



**Recreation and health complex ATOSTOGŲ PARKAS  
INTERNAL RULES  
In the water area**

**Dear visitors, we wish you a good rest and great impressions, and for your own safety we urge you:**

- To comply with the safety and hygiene requirements and instructions from lifeguards and other staff members.
- Not to leave minors who have come with you unattended.
- Be particularly careful – *floor in the water and sauna area is wet*. The Operator shall not be liable for the injuries or traumas incurred by the Visitors as a result of carelessness.
- Protect your electronic bracelet and personal belongings. The Operator shall not be liable for the misplaced, lost personal belongings.

**I. TERMS USED**

1. The following terms shall be used in this rules unless explicitly defined otherwise:
2. Operator – UAB Atostogų parkas, legal entity No 301608930, Venecijos akl. 2, Žibininkai village, Kretinga district.
3. Recreation Complex – the territory of the recreation and health centre under management of the Operator located at Venecijos akl. 2, Žibininkai village, Kretinga district (hotel, SPA centre, restaurant, indoor pool and sauna area, outdoor pool area, sports centre) and Venecijos akl. 4, Žibininkai village, Kretinga district (log villas, restaurant).
4. Water Area – area of indoor and outdoor water pools and saunas.
  - 4.1 Children's Attractions Area is a separate zone by the indoor swimming pools with a special water slide, indoor pool, a sandbox and fountains.
5. Hotel Area – the hotel in the main building and individual log villas in the Recreation Complex.
6. Visitor – every person in the Recreation Complex. A Visitor shall be any person who has purchased a ticket from the Operator, gained permit to access or accessed the Recreation Complex in any other way established by the Operator.

**II. GENERAL PROVISIONS**

7. These rules establish the procedure of Visitor service, provision of services at the **Water Area** of the Recreation Complex, mandatory safety, hygiene, and other requirements applicable to the Visitors, Operators, also rights of Visitors as well as limits of liability thereof. Internal Rules have been drawn up to guarantee safety, pleasant recreation, good mood of each and every Visitor and to prevent unpleasant misunderstandings.
8. These rules shall apply to all visitors of the Water Area and each Visitor shall comply with the requirements set forth in these rules.
9. The Visitor shall become entitled to use the services provided in the Water Area upon purchasing a ticket, gaining permit to enter or having entered the Recreation Complex and the Water Area in any other way established by the Operator. Ticket purchase terms are covered by these rules.
10. Before purchasing a ticket and receiving the electronic bracelet, and starting using services provided in the Water Area each Visitor shall carefully read there rules and shall explain them to the accompanying persons.



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11. *By purchasing a ticket and receiving the electronic bracelet and/or having entered the Water Area in any other lawful way each Visitor confirms having familiarised with these rules and having explained them to the accompanying persons, and shall unconditionally comply with these rules and guarantee compliance thereby by the accompanying persons.*
12. The Visitor who has purchased the tickets/received the electronic bracelet shall be liable for the outcomes of failure to familiarise or non-compliance by the Visitor and/or accompanying minors with these rules.
13. Persons of any age shall be entitled to use the services provided in the Water Area unless these rules establish otherwise.
14. The Operator shall be entitled to prohibit persons acting in a reckless or inappropriate manner, or persons who could pose risk to safety of other Visitors or Operator's property, are contrary to the concept of the Recreation Complex, act in prejudice of good morals and other publicly acceptable norms of behaviour, public order from entering the Recreation Complex and/or Water Area and or to remove such persons from Recreation Complex and/or Water Area. The Operator shall be entitled to remove from the Recreation Complex and/or Water Area Visitors who ignore the warning signs, requirements of the signboards available in the territory of the complex, or who ignore instructions from staff, or who violate the rules of the Recreation complex in any other way. Should a Visitor be removed from the Recreation Complex and/or Water Area in the cases stated above, tickets shall not be refunded or compensated in any other way to such Visitor.
15. Persons under influence of alcohol (intoxicated), also persons state of health whereof can pose risk to other Visitors including but not limited to persons suffering from infectious diseases, persons suffering from infections skin diseases, conjunctivitis, persons with open wounds, also persons suffering from any other ailments which could pose risk to the health and safety of other Visitors shall not be permitted to the Water Area.
16. Disabled persons in need of assistance and supervision of other person may visit the Recreation Complex and Water Area only under supervision of such adult supervisor.
17. Visitors shall personally assess the state of their health, ability to use the services and entertainments of the Water Area as well as the related risks to their state of health; they shall use the entertainments exclusively at the risk and liability of their own. The Operator and its staff shall not in any way be liable for the Visitor's health problems, injuries, traumas, accidents resulting from the state of health of such Visitor and incurred during the visit at the Recreation Complex and Water Area.
18. Working hours of the Recreation Complex have been indicated in the advertisements available in the premises of the complex as well as at the website of the Operator at [www.atostoguparkas.lt](http://www.atostoguparkas.lt).
19. The Operator shall be entitled to unilaterally change the working hours of the Recreation Complex or individual services provided therein and/or not to provide certain services, also to change the tariffs of the services at any given time.
20. For the Visitors' safety the territory of the Recreation Complex including Water Area are under video surveillance.
21. No pets of the Visitors shall be permitted to the Water Area.
22. If requested by the Operator's staff the Visitor shall immediately vacate the Recreation Complex and/or Water Area (e.g. in the event of threat to visitor safety, in the event of evacuation, etc.); Visitors shall also comply with other lawful instructions given by the Operator's staff.
23. Visitors causing harm to the Recreation Complex, Operator's property therein, property and/or health of Visitors shall be liable in the procedure set forth by the laws of the Republic of Lithuania.
24. The Operator shall be liable in the procedure set forth by the laws of the Republic of Lithuania for the property and/or non-property damages incurred by the Visitor at the Recreation Complex due to the fault of the Operator.
25. A visitor, who sustained pecuniary and/or non-pecuniary damage at the Recreational Centre, shall notify the staff of the Operator about it immediately, i.e. on the day of sustaining (incurring) the

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Įmonės kodas / Company code: 301608930  
PVM mokėtojo kodas / VAT code: LT 100004163110

**Atsiskaitomosios sąskaitos:**

Sąskaita / Account: LT 56 40100 5100 3860 958  
Bankas / Bank: DNB  
Banko kodas / Bank code: AGBLLT2X

Tel. +370 600 85222  
[www.atostoguparkas.lt](http://www.atostoguparkas.lt)  
[info@atostoguparkas.lt](mailto:info@atostoguparkas.lt)



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- damage, by specifying the place, time and circumstances of the incident/accident. The Operator shall have a right to dismiss or omit the complaints and (or) claims filed by the Visitors at a later time.
26. The visitor has been informed that the Recreation Complex is a public place in which the Operator is entitled to photograph for marketing purposes the territory of the Recreation Complex including the Visitors of the Recreation Complex at such particular time. Each Visitor of the Recreation Complex shall be deemed having consented to be photographed in the territory of the Recreation Complex and consents to having such photos used by the Visitor for marketing purposes unless the latter was in prejudice of personal honour and dignity.
  27. In any way the Operator shall not be liable for the property and/or non-property damages incurred by a Visitor in the Recreation Complex as a result of non-compliance with the Visitor with the requirements and/or recommendations set forth in these rules.
  28. Hereby the Visitors are informed that, in accordance with the public healthcare and hygiene requirements established by the legal acts of the Republic of Lithuania in relation to pools, biocidal products (chlorine, bromine compounds, etc.) approved for this particular purpose in the procedure set forth by the legal acts for disinfection of the pool water. Such products can affect textile, natural and synthetic fibres, other materials. The Operator shall not be liable for the effect of the disinfected pool water on the clothing, slippers, towels used by the Visitors in the water area as well as on other belongings of the Visitors.

### III. MINORS IN THE WATER AREA

29. Minors under 13 years of age may visit the Water Area only under supervision of adults responsible for safety of the minors and compliance thereby with these rules. One adult person may accompany up to 15 minors under 13 years of age.
30. Leaving minors under 13 years of age unattended in the Water Area is strictly prohibited. Minors under 13 years of age without parent (adult) supervision are strictly prohibited from using saunas.
31. Minors from 13 to 16 years of age may visit the Water Area without direct adult supervision only subject to a form of consent of parents (guardians) completed in writing (available at the registry or website [www.atostoguparkas.lt](http://www.atostoguparkas.lt)).
32. Water slide in the Children's Attractions Area is designed for children aged 5 to 16 years. In order to ensure the safety of children under 5, they must not be allowed to use the water slide.
33. Minor visitors are allowed to access the Children's Attractions Area only upon the minor visitors and their parents (guardians, other accompanying adults) have read the Internal Rules inside the water area and have confirmed this by signing the Consent Form of the Parents (Guardians, Other Accompanying Persons). In case of disagreement with the internal rules and failure to sign the said consent form, minor visitors shall not be allowed to access the Children's Attractions Area. Permission to access Children's Attractions Area is confirmed by issuing special bracelet.
34. Minors, accompanying persons, and/or their parents (guardians) shall be liable in the procedure set forth in the laws of the Republic of Lithuania for the damage to the Operator's property caused by the minors.
35. Children under the age of 3 (or older children should there be such need) shall wear special diapers in the Water Area.

### IV. TICKETS, ELECTRONIC BRACELET

36. SERVICES PROVIDED IN THE Water Area, tariffs of services, ticket prices, applicable discounts, places (methods) of purchasing tickets, sizes of fines for electronic bracelets lost, changing room



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tokens, other related information is available at the cash registers of the Recreation Complex and at the website of the Recreation Complex at [www.atostoguparkas.lt](http://www.atostoguparkas.lt).

37. In the event of doubts regarding the age of the Visitor and should the Operator's staff request so, the Visitor shall present a personal identity document.
38. The Visitor shall only use the electronic bracelet of his own; handing one's bracelet over to another person is prohibited.
39. No tickets shall be sold and no Visitors shall be permitted to the Water Area 1 hour prior to the end of working hours of the Water Area.
40. Ticket sales may be temporarily suspended due to technical reasons or where all the lockers are occupied.
41. A person who has purchased a ticket (subscription) or other beauty or health procedure and decided not to use the said services shall not be refunded for the ticket (subscription) or other beauty or health procedure nor shall the latter be exchanged.
42. A person who lost the subscription may at person's request be issued a copy of the subscription.
43. The Operator shall be entitled to cancel validity of the subscription without any compensation for systematic and severe violations of these Rules.
44. Persons wishing to purchase a ticket at a discount shall present the document entitling to the discount in advance (i.e. before payment of the purchased services).
45. In the event the Visitor spent less time in the Water Area than paid for, the Visitor shall receive no refund or any other compensation. Validity of the ticket of the Visitor who had left the Water Area (left through the exit gate) before expiry thereof shall expire automatically and the Visitor shall be permitted to the Water Area only if he purchased another ticket.
46. Only Visitors wearing electronic bracelets (save for children of up to 5 years of age) shall be permitted to the Water Area. The bracelets shall register the time the Visitor spent in the Water Area, locking/unlocking of personal lockers, and shall register the price of services/goods purchased by the visitor in the Water Area.
47. A person who has purchased a ticket to the Water Area shall be issued an electronic bracelet which has the pecuniary credit of EUR 150 for purchase of goods and services in the Water Area. Electronic bracelets may be not issued to persons under 5 years of age.
48. Should the visitor use all the granted credit and should he request so, the Visitor may be provided with a new credit at the registry for the remaining time of visit.
49. Information on the time spent in the Water Area, numbers of the personal lockers, credit balance, goods and services purchased shall be provided to the Visitors at the information terminals available in the Water Area.
50. The time spent in the Water Area shall commence upon passing/exit from the entrance/exit gate. The ticket to the Water Area purchased at the cash register of the Recreation Complex shall be valid on the day it was purchased only. Should the Visitor fail to come to, be late to enter the Water Area, or fail to enter the Water Area due to any reasons for which the Operator is not at fault, the price of the tickets shall not be refunded.
51. When leaving the Water Area the visitor shall pay in full for the time spent (exceeded) in the Water Area and for the additionally purchased goods and services.
52. Should the Visitor order beauty or health procedures in advance and fail to appear in due time without a prior 1 day notice, such Visitor shall not be refunded for such procedure and shall be offered another time for such procedure.
53. The Visitors who have not paid for the services and goods actually received in the Water Area as well as the Visitors who caused any damage to the Recreation Complex or Operator shall be liable in the procedure set forth in the laws of the Republic of Lithuania. Parents (guardians) or other adults accompanying minors shall be liable for the damage caused by the minors.

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V. USING THE WATER AREA

54. In all Water Area the Visitors shall wear special footwear (slippers) intended for wet and slippery surfaces, swimwear; visitors of the sauna area shall have a large towel or bathrobe.
55. Before entering or leaving the Water Area, entering the pools, whirlpool baths, entering saunas the Visitors shall shower with soap.
56. Seats and berths available in the Water Area may be used only if a towel was laid under the whole body.
57. Smoking is only permitted in specific places denoted by a special sign.
58. The Visitors shall change only in the special changing rooms. Clothing, outdoor footwear, and cell phones (with sound off) shall be left locked in the lockers. The Visitors shall carefully check whether the locker has been securely locked; in the event of any uncertainties regarding the lockers the Visitor should address the staff.
59. The Operator shall not be liable for the personal belongings of the Visitors left in the changing rooms and unlocked lockers, as well as for the rented items (towels, etc.) and personal belongings left, misplaced, or otherwise lost in the common areas of the Water Area. In the event of loss of personal belongings the Visitor shall immediately inform the Operator's staff.
60. The Visitors are recommended not to bring expensive or valuable items (jewellery, watches, mobile phones, etc.) to the Recreation Complex if such items could be damaged by water or lost. The Visitors are recommended to abstain from wearing jewellery in the Water Area. The Visitor shall undertake all the risk in relation to damage to or loss of such valuables.
61. In the premises of the Water Area and cafes, restaurants, bars of the Recreation Complex alcohol drinks shall not be sold to the visitors under 20 years of age and tobacco products – to the visitors under 18 years of age. In the event of any doubts about the age of a Visitor, the Operator's employee shall be entitled to request the Visitor to present a personal identification document.
62. The Sauna Area is intended for relaxation, rest; therefore, silence shall be maintained and rest of other visitors shall be respected here.
63. In the dry saunas (indoor sauna 'Riauška' and the outdoor sauna) the Visitors shall have towels (can be rented at the registry); inside the saunas the Visitors shall place them under their whole body. The Visitors shall enter the sauna barefooted.
64. The following is strictly prohibited in the Water Area:
  - 64.1. wearing inadequate clothing (e.g. underwear) or being naked; entering the water area while wearing cloaks, jackets, etc;
  - 64.2. shouting, whistling, misleading Operator's staff by needlessly calling for help, etc.;
  - 64.3. running, pushing, jumping into the pools from the sides, diving into the pools save for the specifically intended places, entering and leaving the pools and whirlpool baths in the places not intended for that, climbing on attractions, handrails, decorations, sliding down the handrails, climbing on steel constructions, etc., acting in a manner interfering with other Visitors;
  - 64.4. spitting on the floor and into the water, urinating and defecating outside the toilets;
  - 64.5. video recording and photographing;
  - 64.6. bringing food and drinks, eating and drinking outside the special places in the Water Area, bringing any glass, fragile, and sharp items to the Water Area;
  - 64.7. damaging in any way the equipment or any other Operator's property available at the Water Area;
  - 64.8. wearing footwear (save for the specifically intended footwear) in the water;
  - 64.9. bringing personal entertainment inventory (balls, toys, etc.).
65. Bringing personal infusions, extracts, oils, cosmetics, etc. To the saunas and using them there, pouring water on the stones, touching and regulating equipment available in the saunas, bringing food and drinks is prohibited.



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66. Using saunas while being under influence of alcohol, narcotic or psychotropic substances is strictly prohibited.
67. The Visitors shall vacate the Water Area at least 15 minutes before the end of working hours of the Water Area or immediately if instructed by the Staff.

**WE APPRECIATE YOUR UNDERSTANDING AND WISH YOU A PLEASANT STAY!**

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