



HOUSE RULES

Danubius Hotel and Spa

Company name: Danubius Hotels and Spa Plc.
Head office: 1051 Budapest, Szent István Square 11.
Email address: info@danubiushotels.com
General Public Health Authority:

Government Office of Budapest – Public Health Department of District V

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Head of Institute: Dr. Róbert Kormos

Guests may contact the following authorities with complaints:

Government Office of Budapest – Technical, Licensing and Consumer Protection Department, Consumer Protection Division

Address: 1138 Budapest, Váci út 172–176.
Tel.: +36 1 325 86 28

E-mail: fogyasztovedelem@bfkh.gov.hu

Mayor's Office of District XIII, Budapest

Address: 1139 Budapest, Béke tér 1.
Tel.: +36 1 452 41 00

E-mail: ugyfelszolgalat@bp13.hu

Chief Notary: Dr. Sándor Bujdosó

Budapest Conciliation Board

Address: 1016 Budapest, Krisztina krt. 99. I/111.

Mailing address: 1253 Budapest, P.O. Box 10.

Telephone: +36 1 488 21 31

E-mail: bekelto.to.testulet@bkik.hu

1. These House Rules regulate the use of the Helia SPA & Fitness Center (hereinafter: the Facility), as well as the conditions for using the services provided in the Facility. These House Rules apply to the entire area of the department.

1.1. Guests are required to comply with the provisions of these House Rules, the instructions displayed on warning signs and pictograms, and the directions of the Facility's staff.

1.2. By purchasing an admission ticket, guests acknowledge these House Rules as binding upon themselves. Guests bear sole responsibility for familiarizing themselves with and understanding the provisions contained herein. The Operator expressly draws attention to the fact that services may only be used at each guest's own risk and exclusively in good health and physical condition. This is because the use of the pools and certain services of the Facility requires a degree of skill, good physical and mental condition, preparedness, and practice. The Operator's staff are happy to provide assistance in acquiring these skills in order to prevent accidents.

1.3. Guests who fail to comply with these House Rules may have their right to use services immediately revoked and, in justified cases, may be expelled from the Facility.

2. The Facility is open daily from 7:00 a.m. to 10:00 p.m. The pool area, Sauna World, and Fitness Room close at 9:45 p.m.

2.1. The cash desk opens daily at 7:00 a.m. and closes 30 minutes before the Facility closes, at 9:30 p.m.

2.3. The Operator may modify the Facility's opening hours in justified cases (particularly, but not exclusively, on public holidays and national holidays). Guests will be notified in advance whenever possible, via the information board located in the lobby of the Facility and on the website www.heliaspafitness.hu.

Up-to-date information about pool and other service opening times, as well as possible closures, is available on the information board at the Spa reception.

2.4. The Operator has the right, in justified cases (technical issues, events, etc.), to close the Facility fully or partially—including, but not limited to, certain pools. Guests are not entitled to claim compensation or other demands against the Operator as a result.

2.5. In the event of a reduction in services due to technical reasons, the Operator reserves the right to decide independently whether to apply fee adjustments.

3. Upon entering the Facility, guests are required to purchase the appropriate ticket at the Spa reception, or present other admission entitlements (e.g. season pass, pre-purchased ticket). Guests will receive a wristband from the receptionist, which provides access to the lockers. The wristband must be retained until departure and returned intact.

3.1. In case of loss or damage of the wristband, the guest must pay compensation. The compensation fee is uniformly HUF 8,000 per wristband.

3.2. The Operator assumes no responsibility for damages resulting from the loss of the wristband.

3.3. After purchasing the ticket or presenting the pass, the following items are provided against a deposit: per person, 1 locker key (proxy watch) for the changing room, 1 large towel, 1 small towel, and 1 sauna towel. The deposit can only be a personal item, not cash. For textiles not returned, a charge of HUF 1,500 per item applies. Additional towels can be rented for an extra fee.

3.4. The swimming pool has a maximum capacity of 150 people. When full, waiting guests will be admitted in order of arrival. Hotel guests have priority.

3.5. Admission to the Facility is in order of arrival, except for pre-registered groups, persons with disabilities, and expectant mothers. (The latter two groups must present credible proof upon request.)

3.6. Guests under the age of 14 may only stay in the Facility under parental supervision or accompanied by an adult (over 18 years of age).

3.7. Children of diaper-wearing age must use waterproof, specially designed baby swim diapers.

4. Use of Changing Rooms

4.1. Guests use the changing rooms independently, according to the procedures established for the area. Accordingly, guests are responsible for the proper use of the changing rooms, lockers, showers, etc.

4.2. After placing clothing and other belongings in the locker, guests must ensure that the locker is properly closed and that all items have been placed inside.

4.3. The Operator assumes no responsibility for valuables lost within the Facility.

4.4. Guests may place their valuables in the safes located at the Spa reception before entering. Detailed conditions for using the safe can be found on the information surface displayed at the site or requested at the Spa reception.

5. Sauna Use

5.1. The sauna may only be used by guests at their own risk and in awareness of their own health condition, in accordance with the posted sauna rules.

5.2. Guests under 14 years of age may not enter Sauna World, even if accompanied.

5.3. The saunas of the Facility must be used with the clothing appropriate to the type of sauna (textile or non-textile).

5.4. The use of a towel or sheet is mandatory in the saunas.

5.5. Showering is mandatory before and between sauna sessions.

5.6. The use of slippers is mandatory in the sauna anteroom.

5.7. It is forbidden to enter the saunas wearing slippers.

5.8. Essential oils and other fragrances or aroma substances may only be used by staff.

6. For compliance with official regulations and to ensure undisturbed rest and exercise of other guests, it is forbidden to:

6.1. Use the pools without showering beforehand.

6.2. Use the pools without appropriate swimwear. Technical sportswear for water sports (e.g. surf shirts) and burkini attire are permitted.

6.3. Walk in the pool and sauna areas in street shoes or street clothes.

6.4. Jump into the pools from the side, disturb others' peace, or obstruct/endanger others while using the pool.

6.5. Run in the pool area.

6.6. Smoke, consume alcohol, litter, or pollute the pools, other areas, or the water in any way within the swimming pools or Sauna World.

6.7. Bring fragile objects or items capable of causing accidents or injuries (glass, cups, etc.) into the pools or poolside areas.

6.8. Use cleansing agents or shave in the pools or saunas.

6.9. Bring balls, inflatable mattresses, diving equipment, or any other items that may disturb other guests into the pools.

6.10. Bring food, drinks, or cutlery from catering units into the pool area.

6.11. Bring animals into the Facility. Exceptions are assistance dogs with official certification (guide dogs, hearing dogs, mobility assistance dogs, seizure alert dogs, and personal assistance dogs).

6.12. Use benches, chairs, sunbeds, or other equipment improperly or move them from their designated places.

6.13. Bring scooters, bicycles, segways, drones, or other remote-controlled devices into the Facility or use them during operating hours.

6.14. Play radios, cassette/CD players, instruments, speakers, mobile phones, or other devices in a way that disturbs others.

6.15. Sell anything, distribute leaflets, or beg.

6.16. Behave in a manner that offends public morals, public order, or violates the rules of coexistence in any way.

7. Wearing a swimming cap is recommended. Guests with long hair are requested to tie up their hair.

8. Due to the increased risk of slipping, the use of slippers is mandatory in the pool area.

9. In the fitness area, guests are required to follow the instructions posted in the Fitness House Rules.

10. Group classes are available depending on registration. We do not take responsibility for canceled classes, but we will notify registered guests if they have provided us with their contact details.

11. Only food and beverages prepared or purchased on site may be consumed in the pool area, and exclusively within the Pool Bar.

12. To prevent fire:

12.1. Smoking is prohibited in changing rooms, cabins, corridors, restrooms, and throughout the Facility.

12.2. It is forbidden to bring flammable or explosive materials, weapons, chemicals, etc., or to engage in any activity involving fire or open flames, or to use fireworks or other pyrotechnic devices.

12.3. Emergency routes, doors, fire hydrants, etc., must be kept clear.

13. First aid is available free of charge for any health-related complaints arising in connection with the use of the Facility.

13.1. In case of injuries, fainting, or suspected incidents requiring first aid, guests are requested to immediately inform the Facility's staff. The Operator is not allowed to provide medication, even upon explicit request.

13.2. A detailed log and report will be prepared on incidents requiring first aid.

13.3. The provision of care – as well as any notes deemed necessary by the parties – must be confirmed by the injured person, their companion, or the attending staff member with a signature.

14. It is strictly forbidden to enter or use closed pools and closed premises.

15. The Operator assumes no responsibility for items or valuables dropped into the pools. The Operator cannot be obliged to dismantle or check drains or pipelines for such reasons.

16. If a guest intentionally or negligently pollutes the pool water and the pool must therefore be closed, drained, or disinfected, the guest must reimburse the related costs and any other damages resulting from the loss of pool use.

17. In case of damage to the Facility's equipment or furnishings caused intentionally or negligently, the costs of restoration shall be borne by the responsible guest.

18. If the Operator produces or has produced any promotional material (film or photo recording, sound recording, etc.) for the purpose of presenting or promoting its activities or services within the Facility, and a guest appears in such materials, the guest may not make any claims against the Operator or any third party in connection with their appearance.

19. The entire building of the Facility, including parking lots and security-sensitive areas, is monitored by a continuous video (camera) system for asset protection, access control, and security purposes. The Operator stores the recordings in compliance with legal regulations and permanently deletes them (also in accordance with the law) if they are not used. Recordings may only be released to the competent authorities.

20. Lost and found items must be handed in at the Spa reception and recorded in the "Lost and Found Register."

21. The outdoor parking lot operates without supervision, but entrances and exits are monitored by cameras. The Operator assumes no responsibility for vehicles parked there or for any damage caused to them. Any damages resulting from violations of traffic regulations (KRESZ) or improper use of the parking lot are the full responsibility of the offender – including administrative, civil, and other liability.

Guests may submit their comments or complaints verbally at the Spa reception or in writing in the Customer Book placed there.

These House Rules shall enter into force on October 1, 2025, and their provisions shall apply to all guests who enter the Facilities. The Operator reserves the right to amend these House Rules.

We kindly ask our guests to comply with the provisions contained herein.

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