

OPERATING REGULATION AND USE

Swimming Pool of Quinta da Conceição

1. GENERAL PROVISIONS

1.1 The Swimming Pool of Quinta da Conceição (hereinafter referred to as Swimming Pool) is owned by the Municipality of Matosinhos and is under the management of Matosinhos Sport, EM, SA (hereinafter referred to as MS), with the purpose of promoting leisure and recreational activities, with a view to improving the quality of life of citizens.

1.2 This document regulates the citizens' access to the Pool and the services provided therein, as well as the use of facilities and equipment that are affected by it.

1.3 The organization and operation of the Pool and the policy of schedules and prices are the sole responsibility of MS.

2. ACCESS AND USE OF THE FACILITIES

2.1 Access: children under the age of 13 must be accompanied by a responsible person, with the presentation of the citizen's card or identity card for confirmation of age.

2.2 Hours: The hours of operation of the Pool are posted in a visible location, and may be changed at any time by the MS, in which case the latter will give prior notice.

2.3 Regulation: the use of the facilities, equipment and materials of the Swimming Pool by the client must be made in strict compliance with the regulation of operation and use and the standards set forth therein, and it is their obligation to consult regularly to inform them of any changes.

2.4 Access Bracelet: To access and remain in the Pool, the customer must always wear a wristband, which will be delivered to the entrance by the reception service, which is personal and non-transferable.

2.5 Limitation of use of facilities:

a) the use of part or all of the facility may be limited for the performance of one-off activities (such as construction, maintenance, cultural or sporting events), with MS committing to advise all customers of such limitation in good time, through of message posted in a visible place, without the limitation conferring to the customer any deduction in the user charges;

b) the entrance of customers in the facilities and participation in the activities may be suspended when there is overcrowding;

c) in the case of sold-out capacity, MS may not allow any other customer to enter, even those that benefit from priority service. However, by reopening the installation, this right will be granted to them.

d) MS is not responsible for the total or partial closure of the installations when it is due to adverse climatic conditions, not giving the customer any deduction or return in the usage fee.

2.6 Loss of objects and personal accidents: MS is not responsible for damages or losses resulting from loss, theft or theft of objects inside Swimming Pool facilities, unless found and delivered to "Lost and Found" services, or accidents resulting from unforeseen or misuse of facilities and their equipment.

2.7 Changes: Due to the constant updating of the market for sports and leisure activities, MS reserves the right at any time to add or change the services provided and / or the equipment and activities available, in order to safeguard the best interests of customers or by virtue of changes in their business policy, which the customer acknowledges and accepts.

3. CUSTOMER'S RIGHTS

Access to the MS facilities: right of access to the facilities, services and activities of the Pool, in accordance with the terms of the regulation.

4. CUSTOMER'S REQUESTS

Without prejudice to any other statutory or legal obligations, the following are the duties of the client:

4.1 Basic law of physical activity and sport: under the terms and for the purposes of the provisions of article 40, paragraph 2, of Law no. 5/2007, of January 16, the client must first ensure that he does not have any contraindications to the physical and sporting activities he intends to carry out in the swimming pool facilities, assuming responsibility for breach of this duty .

4.2 Compliance with the regulation: to know and observe, at all times, the provisions of the operating and use regulations and the standards posted on the Swimming pool facilities.

4.3 General duty of urbanity: behave with civility in relations with MS employees and other clients.

4.4 Payments: comply with the obligation to pay the use, according to the current tariff, depending on the activities / services chosen.

4.5 For-profit use: refrain from using the for-profit facilities and / or equipment of MS, unless previously authorized by it.

4.6 Access bracelet: The access bracelet must be worn during the entire period of use and can not, under any circumstances, be assigned to third parties, otherwise a payment will have to be made for a new entry. The bracelet should be used on one of the pulses, always and in a visible way, for the purposes of access control and surveillance.

4.7 Conditions of use:

a) It is not allowed to stay inside swimming pools with shoes or clothes not suitable for the aquatic environment;

b) Infants without the use of appropriate diapers are allowed into the aquatic environment;

c) The use of shower and footwashing before entering the tanks is mandatory;

d) The use of mattresses, buoys and inflatable boats in the pool is not permitted;

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- e) It is not allowed to use slippers other than slippers except in emergency or professional situations;
 - f) In the dock area, it is not allowed to run, jump, push or have other types of behavior that endanger the physical integrity of other clients;
 - g) Diving in shallow areas is not permitted;
 - h) Games or activities that are likely to cause danger or damage the physical integrity of persons and property, including ball or rackets, are not allowed;
 - i) It is not permissible to intentionally project water to the outside of the water plane, play games, run and jump into the water;
 - j) Cutting objects (bottles, knives, etc.) are not allowed to enter and / or use throughout the pool enclosure, except in the bar;
 - l) The use of radios or sound equipment, except when used with headphones, is not permitted;
 - m) The entrance of animals inside the premises, except guide dogs, is not allowed;
 - n) No umbrellas, para-winds, awnings or other similar objects are allowed, as well as beach chairs, except for mini tents for babies;
 - o) It is not allowed to eat, drink alcohol and smoke in all areas of aquatic activities;
 - p) It is prohibited the stay of persons foreign to the services in the technical areas reserved for them;
 - q) They must obey the instructions of the swimmers, namely those that result from the behaviors to be adopted by the clients and that are necessary to maintain their safety and the installation.
 - r) The entry of scooters, bicycles and motor vehicles, as well as their parking into or into the facility shall be prohibited;
 - s) Users should ensure respect for privacy and image rights by refraining from photographing other customers;
 - t) Occasionally, MS may carry out classes or activities that involve the use of sound and music;
- 4.8 Damage:** Damage caused to Pool assets or loss thereof will be paid by the author (s), who will be responsible for payment of their costs, according to the expenses to be set by MS.

5. PAYMENT

- 5.1 The right of admission to the Swimming Pool is conditioned to the payment of the use tariffs that are defined in the respective tariff, posted in a visible place.
- 5.2 The half-day rate applies to entrances from 9:00 am with departure until 2:00 pm or tickets from 2:00 pm until closing time.
- 5.3 The client must keep the ticket and the bracelet until the Pool closes.
- 5.4 Tickets are valid only during the bathing season corresponding to the year of issue.

6. BENEFITS, PROMOTIONS AND DISCOUNTS

- 6.1 The benefits, promotions and discounts are subject to confirmation of availability and legitimacy to obtain them.
- 6.2 MS reserves the right to cancel and / or change at any time the benefits, promotions and discounts by virtue of its commercial policy, which the customer acknowledges and accepts.

FINAL DISPOSITIONS

- 7.1 Failure to comply with the provisions of this Regulation, as well as the practice of adverse and harmful acts, causes the offenders to be warned or expelled from the premises, depending on the gravity of the case.
- 7.2 Exceptional cases will be judged in the first instance by the Technical Director or the Head of Division of the installation and then by the MS Board of Directors.
- 7.3 The cases not covered by this regulation will be solved by MS.
- 7.4 This regulation may be amended by MS whenever it deems appropriate.
- 7.5 This Regulation shall enter into force on the day following its adoption.