operated by Budapest Spas CPLC. The regulations covered by this Policy Statement to spa, wellness and medical services shall

be applicable on the premises of bath and open-air bath facilities where appropriate, that is, if the given service is available.

I. GENERAL PROVISIONS

1. The chief of spa facilities and the staff of the spa facilities shall have the basic responsibility to provide customers with a professional service in a civilised manner to enable their relaxation, and the obligation to enforce health, accident prevention, personal and corporate property protection, official and other regulations and provisions. Care must be taken to ensure that the material and personal conditions of safe operation are assured continuously from the point of view of health, occupational and fire safety. For this purpose, any potential sources of danger must be eliminated by the spa employees or their location must be secured from visitors. The regulations and provisions for avoiding emergencies must be observed both by the customers and by the spa staff.
2. The customer is entitled to submit comments orally or in writing regarding the manner or quality of service or the conduct of the service provider.
3. **The spa facility must ensure:**
 - proper water quality in the pools, cleaning and disinfection of the pools, changing rooms and other areas that belong to the grounds of the spa facilities,
 - draining the pools operated by a loading and unloading system at the prescribed frequency, and their complete water exchange, which may only take place after the departure of the customers after the closing hours,
 - quality review of the water returning to the pools after filtration according to the quality requirements for drinking water in terms of transparency and aseptic conditions, in the case of pools operated by a filter rotation system,
 - prescribed cleaning and disinfection of the pools after draining of them, as well as cleaning and disinfection of all spa or bathing areas after closing hours,
 - maintenance of the required water temperature in each pool. The pools should be checked every two hours for this purpose. The required water temperatures of the pools should be maintained with an accuracy of ± 1 °C.
4. **By the purchase of the right of entry, the customer acknowledges the provisions of this Policy Statement** and agrees with the provisions and regulations of Budapest Spas CPLC. The Policy Statement applies to anyone entering or staying on the premises of the spa. Budapest Spas CPLC is entitled to act in the necessary manner to promote compliance with the Policy Statement. Budapest Spas CPLC may use photographs published by the investigative authorities and put them up on a billboard in the spa in order to facilitate the work of the authorities in the case of a criminal offense suspected or committed on the premises of the spa facilities.
5. **The spa areas are equipped with electronic surveillance systems, the fact of which is acknowledged by the customer by purchase of the ticket (daily ticket, pass, coupon, voucher).** On the premises of the spa, access control activities and the monitoring of certain events are performed with the help of a digital video recorder system. Violation of the Policy Statement can be documented with the video recorded by the recorder system and by photographs created from it, as well as photographs

taken by spa employees. The system does not record sounds. According to the provisions set forth in "Information and Terms and Conditions" applicable for the reference year, a recording is taken which facilitates access right checks during the validity of the pass.

6. Information about data processing

Purpose of data processing: Personal and property protection

Legal basis for data processing: Agreement by implication according to Article 30 (2) of Act CXXXIII of 2005 on the rules of personal and property protection activities and private investigation.

Data storage location: The premises of Budapest Spas CPLC.

Data storage duration: According to the provisions Act CXXXIII of 2005 on the rules of personal and property protection activities and private investigation, the data storage duration shall be 3 business days with regard to image recordings, while data on entry (date and place of entry) shall be deleted after twenty-four hours after departure of the customer in the case of occasional entry (e.g. daily ticket), and in case of regular entry (e.g. pass), the data shall be deleted upon expiration of the right of entry, but no later than six months from the generation date of the data.

System operator: the system is operated by VILATI Automatizálási és Telekommunikációs Plc on behalf of Budapest Spas CPLC, and is exclusively used by Budapest Spas CPLC.

Persons authorised to access data: The employees of Budapest Spas CPLC, as well as people employed to enforce the claims of the data subject regarding their personal rights and property rights, and the prosecuting authorities, courts.

Data protection RegistryNumber: NAIH-53764/2012.

7. Use of the spa facilities is subject to payment of the entry price published in the price list or purchase of one of the currently valid pass types. The validity of the passes is for 1 year from the day of the change, except for the annual, semi-annual, or quarter-year pass valid for the reference year.
8. Use of the various specialized and ancillary services is subject to the purchase of a daily ticket valid for the given day, at the reserved time. Advance tickets and package services are exempt from this rule.
9. The price of the service also includes the service charge, thus the spa employees cannot claim any special commission fees.
10. The customer is required to use a cabin suitable for his or her authorization of use (at the entry point). For non-self-service cabins and lockers, the use of a safety token (or key) is required. Use of these tokens as intended ensures the safe handling of the changing areas. The customer is required to accept these tokens and to look after them after undressing. Budapest Spas CPLC shall not be held liable for any damage arising in the event of a breach of these provisions.
11. In the changing areas supplied with a changing cabin, the customer is required to use the changing cabin to undress or dress up. In the changing area, it is prohibited to

stay undressed in the corridors connecting service areas, in the mixed-sex bathing area or in the foyer.

12. Cabins and lockers are available for customers in the order they arrive. Services are available upon reservation for a given appointment. If the customer does not arrive at the booked time, we cannot reserve the service further. In the case of a later arrival, the reserved treatment is available only for a reduced period of time.
13. Everyone may use the spa facilities and the services only at their own responsibility and risk. It is not recommended to wear jewelry in the thermal baths.
14. Medicinal and specialist services may only be performed by properly qualified spa employees. Tickets available upon a specialist's prescription may only be used by the person for whom the specialist has prescribed entry.

The bath workers are required to certify on the patient's medical records that the medical service took place, which is approved and signed by the customer.

In the areas (pools, tubs, etc.) used for performing medical and specialist services, only those customers with a prescription for the relevant medical service (e.g. weight or mud bath treatment etc.) prescribed by the specialist and with a ticket purchased accordingly. It is strictly forbidden for other spa customers to stay in these areas because of the increased risk of accidents! Other spa customers and other persons staying in these areas may be immediately requested to leave this area of the spa facilities and may even be banned from the entire premises upon repeated unauthorized entry to these areas. The Director of Sales and Marketing may grant an exemption from this rule in special cases (for example, photography for marketing purposes).

15. People with open wounds, fever, with an infectious or skin disease, and persons under the influence of alcohol, an illegal drug or intoxicating medication may be excluded from the use of the spa. People with of a skin disease of a displeasing appearance may not use the common baths or services, only a private tub bath may be used. If an individual soils the area of the bath (with vomit, excrement or urine) while being in an altered state of consciousness, a compensation of 20,000 HUF must be paid for the cleaning and disinfection operations to the Budapest Spas CPLC. If the act of soiling occurs within a pool, a compensation equal to the water renewal cost of the pool must be paid.
16. Children under the age of 14 may only enter the premises of the spa facilities if accompanied by an adult, or they may use the facilities and the pools, water slides or outdoor slides and other play items on the playground only under parental or adult supervision, subject to clause 22. For children, the use of thermal baths - apart from a medical prescription - is not recommended. Due to hygienic requirements and child safety, only children are allowed to use the children's pool. One adult per children is permitted to enter the children's pool for the necessary duration of child supervision. It is strictly prohibited for adults to enter or use the children's pool for any other means. Children under 14 years are not allowed in the saunas, steam baths, designated quiet rest areas and the submersible pools.
17. In the case of use of services by a specialist prescription covered by social security, the duration of stay is deemed to be two hours from time of entry (validation of proxy device) for a single service, however if two or more services are utilized, then the duration of stay is three hours from time of entry (validation of proxy device). In case of use of a service within an area behind a security gate with access control, a deposit

fee (overbathing fee) shall be payable upon the purchase of the treatment, which is not be refunded if the paid-for duration is exceeded, in which case the treatment may only be continued after the deposit fee (overbathing fee) has been paid again. The terms and conditions of booking and having medical treatments in certain baths are accessible on the website of the Budapest Spas CPLC., in a legally binding written notice.

18. Swimwear and linen provided to customers for a rental fee may only be issued after washing and disinfection. Care should be taken to maintain cleanliness when storing underwear.

Rents (swimsuit, sheets, towels, bath cap, bathrobe, etc.) require a rental ticket with a deposit fee being paid. The deposit fee and the rental fee shall both be charged to the proxy device. The deposit fee is only refunded by the spa on the relevant day, upon the read of the proxy device, along with returning the rented underwear. Renting is only possible on the day of the rental, that is, the rented equipment must be returned by the closing hour.

19. The cloakroom tickets are valid only for the reference month, the reference quarter or the reference year. Regarding the details of the prerequisites for the cloakroom service, the types of clothing allowed to be stored in the cloakroom locker, and the number of pieces of clothing, the relevant information is published in the terms of conditions of the cloakroom service. It is the responsibility of the spa customer to keep the clothes for deposit clean, as the spa may refuse to accept improperly treated pieces of clothing and may withdraw from the relevant "contract".
20. The equipment and furniture available on the premises of the spa facilities must be used as intended. Budapest Spas CPLC may claim damages from anyone who deliberately or through negligence causes damage.
21. Smoking is prohibited in the spa buildings. Outside and in the beach areas, smoking is permitted in areas equipped with ashtrays, except within 5 meters of the pools and dining areas.
22. The slides may be used by everyone at their own risk and the usage rules must be observed. After entering the water, the arrival area must be left as soon as possible. It is forbidden and dangerous to wear watches and jewelry while using the slides! The slides must only be used in the approved posture positions according to the board located next to the slides and according to other pictograms and notices. Any deviation from these provisions is at the risk of the person using the slide or of his or her accompanying adult.
23. The toilets and shower cubicles located in the spa building are suitable for use only by one single person, and it is strictly forbidden for more than one person to stay at the same time in the toilet or the shower cubicles. Only one person at a time can stay in a changing cabin. Non-compliance with this provision is deemed a serious breach of this Policy Statement.
24. In the event of a fire, bomb scare, or other extraordinary events, the instructions of the public address speaker system and the spa staff must be followed. Outdoor pools must be immediately abandoned at the request of the pool attendant in the event of a lightning hazard. Guests may not claim refunds or any other form of compensation

from Budapest Spas CPLC. for partial or complete service interruptions attributed to flooding, power outage, storms, lightning strikes, extreme weather conditions, other vis major phenomena, any abnormal circumstances unconnected to Budapest Spas CPLC. or due to third party behaviour (i.e.: soiling the pool).

25. The public address speaker system installed in the open-air bath areas operation in the open-air bath areas is used for distributing announcements, advertisements, messages, public notices and information. The equipments must only be operated at a volume that does not disturb the rest and relaxation of the spa customers without reason. Public voice announcements for spa customers can only be provided upon purchase of a ticket at the ticket office. The public address speaker system must be used to broadcast service announcements as rarely as possible and only with the permission of the chief of spa facilities.
26. The spa shall not assume any liability for damages caused to the customers by any commercial units operating on the premises of the spa facilities or by other service providers contracted with the public limited liability company.
27. In order to comply with health and official regulations, to provide proper spa treatments, to prevent accidents and to ensure the undisturbed rest of spa customers, the following are prohibited:
 - a.) drinking alcoholic beverages in the changing areas, in the rest rooms, in the pool areas, in other rooms and pools of the spa premises - except for the designated areas - or throw away garbage,
 - b.) staying dressed in street clothes and shoes in the swimming pool and rest areas, or bring in transportation equipment intended for public areas (e.g. stroller, roller, skateboard, etc.),
 - c.) use of the common pools without the use of a "soapy" preparation bath (shower) and foot wash first,
 - d.) bringing into the pools children not yet toilet-trained - even with the use of a special swimming diaper - except for designated pools (e.g. the wading pool for babies), where non-toilet-trained children are allowed while wearing a special swimming diaper.
 - e.) eating in the pools and the indoor pool areas, spoiling the water of the pools, jumping into the water, loud behavior, or use of the swimming pools with special sanitary diapers or pads due to stool and urine incontinence problems. Customers with this kind of health problem are allowed to use the tub bath services.
 - f.) bringing the following into the pools: fragile objects (glasses, etc.), diving equipment, balls or any objects posing a risk of accident or injury,
 - g.) entering the pools in clothing that jeopardizes public health, water quality and accident prevention due to large size of its surface. In consideration of this rule, only swimming suits may be used in the pools that, at the maximum, reach down to the knee with regard to the lower body, or up to the shoulder for the upper body.

- h.) wearing slippers, clogs, or other rubberized types of shoes in the pools,
- i.) entering the different-sex changing rooms, shower areas, and sunbathing areas without consideration of the sex allowed,
- j.) distribution of leaflets on the premises of the spa facilities (without the permission of the spa),
- k.) use of the hair dryer brought in by the spa customer,
- l.) bringing an animal into the premises of the spa facilities, with the exception of guard dogs and assistance dogs, in accordance with Decree 27/2009 (XII.3) of the Ministry of Social Affairs and Labor (SZMM) on the training, examination and use of assistance dogs
- m.) staying under the influence of alcoholic beverages or illegal drugs,
- n.) conduct in a manner that violates public morality or the law and order, such as:
 - i. obscene and vulgar remarks,
 - ii. physical abuse,
 - iii. instigation of intolerance towards racial, ethnic, religious, sexual orientation,
 - iv. sexual contact,
 - v. as well as any conduct indicative of initiation of sexual intercourse, with the potential of causing public scandal or alarm.
- o.) carrying out sales and political activities in the spa facilities
- p.) gambling.
- q.) staying without slippers in the areas of the spa facilities. This shall result in liability on the part of the spa customer for accidents caused.

28. Budapest Spas CPLC shall reserve the right to ban people from the premises of the spa facilities operated by it, on the grounds of extremely antisocial conduct during their stay in the spa areas, causing potential public scandal or alarm, if a complaint is received in connection with such, or if Budapest Spas CPLC is forced to request the assistance of the police or file a police report. Without any further action, persons whose conduct results in physical violence or sexual acts shall be immediately expelled from the premises of the spa facilities. The expulsion may be applied for a definite period of time or permanently.

29. Budapest Spas CPLC sells a number of ticket types to satisfy the needs of its customers, and customers may choose from this product range according to their needs, however they must follow the provisions pertaining to their use. Abuse of the right of entry (e.g: zone tickets, complementary tickets for extra services, sauna world tickets), discounts (e.g.: senior tickets, student tickets, family tickets... etc.) or time-limited discounts (e.g.: morning ticket, Zsigmondy club card) results in the expulsion of the involved person or persons for a definite time period by Budapest Spas CPLC. The

customer is obliged to pay the difference between the unauthorized discount and between the full price ticket, as well as a compensation for the damage incurred towards Budapest Spas CPLC.

30. Patients visiting the spa facilities to use the services on the basis of a specialist prescription - covered by social security - are also obliged to comply with this Policy Statement in the same manner as other spa customers. Patients are also required to follow the rules and time limits prescribed by the specialist for the treatment. In case of abuse, Budapest Spas CPLC may ban the involved person or persons for a definite time period from the spa facilities operated by its company. Compensation for the damage incurred towards Budapest Spas CPLC shall also be paid by the customer or customers.

II. OPERATION TIME, TICKETING

1. The opening hours of the spa facilities shall be displayed to the visitors in a visible manner and location. For the open-air bath facilities, the season length is determined every year by Budapest Spas CPLC. The pool areas and pools of the spa facilities must be vacated by the customers 15 minutes prior to the closing time in order to leave the premises of the spa facilities by the end of the official opening hours.
2. The cashier close-out is carried out **1 hour** prior to the closing time of the entire spa facilities. For the open-air bath facilities, the spa management may change the opening hours for a serious reason (rain, sudden cooling of weather, lightning, technical malfunctions, etc.), upon permission granted by the Operational Manager. The change must be announced by a notice posted at the cashier and via the public address speaker system.
3. The mud, medical or weight bath services - according to the published opening hours - is suspended on Sundays and public holidays in the case of certain spas. The department providing complex healing bath facilities receives referrals only on business days from Monday to Friday.
4. The opening hours may be changed by the spa management for a serious reason upon permission granted by the Operational Manager (technical malfunctions, water shortage, etc.). The change must be announced by a notice posted at the cashier. Customers cannot claim compensation for damages in connection with such changes.
5. Use of the bath and the open-air bath facilities is subject to payment of the entry price published in the price list or purchase of one of the currently valid ticket and pass types. The current rates for spa services shall be published in a visible location at the cashier. Any price changes must be indicated in the price list.
6. Entry into the spa facilities is carried out through an access control system, and is done with a so-called proxy device, which is valid on the day of the purchase (with the exception of passes and advance tickets). Customers must always wear the proxy device on the premises of the spa facilities, if a customer neglects wearing of the proxy device, they may be removed from the premises of the spa. Entry and exit through the access control system can only be achieved by validating the proxy device. Persons must pass through the rotating fork in the proper manner (except in justified cases, e.g. passage of a person with limited mobility, camper groups, etc.), climbing or jumping over or crawling under is prohibited. The manager of the spa (or the deputy manager) is entitled check the eligibility of the proxy watch of the visitor at any time. Visitor has to present the proxy watch for the duration of the check. If usage is deemed ineligible, the proxy watch will not be returned.

7. The spa staff - with the exception of the employee working at the internal point of sale - is unable to directly accept any money for the services provided by the spa facilities.
8. Advance tickets and passes may only be used for 1 year from the date of purchase, except for the annual, semi-annual, or quarter-year passes which are valid for the reference year.
9. Daily tickets give the customer access to a one-time entry on the day of the purchase. If the spa customer leaves the premises of the spa facilities, he or she shall only be able to re-enter upon a new ticket purchase.
10. Discounted passes and daily tickets may only be purchased with valid proof of eligibility for the discount. In the absence of this, only the full price pass or ticket may be purchased. A senior ticket is available upon presenting the pensioner identity document, and a student ticket upon presenting the student identity document.
11. The daily tickets and passes (annual, semi-annual, quarter-year and session based) and other discounts are not available for events held outside opening hours or for night-time bathing.
12. The requirement for an invoice by name must be communicated directly prior to purchase.
13. There are no currency exchange services available at the cashier.

**III.
CUSTOMER COMPLAINT REGISTER, HEALTH CARE AND
FIRST AID**

1. The customer complaint register for the spas is available at the cashier and in the foyers, lounges and executive director offices. The chief of spa facilities is obliged to investigate the complaint, comment or suggestion, and act on the basis of these, in accordance with the relevant regulations.
2. Any injury or indisposition that may have occurred to a spa customer must be looked after by trained first aid personnel.
3. The spa facilities must be in possession of the prescribed amount and types of bandages and other first aid equipment and materials according to the relevant regulations, stored in a medicine chest that is regularly supplied.
4. Minutes - with the use of a standard form - shall be taken of any injury, accident or damage suffered by spa customers.
5. The following spa services are strictly only available upon a specialist's prescription:
 - weight bath or underwater traction,
 - mud treatment,
 - carbonated tub bath,
 - underwater jet massage
 - medical massage
 - electrotherapeutic treatments,
 - underwater healing gymnastics.

For these services, cashiers can only issue tickets if a social security voucher or a medical record and prescription issued by a spa doctor or another medical prescription is provided. The medical records and prescription issued by the therapist - the so-called "Babás" papers - must be, without a specific notice, presented by the customer upon purchase of the ticket and at the treatment locations at the spa department. In the absence of such papers, the employee is required to refuse provision of the service. On the medical records, the fact of the service performance must be certified by the spa employee with a date stamp and signature.

In case of disputes concerning medical prescriptions, the opinion of the spa physician, or in the absence of it the competent central body of Budapest Spas CPLC is decisive. The duration of the massage either depends on the service time defined for the ticket purchased, according to the list of services, or is equivalent to 20 minutes in the case of treatment by the prescription of a specialist, as stipulated in Annex 3 of Decree 5/2004. (XI. 19.) of the Ministry of Health.

IV. SAFE DEPOSIT SERVICES

1. Our customers must deposit money, precious metals and other valuables, or other objects (such as car keys, mobile phones) embodying valuables, in the deposit box. Budapest Spas CPLC shall only be liable for the valuables placed here.
2. Budapest Spas CPLC shall not be liable for any loss or disappearance of items left unattended on the premises of the spa facilities (including those placed in pool areas, on shelves located in spa areas, in corridors or on clothes hangers on waiting areas).
3. Submission of found items may be done by contacting the spa group leaders, or at the spa management offices, along with providing a "Found objects" minutes entry.

V. HEAT AIR CHAMBERS, STEAM CHAMBERS, SAUNAS, STEAM BATHS

1. The temperature of the heat air inhalation and steam chambers as well as the saunas must be published in a clearly visible location in front of the entrance, indicating that the chambers may only be used by healthy people at their own risk. The temperature for the heat air chambers may be in the range of 45-72 °C, for the steam chambers 45-50 °C, and for the saunas it may be up to a maximum of 100 °C.
2. The heat air chambers and the steam chambers as well as the saunas are equipped with an emergency alarm system. When the alarm bell is signaled, a spa employee must go to the indicated chamber immediately. The spa staff are obliged to keep a periodic check on the order and cleanliness of the chambers and the safety of the spa customers several times a day.
3. Each spa customer may use the above services only at his or her own risk and the user guide is available at the entrance. In the saunas, the naked body parts or the swimsuit may not touch the sauna bench, instead the use of textiles (bath towels, other towels, etc.) is mandatory. Slippers are allowed in the steam chambers. Bringing slippers, newspapers, drinks and food into the saunas and heat chambers is prohibited! It is strictly forbidden to use a razor on the entire premises of the spa!
4. It is strictly forbidden to pour or place any liquid, oil or ice on the sauna stoves. Such activities may only be carried out by the sauna master of Budapest Spas CPLC.

5. Pools of the steam baths may be used only in apron or swimming suit, according to the features of the particular spa facility. Bathing naked is forbidden.
6. Showering with soap is mandatory before using the pools.
7. Continuous cleaning and disinfection of rest beds must be observed. The spa facilities offer one free-of-charge "multi-use" sheet when beginning the medical massage course.
8. Pre-baths and showers equipped with mixing taps must include the indication for hot and cold water. It must be ensured that water never flows out of showerheads at a temperature above 45 °C.
9. For the spa customers only the use of the hairdryers operated by the spa facilities is allowed.
10. The swimming pool areas, pools, hot air chambers steam chambers and saunas must all be vacated by the customers 15 minutes prior to the closing time.
11. The maximum bathing time recommended by the doctor in the steam pool baths is 30 minutes.

VI. TUB DEPARTMENTS

1. The duration of use of the tub baths is either equivalent to 20 minutes in the case of treatment by the prescription of a specialist, as stipulated in Annex 3 of Decree 5/2004. (XI. 19.) of the Ministry of Health, or depends on the service time defined by Budapest Spas CPLC.
2. The price for the tub bath services does not include towels and sheets, except for the tub bath service upon medical prescription (one sheet), and the family bath (2 sheets). Apart from these services, sheets are available for extra charge only.
3. The tub bath may only be used by one person at a time. Disabled people may be accompanied by a helper person if authorized by a doctor in writing, but the escort must not take a bath together with the escorted person even if they are in possession of a separately purchased bath ticket.
4. The two-person family bath may only be used by two people after purchase of a ticket. The duration of the service is determined by Budapest Spas CPLC.

VII. MUD TREATMENT, WEIGHT BATH OR UNDERWATER TRACTION DEPARTMENTS

1. The temperature of the mud bath applied for the treatments (max. 42 °C), duration of mud treatment or mud bath is determined by the doctor on the prescriptions. The patient may only deviate from these instructions at the order of the spa doctor.
2. Treatment by a weight bath or underwater traction service must only be performed according to the procedure indicated by the medical prescription. (Manner of suspending the patient, the amount of weight to be applied, weight placement, treatment duration.) Deviation from this is not allowed at the request of the patient.

The patient must not use the weight bath alone (he or she must not hang the weights on himself or herself and must not perform the suspension without help either).

3. During the weight bath for the length of the treatment period, the spa employee performing the treatment must permanently supervise the treatment so as to provide immediate assistance if necessary.
4. In the case of mud treatments and weight baths, the spa employee performing the treatment is obliged to familiarize new patients with the treatment procedure, according to the instructions included in the medical prescription.

VIII. THERMAL TUB-BATHS

1. The temperature and concentration of the carbonated tub baths and the duration of the bath must strictly be provided according to the doctor's prescription. Deviation from this is not allowed even at the request of the spa customer.
2. The spa employee performing the treatment must warn the user of the carbonated tub bath of the following:
 - the patient must sit still in the carbonated tub bath,
 - the inhalation of carbonic acid leaving the water is dangerous,
 - the patient must ring the alarm bell even in the case of the slightest sign of indisposition.
3. The underwater water jet massage service must only be carried out by an employee with the required qualifications, subject to compliance with medical standards. The optimum water temperature to be applied is 35-36 °C, the bathing time is equal to 15 minutes according to Annex 3 of Decree 5/2004. (XI. 19.) of the Ministry of Health. 19.) .) of the Ministry of Health.

IX. PHYSIOTHERAPY, ELECTROTHERAPY AND MECHANOTHERAPY DEPARTMENTS

1. In physiotherapy, electrotherapy and mechanotherapy, treatment must only be performed by qualified personnel under constant and competent medical supervision. Treatment must only be performed on the basis of the medical prescription of a specialist.
2. Strict adherence to the specialist's prescription is mandatory for the type and duration of treatment.

X. SWIMMING POOLS

1. Swimming pools can only be used by people capable of swimming. Jumping into pools, unless marked otherwise by pictograms, is strictly prohibited.
2. The pools with the sign "deep water, for swimmers only!" must not be used by people without swimming abilities even if under the supervision of a swimmer.
3. The services offered by the swimming pools - especially the areas with deep water - must only be used by the spa customers at their own risk and responsibility.

4. The use of swimming caps is mandatory in swimming pools marked by pictograms.
5. The pool attendant (group leader) is responsible for ensuring proper surveillance for the safety of swimming pools, for the cleanliness of the pools, the water and the pool area, for the rescue equipment to be kept ready, for the installation of the first aid chests, for calling a physician for people saved from the water (even if the rescue seemed to go smoothly and the person feels in a good condition).
6. The cloakroom tickets are valid only for the reference month, the reference quarter or the reference year. Regarding the details of the prerequisites for the cloakroom service, the types of clothing allowed to be stored in the cloakroom locker, and the number of pieces of clothing, the relevant information is published in the terms of conditions of the cloakroom service. It is the responsibility of the spa customer to keep the clothes clean that are to be deposited.
7. Rents (swimsuit, sheets, towels, bathrobe, bath cap, etc.) require a rental ticket with a deposit fee being paid. The deposit fee and the rental fee shall both be charged to the proxy device. The deposit fee is only refunded by the spa on the relevant day, upon the read of the proxy device, along with returning the rented underwear. Renting is only possible on the day of the rental, that is, the rented equipment must be returned by the closing hour.

XI.

CARRYING OUT EDUCATIONAL AND BUSINESS ACTIVITIES

1. In the spas and in the spa pools, Budapest Spas CPLC offers, besides medical treatments, spa and wellness services, the possibility of educational activities and group coaching for water sports under agreed conditions, however these activities may only be pursued based on previously agreed-upon conditions, in order to prevent accidents and to regulate the saturation of the pools and lanes. Performance of educational and service activities on the premises of the spa facilities are limited to business corporations, associations, foundations, self-employed persons, private individuals, etc. - hereinafter referred to as: Instructor - who has established the relevant legal relationship with Budapest Spas CPLC. If the management of the spa discovers that education or service activities are being pursued on the premises of the spa without prior establishment of such legal relationship, the management shall fill out the relevant standard form to require the Instructor to suspend the education and service activities and to contact the Sales Department of Budapest Spas CPLC. If the Instructor then repeatedly continues to carry out educational and service activities in the absence of a legal relationship, the Instructor may be banned from the premises of all spa facilities operated by Budapest Spas CPLC, for a definite time period of up to one year.
2. Commercial activities on the premises of the spa facilities are limited to legal entities, business corporations, self-employed persons, etc. who have established the relevant legal relationship with Budapest Spas CPLC. If the management of the spa discovers that commercial activities are being pursued on the premises of the spa without prior establishment of such legal relationship, the management shall fill out the relevant standard form to require the Instructor to suspend the education and service activities and to contact the Sales Department of Budapest Spas CPLC. and to pay a net amount of 50,000 HUF + VAT as site usage fees.

XII. MISCELLANEOUS PROVISIONS

1. Rules of the Policy Statement shall concern all spa visitors. The person who does not assume their compliance or does not comply with the rules above despite warnings, may be excluded from the spa services. Exclusion can be final or for a fixed period.
2. The person who violates the provisions of this Policy Statement or the order of the baths, disturbs the rest of the other customers, but his or her behavior is not deemed a misdemeanor, must be excluded from the usage of the bath services and from the premises of the spa facilities. The spa employees and the competent officials of the Corporate Security Department are entitled to act in these cases. If necessary, this may require the involvement of an authority.
3. The chief of spa facilities responsible for the operation of the spa facilities is also authorized for enforcement of the provisions of this Policy Statement.
4. The operating instructions for the spa facilities and the services are contained in the operating rules.

The present Policy Statement is the exclusive intellectual product of Budapest Spas CPLC, which may be copied or used in whole or in part only with the prior written consent of Budapest Spas CPLC. Failure to obtain consent shall have legal consequences.

Budapest, 20 January 2020

**BUDAPEST SPAS CPLC.
László Szőke
chief executive officer**

Annexes:

- Annex No 1: Supplementary Policy Statement of Rudas Thermal Bath
- Annex No 2: Supplementary Policy Statement of St. Lukács Thermal Baths
- Annex No 3: Supplementary Policy Statement of Csillaghegyi Árpád Baths and Swimming Pool
- Annex No 4: Supplementary Policy Statement of Paskál Thermal and Open-air Bath
- Annex No 5: Supplementary Policy Statement of Palatinus Open-air Baths
- Appendix 6. Supplement to the Policy of the Dagály Thermal, Open-air Bath and Swimming Pool
- Appendix 7. Form related to Chapter XI.