

# OPERATING REGULATION AND USE Swimming Pool of Quinta da Conceição

## 1. GENERAL PROVISIONS

**1.1** The Quinta da Conceição Swimming Pool is owned by the Municipality of Matosinhos and is under the management of Matosinhos Sport, E.M. S.A ..., and is intended to promote leisure and recreational activities aimed at improving the quality of life of citizens.

**1.2** This document regulates the citizens' access to the Quinta da Conceição Swimming Pool and the services provided therein, as well as the use of facilities and equipment that are affected.

**1.3** The organization and operation of the Pool, as well as the policy of schedules and prices, are the sole responsibility of MS - Matosinhos Sport, EM, S.A. (hereinafter referred to as 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 opening hours of the installation are posted in a visible location, and may be changed at any time by the MS, and in this case, it will be subject to prior notice.

**2.3** Regulation: The use of the facilities, equipment and materials of the Swimming Pool by the customer must be made in strict compliance with the regulation of operation and use and the norms affixed in the installation, and its regular consultation is necessary to inform 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 installation may be limited, for the purpose of carrying out specific activities (such as works, maintenance, cultural or sporting events, among others), committing MS to warn all customers of this limitation in advance, by means of a message posted in the installation 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 the loss, theft or theft of objects inside the pool, unless found and delivered to the "Lost and Found" services of the facility, nor the personal accidents resulting from unforeseen or misuse of the facility and its equipment.

**2.7** Changes: Due to the permanent updating of the sports and leisure activities market, MS reserves the right at any time to add or change the services provided and / or the equipment and activities available on the premises, in order to safeguard the best interests of customers or by virtue of changes in its 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 Law no. 5/2007, of January 16, the client must ensure that he does not possess or reveal any contraindications to the practice of the physical activity that he intends to carry out in the MS's facilities, assuming responsibility for breach of this duty.

**4.2** Compliance with the regulation: meet and observe at all times the provisions of the operating and use regulations and standards posted on the premises.

**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 for-profit MS facilities and / or equipment unless previously authorized by MS.

**4.6** Access bracelet: use it during the entire period of use and not for any reason to give to third parties, and non-compliance entails the payment of a new entry. It must be used in one of the pulses, always and in a visible way, for the purposes of access control and surveillance.

## OPERATING REGULATION AND USE

# Swimming Pool of Quinta da Conceição

### 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;
- 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) It is not allowed to dive in shallow areas;
- 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 permitted;
- 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 all over the pool enclosure, except in the bar;
- k) The use of radios or sound equipment, except when used with headphones, is not permitted;
- l) The entrance of animals inside the premises, except guide dogs, is not allowed;
- m) Umbrellas, para-winds, awnings or other similar objects are not allowed, as well as beach chairs, except mini baby stalls;
- n) It is not allowed to eat, drink alcohol and smoke in all areas of aquatic activities;
- o) It is prohibited the stay of persons foreign to the services in the technical areas reserved to them;
- p) 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.
- q) Entry with scooters, bicycles and motor vehicles, as well as their parking inside or in the access to the installation is prohibited;
- r) Users shall ensure respect for privacy and image rights by refraining from photographing other customers;
- s) 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 of Pool property will be paid by their author (s), making payment (s) 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 fare 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.