



## **Alpamare Waterpark - Admissions Policy**

### **§ 1 General**

1. With the purchase of an admission ticket and/or entrance to the facility, the visitor implicitly accepts these house rules and all other rules established for the assurance of operational safety. The house rules are binding for all guests. They serve to ensure safety, order and cleanliness in the facility, thus benefitting all guests. They are intended to ensure that every guest can enjoy their visit. In the case of usage by private groups, the leader shall be partly responsible for compliance with the house rules.

Use of the facility is permitted for everyone at their own risk. Safety signs are to be adhered to at all times.

### **Minimum Age of Waterpark Users**

**N.B. The Management are happy to discuss individual family safety requirements and under certain circumstances can use their discretion in applying the rules set out below:**

Children under 12 years of age are only permitted when accompanied by an adult. Adults must actively ensure the supervision of the children during their entire stay at the facility. Children under the age of 8 must be supervised at all times by an accompanying adult, with a maximum of two children per adult in the water. Lifeguards cannot ensure constant supervision of children.

- All children under the age of 8 (eight) should be supervised in the water by a responsible person 16 years of age or over
- This person may be responsible for up to 2 (two) persons under the age of 8 (eight)
- Children under 4 (four) should be supervised in the water on a one:one basis regardless of whether they can swim or not
- Children who are 8 (eight) or over and are weak / non-swimmers should be supervised in the water by a responsible person of 16 years or over
- All children under 11 should be accompanied in the waterpark by a responsible person 16 years of age or over

### **Babies & Small Children**

- Babies should only be taken into the water for short spells due to loss of body heat.
  - Ensure that babies and young children who have not been toilet trained wear swim nappies; these are available upon request free of charge from reception.
  - Children who are weak / non-swimmers must wear double chambered armband.
2. Entrance to the facility is prohibited for persons suffering from any infectious or contagious diseases. Entrance is also prohibited for persons with open wounds or skin rashes as well as for persons under

the influence of drugs or alcohol. Persons with other illnesses may also be refused access to the facility. The same applies for persons whose behavior could be expected to disrupt the operation of the facility. Entrance is prohibited for anyone who has suffered from a gastro-intestinal upset involving diarrhea within the last 48 hours. You may not enter the water if you have suffered from confirmed Cryptosporidium infection within the last 14 days.

3. Alpacare assume no liability for the loss of valuables, money and articles of clothing. We recommend that you store your valuables separately in the lockers provided. We assume no liability for damage and loss to glasses, watches, jewellery, clothing, etc. This particularly applies for the usage of any of the pools and attraction areas. The provision of a locker does not imply any duty on our part to ensure safekeeping. It is the responsibility of the guest to close the lockers when using them, ensure that they are securely locked and to keep the keys/data carriers in a safe place. We also assume no liability for the return of lost-and-found articles to persons other than their owner.
4. The lifeguards are to be notified immediately of any damage or accidents.
5. Objects found inside the facility are to be handed in at the reception. Lost property is dealt with in accordance with the legal regulations.

More information can be found on [www.alpacare.co.uk](http://www.alpacare.co.uk)

## **§ 2 Entrance**

1. The prices listed at the reception apply.
2. Purchased admission tickets are valid only for one day on the day they are first used. Refunds are not given. No reimbursement shall be offered for tickets not fully used.
3. Individual tickets as well as multiple-entry tickets are to be kept in a safe place and presented at the check-out counter for time verification when leaving the facility. If no receipt can be produced as proof of purchase, a fee equal to the amount of credit applied to the wristband upon entry will be charged.
4. Admission tickets are valid for 4 hours or until closing time with the evening ticket. The redemption of the admission ticket starts when the guest passes the control station at the entrance and ends when the guest passes the control station at the exit. An additional payment shall be charged in accordance with the surcharge table if the time is exceeded.

Please visit our [website](#) for more information!

## **§ 3 Hours of operation**

1. The hours of operation are displayed on the signs in the facility and on our [website](#).
2. No reduction in price will be given in the case of non-operation or downtime of individual parts of the facility or attractions (e.g. due to technical or safety reasons).
3. Slides close 30 minutes prior to the closing time of the facility. The swimming pools and other facilities are to be vacated at least 15 minutes before closing, regardless of the redemption time of the admission ticket. The facility is to be vacated upon its closing at 10:00 pm.

#### **§ 4 Behavior in the facility**

1. Every visitor is to behave in a way which ensures good manners and decency and which does not impair the operation of the facility. Appropriate swimwear must be worn at all times within the facility. Offensive tattoos must be covered in the facility. All persons with long hair are required to wear it tied back.
2. The visitor is liable for any damage or soiling which he/she causes. No beauty rituals may be carried out in the swimming pools or changing areas. Razors, manicures, pedicures, hair coloring processes, hair masks, massage gloves and massage brushes are prohibited.
3. The waterpark may only be accessed when barefoot or when wearing appropriate over- shoe covers.
4. Guests must shower before entering the pool and Spa facilities.
5. Jumping and diving are not permitted in any of the pools.
6. The use of swim goggles and balls (only lightweight balls, no tennis balls or similar balls which could injure guests), small inflatable pool toys are permitted at the discretion of the lifeguard/management. Inflatable toys are not permitted whilst the waves are operational.
7. The chairs and loungers are provided to all guests free of charge. It is therefore prohibited to block them with towels for long periods of time.
8. There is a designated smoking area (including e-cigarettes) situated on the rear terrace.
9. Guests are prohibited access to the technical or other internal company areas. All liability for accidents suffered by guests in these areas is excluded. It is also prohibited to handle equipment located in the bathing area but not intended for direct use by the guests. All liability for accidents is also excluded in this case. Unauthorized handling can lead to claims for compensation and to charges of property damage.
10. Temperatures below 0 degrees Celsius (32 °F) can lead to ice formation in the outdoor areas and on the terrace. Due to the risk of slipping posed by the ice formation, guests must exercise extreme caution when entering these areas and access routes.
11. All of the outdoor facilities are to be immediately vacated in the event of a thunderstorm.

#### **§ 5 Supervision**

1. Lifeguards are responsible for ensuring safety and compliance with the house rules. The instructions of the lifeguards are to be followed without exception.
2. The lifeguards are authorized to ban persons from the premises who threaten safety, calmness or order, disturb other guests, damage property, violate the house rules despite warnings, or are in a

condition which impairs their free exercise of will (alcohol, drugs, etc.). Failure to comply will result in criminal charges due to trespassing.

3. The persons specified in Art. 2 can be temporarily or permanently denied access to the facility. The ban on entry will first be issued verbally by the lifeguard and then subsequently in writing by the administration. The lifeguard is authorised to take a photograph of the banned person for the purpose of enforcing the ban. The photograph will be kept at the reception to aid identification.
4. The admission fee will not be refunded to persons banned from the facility.
5. Non-swimmers are only permitted in the pool areas and on the water slides when accompanied by a competent swimmer or if wearing flotation aids.

## **§ 6 Special provisions**

1. The facility is monitored by CCTV for security purposes.
2. Bicycles and animals may not be brought into the facility. Prams and pushchairs may be brought in after their wheels have been disinfected by a member of staff.
3. For hygiene reasons normal swimwear attire must be worn within the facility.
4. Non-intrusive photography of your own party is permitted within the facility. Photography is not permitted in the changing areas. The management reserve the right to prohibit individuals from taking photographs. Go Pros and sports cameras are prohibited on the slides. Non-intrusive use in other areas is at the discretion of the management.
5. The use of glass objects (bottles, glasses, etc.) is prohibited throughout the entire facility.
6. Babies may only be changed in the baby-care rooms intended for this purpose. Babies and young children who have not been toilet trained must wear swim nappies.
7. Foods and beverages may not be brought onto the premises.

Last update: June 2017(Subject to changes)

### **Alpamare Ltd. UK – Alpamare Scarborough**

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