

# **House Rules of the Oxygen Wellness Center**

Operator of the Oxygen Wellness Center:

Oxygen Naphegy Ltd.

(Registered office: 1016 Budapest, Naphegy u. 67.)

The purpose of these House Rules is to define the conduct between persons staying at the Oxygen Wellness Center (users of services and other visitors) and to set out the basic rules that are essential for providing cultured, high-quality service activities.

Furthermore, they prescribe requirements not set out in other regulations that serve the proper use, preservation of condition, and safe operation of the Oxygen Wellness Center.

## **General rules**

The area of the Oxygen Wellness Center may only be used in accordance with its intended purpose. Users of the Oxygen Wellness Center may not violate the applicable laws and regulations in force, nor the rules set out in these House Rules.

It is PROHIBITED within the area of the Oxygen Wellness Center:

- smoking
- consumption of alcohol (except on the terrace of the SunHill Bistro);
- any activity that falls outside the service activities of the Oxygen Wellness Center, violates the law, or offends public morals;
- any disturbing activity that causes loud noise, odor, or other environmental nuisance to others;
- consumption or abuse of drugs, prohibited doping agents, narcotics, as well as the bringing in of any dangerous substances and/or objects (explosives, pyrotechnic devices, weapons), any type of beverage, or animals (with the exception of guide dogs, assistance dogs for persons with disabilities, or therapy dogs);
- commercial activity, advertising, propaganda (placement of advertising boards, stop signs, posters, and flyers), production of audio or visual material, illegal gambling, or music services without the operator's permission.

Throughout the entire area of the Oxygen Wellness Center, only persons with state-recognized qualifications who are registered with the operator of the facility and who have a legal relationship with the operator are entitled to conduct sports-related professional activities, education, or training.

Sports services and catering services of the Oxygen Wellness Center may only be used during the opening hours of the complex (unless this does not violate the law and has been previously authorized by the operator).

### **Services available to children and minors:**

- Playroom services may be used from the child's age of 1 until 12.
- Fitness services between the ages of 6 and 16 may only be used with a parental liability declaration and exclusively within the framework of personal training under the supervision of a personal trainer.
- Aerobics and spinning classes may not be used under the age of 14; between the ages of 14 and 16 they may be used with a parental liability declaration and trainer approval.
- Among wellness services, children under the age of 14 may not visit the saunas. Staying in the wellness area is only possible with parental supervision and a parental liability declaration between 08:00 and 12:00.
- Children may not stay in the fitness area lobby; they may only remain in the main hall or on the sofas in front of the massage rooms with parental presence.
- Above the age of 18, all services may be used without restrictions.
- Purchasing a children's ticket is mandatory in all cases. When purchasing a children's ticket, a wristband is provided for children under the age of 12, which must be worn visibly. Children under 12 without a wristband are not entitled to use our services. At first entry, the child's details must be verified with a photo ID. Children's tickets may be purchased up to the age of 16; above the age of 16, services may only be used with a full-price ticket.

|                      | <b>FITNESS</b>  | <b>AEROBIC/SPINNING</b>  | <b>WELLNESS</b>   | <b>PLAYROOM</b>  |
|----------------------|---|--|---|--|
| <b>1-6 years</b>     | NO  | NO   | exclusively during special periods (baby lane)  | YES  |
| <b>6-14 years</b>    | Signing of parental liability declaration required. Under the supervision of a personal trainer, exclusively within the framework of personal training. | NO   | Every day between 8:00–12:00. Usable: swimming pool, jacuzzi, aroma steam, salt cabin. With parental supervision. Parental liability declaration up to the age of 12. | Parental liability declaration up to the age of 12.<br>YES |
| <b>14-16 years</b>   | Signing of parental liability declaration required. Under the supervision of a personal trainer, exclusively within the framework of personal training. | Group classes may be attended with signed parental and trainer liability declarations. | With parental accompaniment and completion of parental liability declaration. No time limit.  | NO   |
| <b>Over 16 years</b> | May be used with completion of parental liability declaration.  | May be used with completion of parental liability declaration.                         | With completion of parental liability declaration.  | NO   |

### **Baby Lane:**

Every Sunday, children aged 1–5 are also welcome in our wellness area between 8:00 and 10:00.

We kindly ask parents to ensure that:

- Children may only stay in the water under parental supervision and only during the designated time slot. If the child is not yet toilet-trained, a leak-proof swim diaper is mandatory.

- Pools may only be used by children for swimming purposes; jumping is prohibited even during this period. The baby lane may only be used by children of parents holding long-term passes (3-month, 6-month, 100-entry, or annual passes).

The baby lane is available FREE OF CHARGE.

## **Opening hours of the Oxygen Wellness Center:**

|                                 | Mon–Thu                    | Friday     | Sat         | Sun         |
|---------------------------------|----------------------------|------------|-------------|-------------|
| Sports area:                    | 6:00-22:15                 | 6:00-22:15 | 8:00-19:45  | 8:00-19:45  |
| Wellness:                       | 6:00-22:15                 | 6:00-22:15 | 8:00-19:45  | 8:00-19:45  |
| Playroom:                       | 08:00-13:30<br>15:30-19:30 | Zárva      | 8:00-14:00  | 8:00-14:00  |
| Underground garage:             | 6:00-24:00                 | 6:00-24:00 | 8:00-24:00  | 8:00-23:00  |
| Fitness and wellness<br>buffet: | 6:00-22:00                 | 6:00-22:00 | 8:00-19:30  | 8:00-19:30  |
| Ice rink:<br>(seasonal)         | -                          | -          | 10:00-20:00 | 10:00-18:00 |

Guests using the services of the Oxygen Wellness Center are obliged to leave the complex in due time, taking the closing times into account.

Within the area of the Oxygen Wellness Center, the following may only be placed with the operator's permission:

- vending machines, children's toys, other machines serving guests, decorative lighting, public electronic devices, etc.;
- other decorative elements (decorations, plants);
- advertising, promotional, propaganda, and leaflet materials.

If the operator prepares or commissions advertising material (video or photographic recordings) for the presentation or promotion of its activities or services within the area of the Oxygen Wellness Center, and any guest appears in such material, the guest may not assert any claims against the operator in connection with appearing in the advertising material.

The operator maintains a facial image data registry of guests using the sports services of the Oxygen Wellness Center. The operator is entitled to refuse the relevant services to any guest who partially or fully refuses to provide the required data or the recording of a facial image.

For the purpose of verifying the accuracy of personal data, the operator is entitled to request the guest's personal ID card and address card for data reconciliation.

In order to ensure the smooth operation of the Oxygen Wellness Center, the operator's right of observation extends to the entire area of the Oxygen Wellness Center, with particular regard to areas used by guests and the manner and extent of service usage, and generally to the order of the Oxygen Wellness Center.

In the event of irregularities (violation of these House Rules or generally accepted rules of conduct), the offender will be warned; if ineffective, the operator is entitled to ask the guest to leave or to exclude them from its members temporarily or permanently. In cases exceeding the operator's authority, it is entitled to seek the assistance of the police or other authorities, whose instructions must be complied with by all parties concerned. An expelled offending guest may not assert any claims against the operator.

All guests are obliged to observe order and cleanliness within the complex; respect for other guests and cultured behavior are basic expectations.

The operator of the Oxygen Wellness Center assumes no liability for personal injury or material damage arising from non-compliance with these House Rules or from irresponsible behavior of guests. Furthermore, it assumes no liability for lost or stolen items or equipment.

All found items must be handed in by guests at the reception of the Oxygen Wellness Center with proper documentation.

All services are used by guests at their own responsibility and risk.

For first aid to persons injured within the complex, a suitably equipped room is available within the building. In the event of any accident, the operator records an accident report.

These House Rules may be modified or supplemented by the operator at its own discretion.

The operator of the Oxygen Wellness Center reserves the right to hold private events, excluding the general public, in the entire complex or in certain areas. Annual availability is 98%.

The present House Rules of the Oxygen Wellness Center are freely available and accessible to all guests using the services at the reception of the Oxygen Wellness Center. Use of the services also implies acceptance of these House Rules.

## **Special rules**

Entry into sports areas is only permitted in appropriate sports equipment suitable for the sports activity carried out in the given area.

Only beverages in sealable plastic bottles may be taken into the sports areas; bringing in any other drinks or equipment is strictly prohibited.

Use of mobile phones should be avoided during the use of sports services.

Use of indoor change-only footwear (closed sports shoes) is mandatory throughout the entire fitness area of the Oxygen Wellness Center. If a guest does not bring closed sports shoes, the purchased day ticket will not be forfeited and will be credited on the next visit.

The use of slippers and swimwear is mandatory in the wellness area, with the exception of the textile-free sauna section.

## **Access control system**

All guests holding long-term passes receive one (1) black wristwatch or black access card. Entry can only be ensured using this watch or card.

If you arrive at the facility without your card or watch, a “forgotten at home” fee will be charged in all cases. If your card/watch is lost, a new one must be purchased at reception.

All guests purchasing a day ticket receive a temporary (blue) watch at first entry, which must be returned at reception upon departure. Upon the second entry, if a long-term pass (10-entry / 1-month or longer) is purchased, the club provides the wristband required for entry. Otherwise, the wristband/card may be purchased at a discounted price at reception. All guests must have a wristband or card for entry.

Entry watches/cards are NON-TRANSFERABLE. If we detect that someone uses another person's entry device to access Oxygen Naphegy services, a fine of HUF 50,000 will be imposed on the first occasion; on the second occasion, further entry will be suspended.

Additional rules regarding cards and wristbands:

1. In case of pass purchase:

The first card or wristband is provided free of charge when purchasing a pass.

2. Temporary card/wristband fee: HUF 1,000

If a guest does not bring their own card or wristband, reception provides a temporary blue one, and the fee will be charged.

3. New card/wristband fee for day-ticket guests: HUF 2,000

Day-ticket guests who have previously visited at least once must purchase a new card/wristband for the above fee.

4. Lost card/wristband replacement fee: HUF 3,000

Replacement is handled at reception upon payment. The fee may be credited a maximum of two times; no further credits are possible thereafter.

Guests are responsible for keeping their issued card/wristband safe. Related fees are charged automatically.

## Reception (ground floor)

Entry to the sports areas of the Oxygen Wellness Center is only possible with a valid day ticket or pass.

At the first entry, all guests must register at the reception desk, thereby accepting the House Rules and acknowledging that compliance may be monitored by staff. First entry also includes photographic registration.

For guests using sports services, the operator provides a locker compartment in gender-separated changing rooms, as well as free services determined by the operator (2 towels, shower gel, and unlimited use of internet stations).

Items issued at entry (locker key/watch, towels — one small and one large free of charge; three sauna sheets available free in the wellness area; additional small towel or sauna sheet HUF 300, large towel

HUF 500; sports equipment, etc.) must be returned intact to reception upon departure. Consumption within the facility is also checked and settled at that time.

Guests bear financial responsibility for issued items. For multiple daily entries, at least 3 hours must pass between exit and re-entry in order to receive towels and sauna sheets free of charge again.

Guests must settle the value of items charged to their account balance upon exit. Guests may also preload unlimited amounts to their account balance. Entry cannot be granted to guests with outstanding debt (negative balance), regardless of amount.

Service fees must be paid in advance upon entry.

Unused entries or balances remaining on expired passes cannot be transferred to a new pass.

Passes cannot be used beyond their expiration date.

Any problems noticed in wet areas should be reported promptly at reception.

Used towels must be placed in the collection bins next to reception upon departure.

## **Changing rooms**

Use of slippers is mandatory in the changing rooms, shower areas, pool area, and in the sauna anterooms.

The Operator accepts no liability whatsoever for items left in these areas or in the lockers. Guests may store valuables in the luggage storage located next to the reception.

The 3 hangers are part of the locker equipment.

It is strictly forbidden to leave trash in the lockers after departure.

## **Massage and spa treatments**

### **Booking:**

By phone or in person.

### **Cancellation:**

Free of charge if canceled the day before the appointment. Same-day cancellation fee: 7,500 HUF. If the appointment is not canceled, the full price of the service will be charged to the balance. In the case of a missed cancellation for a 2×50-minute massage, the cancellation fee will be charged twice.

### **Spa bookings:**

Possible up to 48 hours in advance with prepayment. The type of SPA treatment must be specified.

## **Wellness area – pools, sauna anteroom, saunas**

Saunas, steam cabins, infrared cabins, the swimming pool, plunge pool, and hot tub may only be used in accordance with the posted general sauna rules and strictly at your own risk.

Use of wellness services may be refused to persons suffering from infectious or feverish illnesses, those under the influence of alcohol, drugs, or intoxicating medication, as well as persons under 14 years of age.

The sauna may only be used in appropriate attire (swimwear or a sauna sheet/towel). The use of sauna sheets is mandatory throughout the entire wellness area, and their proper use is monitored by the sauna staff.

Essential oils in the sauna are dispensed automatically or by the sauna staff. For health and safety reasons, it is strictly forbidden to bring into the sauna or steam bath slippers, sports shoes, or other footwear (slippers are permitted in the steam bath), newspapers, books, plastic bottles, personal care items, cosmetics, personal fragrances, or any chemicals that do not comply with fire safety regulations, as well as any kind of food or electronic entertainment devices.

Stepping onto sauna benches while wearing slippers is prohibited.

Showering is mandatory before using the swimming pool, hot tub, or plunge pool.

Eating is prohibited throughout the entire wellness area.

For more detailed information, please refer to the Wellness House Rules.

## **Fitness room (1st floor)**

Entry to and training in the fitness room is permitted only in appropriate sportswear (sports shoes, tank top, T-shirt, top, sports pants/shorts). Training in slippers or sandals, or barefoot, is not allowed. The use of any street shoes is strictly prohibited. Trainers, personal trainers, and management staff working at the Oxygen Wellness Center have the right to remind visitors to comply with the proper use of appropriate sports attire.

Exercise machines and equipment may only be used for their intended purpose and at the user's own risk, in accordance with their physical condition and fitness level.

After use, all users must leave machines in their default position and return equipment to its designated storage place.

During the use of any equipment, it is mandatory to use the towel provided at reception. The use of equipment is assisted and supervised by the gym staff.

## **Aerobics room / Group Cycling room**

Before the start of a class, guests must hand their class ticket to the instructor.

There are no fixed or reserved spots for group classes. Guests may take any available place upon arrival. Maximum capacities:

- Aerobics: 15 persons
- Group Cycling: 15 participants + 1 instructor

Entry to and participation in classes in the aerobics room is permitted only in appropriate sportswear (sports shoes, tank top, T-shirt, top, sports pants/shorts). Training in slippers or sandals, or barefoot, is not allowed. The use of any street shoes is strictly prohibited. Aerobics instructors and management

staff at the Oxygen Wellness Center have the right to remind visitors to comply with the proper use of appropriate sports attire.

Guests arriving after the class has started (with a maximum grace period of 10 minutes) may be refused entry by the instructor in order to prevent accidents or disturbance to other participants.

## **Ice rink**

A ticket purchased for the ice rink entitles the holder to use the ice rink only.

For the safety of skaters, it is strictly forbidden to remain on the rink during ice maintenance, or to step onto the ice wearing shoes, or with cigarettes, paper bags, plastic cups, sparklers, firecrackers, any kind of packages (including backpacks), sticks, or any other hazardous objects.

Skating against the designated direction, gathering in groups on the ice, or obstructing continuous skating and movement is prohibited. The skating direction on the rink is counterclockwise. In designated and cordoned-off areas (for lessons, dance circles, children, etc.), only authorized persons and those assigned may remain.

Commercial skate instruction on the rink may only be conducted by instructors contracted with Oxygen Naphegy Ltd.

We cannot accept liability for accidents occurring on the ice rink; everyone uses the rink at their own risk. Parents are responsible for children under the age of 18. The use of a helmet is mandatory for children under 6 years of age.

Persons under the influence of alcohol or drugs may not enter the ice rink area. For the safety of other guests, individuals with fever or infectious illnesses may not use the rink.

It is forbidden to step onto the ice surface before opening hours, and after closing time everyone must leave the rink area. The ice must be vacated 10 minutes before closing.

Smoking is strictly prohibited on and around the ice rink.

All ice rink staff are authorized to take action throughout the entire area to maintain order. Any intentional damage within the rink area will result in financial liability.

Violation of the House Rules may result in being banned from the ice rink.

## **Underground garage**

The underground garage is suitable for standard-sized passenger cars.

Entry to the parking area with gas-powered vehicles is strictly PROHIBITED.

Oxygen Wellness Center does not accept any liability for vehicles parked on its premises.

Motorcycles and bicycles have designated storage areas.

Stopping or parking in front of the building on Naphegy Street is strictly PROHIBITED.

If no parking spaces are available in the garage, you may park on Czakó Street, Lisznyai Street, or by turning left from Czakó Street onto Naphegy Street, Gellérthegy Street, and the area at the intersection of the two streets. Parking spaces can be found within a 200-meter radius. In this part of District I, parking is paid until 6:00 PM.

For more detailed information, please refer to the Parking Regulations.

## **Other provisions**

Our staff empty the lockers after closing, and any valuables left inside are handed over to the reception. Owners may inquire about lost or forgotten items there.

The completion of any service—without exception—occurs at the reception following the personal checkout procedure.

Accordingly, we ask the following from our guests:

Before leaving the building, please return all items received upon entry (towels, locker keys, Polar watches) in full, personally to our reception staff. Our colleagues will then check your account balance and complete your checkout in our system.

Before departure, please settle any credit provided at the time of entry.

If you did not use the credit provided, please place the key (watch) in the “watch drop” next to the reception desk; after doing so, you may exit the Center via the exit gate.

If a guest leaves the building without using the checkout gate, they agree that the checkout procedure will be completed in their absence and acknowledge that they cannot make claims after leaving the cash area.

The credit provided at entry may be revoked at the discretion of the service provider.

The operation of the playhouse is governed by a separate set of house rules, which can be viewed inside the playhouse.

Budapest, May 2021

Oxygen Wellness Center

Oxygen Naphegy Ltd., Operator