

## PARK REGULATIONS PLOPSAQUA DE PANNE & PLOPSAQUA HANNUT-LANDEN

### Article 1 - General provisions

- ☞ The water park includes the wet area, the dry area and the car park, further referred to as the water park, unless a separate entry is made about a particular area.
- ☞ The regulations aim to promote safety, order, tranquillity and hygiene in the water park to ensure a pleasant visit for everyone. Everyone visiting or using the water park is expected to know and abide by the park regulations. The park regulations hang out at the entrance in the dry area of the water park. The complete regulations are also available at the reception desk of the water park and on the website. Every visitor who enters the water park (regardless of the type of ticket) unconditionally agrees to the park rules and must behave accordingly.
- ☞ The management has the right to prohibit access to the water park to any visitor who appears to pose a danger to the safety and health of those present (such as, but not limited to, alcohol intoxication, disorderly conduct, unbecoming and/or disruptive behaviour, etc.). Failure to comply with these regulations will result in a request to leave the water park. Under no circumstances will the ticket be refunded. In the event of repeated problems and/or totally unacceptable problems, access to the water park may be permanently denied. In case of refusal to voluntarily leave the park, the intervention of the police will be requested.
- ☞ The presence of a rescue service does not relieve visitors of their own responsibility, including towards third parties.
- ☞ If these regulations are not complied with, the management may claim a minimum fee of €50, unless otherwise stipulated.

### Article 2 - Parking/bicycles and motorbikes

- ☞ In the car parks, the traffic rules are applied and, where applicable, the Plopsa traffic signs apply.
- ☞ The car park can only be entered via the clearly marked roads provided for that purpose. The car park can only be exited via the designated and clearly indicated exits. In the car park, speeds are limited to 15 km/h and pedestrians and/or wheelchair users always have priority.
- ☞ A parking space in the water park parking is charged. Payment is made when driving out and only by means of a ticket system or a yearcard with free parking. The tickets can be bought at the appropriate places clearly marked in the water park. Or to be paid at the barrier via the indicated QR code. It is forbidden to drive several vehicles under the barrier at the same time.
- ☞ A parking subscription is strictly personal and belongs to an individualised person (+ 18 years old) with a valid driving licence and in possession of a yearcard. The owner of the parking subscription has the possibility to use the parking for one car per day, exclusively in combination with a visit to the water park. The owner of the parking subscription must be present in the vehicle himself when using it. It is not allowed to lend the parking pass to third parties or use it other than as described in the above conditions. The management of the water park reserves the right to revoke a parking pass at any time in case of misuse.
- ☞ It is forbidden to leave vehicles of any kind in the car park overnight. If this does happen, the water park will be obliged for safety reasons to have the vehicle in question towed away at the vehicle owner's expense. Except for vehicles belonging to hotel guests at Plopsa Hotel De Panne, parked exclusively on Parking 1 in De Panne.

- ☞ Every vehicle must be securely locked and it is forbidden to leave valuables visible. The water park cannot be held responsible for theft, damage or accident from, to or with the vehicles located in the water park car park.
- ☞ No persons and/or animals may be left in the car. In case of infringement, the competent services will be notified to free the persons and/or animals. The costs associated with the liberation will be charged to the offender.
- ☞ A clearly marked storage area for bicycles and motorbikes is provided at the entrance of the water park. All visitors of the water park are obliged to leave their bicycles there. Visitors must secure their carriage in such a way that theft will be hindered.
- ☞ The water park cannot be held responsible for theft, damage or accident of, to or with the bicycles or motorbikes located in the described storage area.
- ☞ The water park is not a custodian of vehicles left in the car park and vehicle users are fully responsible for their abandoned vehicle.
- ☞ Camping, barbecuing and/or picnicking are not allowed in the area of the water park and parking areas.

### **Article 3 - Access to the water park**

- ☞ Access to the water park can only be made in the manner described below:
  - During the opening period and opening hours of the water park.
  - With a valid and original admission ticket, lawfully obtained through the prescribed channels. This said admission ticket will be accepted or refused after verification.
  - Through the clearly marked visitor entrance.
- ☞ The management reserves the right to change the opening period and hours of the water park at any time, if necessary to restrict access to the water park to certain groups. Visitors are advised to consult the website before entering the water park.
- ☞ Anyone attempting to enter the water park in a way that does not comply with all the described conditions will be required to pay an adult admission fee and this per offender, adult and/or child. In addition, an administrative fee of €50 per offender will be imposed, in addition to the ticket to be paid at the adult price. The management may decide to deny these visitor(s) access to the park on the same day and there is no recourse against this. Non-cooperation will result in permanent expulsion from the water park for at least 1 year. The management of the water park reserves the right to withdraw an annual subscription or ticket at any time if there is good reason or to definitively refuse access. There is no recourse against this.
- ☞ The management has the right to organise a backpack and bag check at the entrance of the water park. During such check, the contents are checked for, for example, but not limited to, safety, dangerous objects, food and drinks brought along, correct swimwear. If unauthorised items are found, the management may either deny the visitor access to the park or allow the unauthorised items to be disposed of before being allowed to enter the water park. If the visitor does not consent to this check, they will be denied access to the water park. The visitor remains responsible for the backpack/bag at all times. All backpacks/baggage admitted must be stored in the lockers provided.
- ☞ If the capacity of the water park is exceeded, the water park has the right to refuse additional visitors access to the water park that day. This does not entitle them to compensation.
- ☞ Animals are not admitted, with the exception of guide dogs (for the blind) and assistance dogs wearing official dog coats that can wait in the entrance hall, dry area, where they must not pose a danger to other visitors and/or staff members. In case of any doubt, the management may impose to make the dog wear a muzzle. The management has the right to refuse entry to the visitor if the dog poses or may pose a problem.

- ☞ For hygiene reasons, the water park is only accessible to persons without footwear and this starting from the changing area in the changing rooms. An exception may be made for slippers or water shoes, provided they have been cleaned beforehand in the specific footbath and/or showers. Otherwise they will not be allowed.
- ☞ Visitors should use the showers before entering the water park and after the pool visit before making their way to the changing rooms.
- ☞ Wearing a swimming cap and/or swimming goggles is allowed.
- ☞ Permitted swimwear is limited to: swimming costume, bikini, swim trunks (all with maximum length to elbow and to knee). All swimwear must be fitted to the body and made of swimming costume fabric or lycra. These swimwear must not have pockets, zips and/or (protruding) buttons.
- ☞ Swimwear must be fresh and clean and therefore must not have been worn beforehand.
- ☞ All other swimwear or attire is prohibited in the water park. Additional arrangements may apply for diving, swimming clubs.
- ☞ Persons with hair extensions and/or wigs should ensure that they cannot come off while swimming and or entering the attractions.
- ☞ Running is not allowed for safety reasons and because of inconvenience to other visitors.
- ☞ Parents and/or supervisors must ensure that children who cannot swim wear swimming rings and/or a life jacket in the water park and remain supervised in the water park at all times, otherwise they should leave the water park.
- ☞ Children under 100 cm (1 metre) are required to wear swimming rings or a life jacket.
- ☞ A limited number of life jackets are available free of charge at the lifeguard station. They are an aid to floating, but are not a guarantee against drowning. Even when using a life jacket and other buoyancy aids, children should only swim when accompanied by an adult. Life jackets can only be obtained on submission of the identity card or locker bracelet as a guarantee for the life jacket. If a visitor does not wish to hand in his identity card or the locker bracelet, a life jacket can only be obtained on payment of a €25 deposit. If the life jacket is lost or damaged, a €25 fee will be charged.
- ☞ Unaccompanied children must be at least 12 years old and hold at least a 25m swimming licence.  
Children under 12 are not allowed in the water park unaccompanied. If in doubt, presentation of ID to verify age may be requested.  
An accompanying person must be at least 18 years of age or older. If in doubt, showing the accompanying person's ID may be requested for age verification.
- ☞ A pram/buggy is not allowed in the water park (for hygiene reasons). However, a cot without wheels or a carrycot is allowed. There is a buggy park just outside the reception for which a lock can be bought on the spot. The water park cannot be held responsible for theft of/or damage to prams/buggies left behind.
- ☞ Visitors with wheelchairs, rollators or walking frames are required to have the wheels/legs cleaned before entering the swimming hall. A limited number of special pool wheelchairs are also available, which must be reserved in advance.
- ☞ Specific rules apply to persons with disabilities and their companions. These can be found in the "Guide for persons with disabilities and their companions", available at reception.
- ☞ Visitors with health problems (e.g. epilepsy, heart problems, etc.) and those with disabilities should identify themselves in the water park by means of a special bracelet, which can be obtained at the cash desk/reception. This will draw the lifeguards' attention to them. Certain attractions have special conditions for these visitors, more information in the "Guide for disabled persons and their supervisors".

- ☞ Visitors with soiled bodies, infectious skin conditions and/or unhealed wounds will not be allowed in the water park.
- ☞ Visitors are required to behave in accordance with the directions and orders of the staff. Lifeguards and supervisors shall ensure the safety of visitors and the maintenance of good order and compliance with these regulations.
- ☞ In case of difficulties with a group, the water park management reserves the right to remove the entire group from the water park.
- ☞ You are not allowed to bring your own play equipment into the water park.
- ☞ Diving is not allowed, except in the deep part of the '25 Meter (Disco) Pool'.
- ☞ Slides, water features and whitewater rapids are accessible only when the water stream is in operation.
- ☞ Standing, jumping, walking and carrying persons and/or objects (with the exception of the tyres provided) on the slides, water features and white water course, is not allowed for safety reasons.
- ☞ Frequent or improper use of the whitewater rapids and slides may cause wear and tear to swimwear. However, the management can never be held responsible for damage to swimwear that occurs as a result of use of the white-water course and/or slides.
- ☞ It is forbidden to enter the water park with cooler box, food and/or drinks you have brought with you, except for unbreakable bottles of drinking water.
- ☞ Eating and drinking is allowed only in the places provided. Only food bought at the catering outlet may be consumed. You must clean up and put the tray in the appropriate place.
- ☞ During the entire visit to the water park (including when entering the attractions), each visitor remains responsible for their own goods brought to the water park, such as, but not limited to, glasses, cap/hat, mobile phone or smartphone, etc. The water park cannot be held responsible under any circumstances for any damage to and/or loss of these goods.

#### **Article 4 - Tickets and yearcards**

- ☞ Entry to the water park is free for children smaller than 85 cm. Beyond 85 cm, entry is charged for; this measurement is always done without shoes in a correct but strict manner. If there is any uncertainty about the measurement at the ticket office, it is always possible to ask the park management for a new measurement. However, the result of the new measurement is always binding. Children from 85 cm and smaller than 100 cm (1 metre) pay the child rate. Children from 100 cm (1 metre) pay the adult rate.
- ☞ A yearcard is strictly personal and may not be passed on. The management of the water park reserves the right to revoke an annual subscription at any time in case of abuse.
- ☞ Group admission (e.g. schools, associations, etc.) is always according to the applicable pricing. A group pays the special ticket price for each person in that group. This cannot be combined with other benefits of any kind. Children's rates are included in the group rate; other rates and/or preferential conditions may therefore not be invoked.
- ☞ To enter Plopsaqua De Panne, residents of De Panne must present a valid and legible identity card. Only when the data shows that a person is officially domiciled in the municipality of De Panne can he/she benefit from the reduced rate for residents of De Panne. Anyone going swimming with the family must therefore carry the valid and legible identity card of each family member. Other documents other than the identity card will not be accepted as proof. In case of loss/theft of the identity card, an official document drawn up and stamped by the municipality or the police must be presented.
- ☞ For Plopsaqua Hannut-Landen, residents of Hannut and Landen must present a valid and legible identity card. Only if a check of the data shows that a person is officially domiciled in the

municipality of Hannut or Landen can they benefit from the preferential rate for residents of Hannut or Landen. Anyone going swimming with the family must therefore carry the valid and legible identity card of each family member. Other documents different from the identity card will not be accepted as proof. In case of loss/theft of the identity card, an official document prepared and stamped by the municipality or the police must be presented.

- ☞ Sold admission tickets will neither be exchanged nor taken back. Lost admission tickets will not be replaced.
- ☞ For Plopsaqua De Panne, tickets are not refundable on site under any circumstances. Complaints, requests and suggestions for improvement in this regard can be addressed to customerservice.paq@plopsa.be; they can also be sent by post to Plopsa, for the attention of Customer Service Plopsaqua De Panne, De Pannelaan 68, 8660 De Panne.
- ☞ For Plopsaqua Hannut-Landen, tickets are not refundable on site under any circumstances. Complaints, requests and suggestions for improvement in this regard can be addressed to customerservice.PAQHL@plopsa.be; they can also be sent by post to Plopsa, for the attention of Customer Service Plopsaqua Hannut-Landen, Rue de Landen 187, 4280 Hannut.
- ☞ The management reserves the right to change individual water park rates at any time.

### **Article 5 - Lockers and changing rooms**

- ☞ In the changing rooms of the water park, lockers are provided for the storage of clothing, objects, etc. The use of these lockers is compulsory for all visitors to the water park. They work with a token to be purchased from the machines provided, including those at the entrance of the water park.
- ☞ Lockers should be emptied at the end of the day; if not, they will be emptied by the water park services.
- ☞ The water park does not assume surveillance of these lockers and is not responsible in case of theft or (attempted) break-in or damage.
- ☞ For the loss of the key and/or bracelet for the lockers, there is a €25 charge per key/bracelet.
- ☞ It is forbidden to leave unguarded objects/clothing anywhere on the water park premises. Objects/clothing left unguarded may be removed by the water park staff and/or police services. Non-dangerous objects/clothing will be placed with the lost property at the reception desk. Plopsa assumes no safekeeping obligation over these lost items. When a visitor collects a lost object/clothing, the visitor must first describe the lost object/clothing precisely.
- ☞ The water park cannot be held responsible for theft or damage to items/clothing.
- ☞ In the changing area, besides the individual changing cabins, there are also family cabins available where there are special facilities for the smallest visitors. Moreover, in the changing area, there are also cabins adapted for visitors with disabilities.
- ☞ Everyone ensures that good order and morals are not compromised.

### **Article 6 - Public order, morality and security**

- ☞ All visitors must behave with courtesy and decency, respect public order and refrain from cross-border behaviour. No one should feel disturbed by any visitor's behaviour, attitude or utterances.

- ☞ Visitors are asked to wear non-offensive and appropriate swimwear in the water park. Visitors should always be identifiable, namely the face should not be covered by anything other than (swimming) goggles.
- ☞ Smoking is strictly prohibited in all indoor and water parks, namely Plopsaqua De Panne, Plopsa Station Antwerp, Plopsaqua Landen-Hannuit and Plopsa Indoor Hasselt, both in the indoor and outdoor areas of the indoor and water parks. In the theme parks Plopsaland De Panne and Plopsa Coö Ardennes, smoking is only allowed in the designated and clearly marked smoking zones. This general smoking ban also applies to electronic cigarettes.
- ☞ In the interest of visitors and for safety reasons, it is prohibited:
  - Loud music systems to be brought inside the water park;
  - Bringing or dealing in fireworks, weapons, knives and/or other explosive material into the water park;
  - Trade in the water park;
  - Distribute or affix printed matter and similar notes, or conduct opinion polls without the prior written consent of the water park;
  - Misappropriating or damaging objects owned by the water park, water park staff or other water park visitors;
  - Harassing visitors and/or preventing water park staff from performing or harassing them in the performance of their job, as well as expressing any form of verbal and/or physical aggression towards other visitors and/or water park staff;
  - Engage in any form of unbecoming and/or disruptive behaviour;
  - Committing vandalism of any kind or engaging in problem-causing ganging on the water park premises;
  - Hold meetings and/or make a speech, conduct propaganda, collect membership fees, conduct fundraising or distribute, exchange or offer items for sale free of charge on water park premises without prior written permission from the water park;
  - Enter service areas or service roads, even if they happen to be unlocked;
  - Use the emergency exits in case of no emergency;
  - Use or carry hand held (mobile) cameras or selfie sticks in the attractions. However, a GoPro camera is allowed provided a chest harness is used;
  - Exhibiting dangerous behaviour to self and others;
  - Rescue equipment with no need to touch or move;
  - This list is not exhaustive.
- ☞ The sale of drugs and/or alcohol, distribution, incitement to and/or use of drugs and/or alcohol in any form is absolutely prohibited. If drug use is suspected or a visitor is found to be under the influence, the management may remove that visitor from the park.  
In Plopsaqua Hannut-Landen and in Plopsaqua De Panne, alcohol can only be consumed in moderation in the areas provided for that purpose.
- ☞ In all the above-mentioned situations, the park manager decides sovereignly to have this person or persons removed and/or to call the police for assistance. An administrative fee of at least €50 pp will have to be paid. There is no recourse against this.  
Visitors denied entry to the water park cannot re-enter and cannot claim compensation for this under any circumstances.
- ☞ Visitors are personally responsible for any damage they cause from carelessness, error or negligence to other visitors and/or to staff and/or to the installations of the water park. Accompanied persons are the sole responsibility of their supervisors. The management cannot be held responsible for damage caused by visitors.

## **Article 7 - Leaving the water park**

- ☞ All visitors must leave the water park no later than closing time; if not, their presence is punishable and an administrative cost of at least €50 will be imposed. Leaving the water park is then permanent for the same day and the management may decide on a permanent ban on entry.
- ☞ The closure of the water park will be announced at least 15 minutes before the closing time.

## **Article 8 - Access to the attractions/slides/sports pool**

- ☞ Visitors must comply with the posted instructions to each attraction, both in terms of access conditions, safety and practical organisation. There is no recourse against this.
- ☞ The management may have the visitor and/or his/her companion removed from the water park for some time or permanently from the second violation on the same day of the posted instructions and an administrative fee of at least €50 per person will be charged. There is no recourse against this.
- ☞ Weight, body size or age restrictions may apply for certain attractions.
- ☞ On attractions/slides, visitors should behave as a prudent and reasonable person. If not, further action may be taken against this careless and/or unreasonable visitor in case of damage.
- ☞ If an attraction is operated by the water park appointed staff, visitors must follow the instructions given by the respective operator/rescuer. In certain weather conditions (wind, rain, thunderstorms, excessively high or low temperatures,...) certain attractions/pools may be (temporarily) closed. This also applies in case of technical intervention and/or maintenance. The decision for (temporary) closure is taken by the management and is not open to discussion. Any closures for the aforementioned reasons will not be communicated in advance by the water park. The closure of one or more attractions may under no circumstances lead to a partial or full refund of the admission ticket.
- ☞ On less busy days/moments, attractions/pools may open later or close earlier. The later opening or earlier closing of attractions/pools will be indicated at the attraction. Under no circumstances can the later opening or earlier closing of attractions/pools lead to a partial or full refund of the admission ticket.
- ☞ The operator/rescuer may decide to refuse someone access to an attraction/baths if that visitor does not comply with the rules of these regulations. Specific rules apply to persons with disabilities and their attendants. These can be found in the "Guide for persons with disabilities and their companions", which is available at the reception.
- ☞ Visitors are obliged to follow the clearly marked queues and wait their turn. If misused, access to the water park may be denied.
- ☞ The following regulations must be observed when using the sports pools:
  - The "25-metre pool" with greater depth may only be entered by visitors who can prove sufficient swimming ability, even under the supervision of a third person. Only the staff are authorised to take a decision about this.
  - Obstructing other swimmers is not allowed.
  - When swimming laps, swimmers must keep to the right in the swimming lane they are using
- ☞ To practise rescue swimming (with clothing), permission must be sought in advance from the management. Only pre-washed, clean clothing will be allowed after approval.
- ☞ Private swimming lessons are allowed, as long as these lessons do not cause a nuisance to other visitors. For example, no lane or part of the pool may be closed/reserved for this purpose. Upon arrival, the instructor must report to the main lifeguard post to notify that private swimming

lessons will be given. Swimming lesson equipment may only be used after permission from the lifeguards and for the purposes for which it was designed.

- ☞ Certain pools or areas may be closed for separate activities. At those times, these pools or areas are not accessible to other visitors.
- ☞ Groups and socio-cultural associations wishing to organise series of classes for their members in courts reserved for them must submit a written request to the management.
- ☞ The entrances, exits and emergency exits of the water park and the various attractions/slides must never be obstructed.
- ☞ Every visitor must leave the attraction after the ride has ended. If the visitor wishes to enjoy the attraction again, they must rejoin the queues described above.
- ☞ The queues of attractions/slides are closed at the closing time of the water park. Standing upright is prohibited on the slides. Sliding backwards is also not allowed. Sufficient safety distance between persons must be maintained in the slide at all times. Leaving at a red light is not allowed. No foreign objects may be taken into the lane. All objects that could damage the lane, such as, but not limited to, zips or buttons in swimming costumes, watches, jewellery, etc. must not be worn. Visitors with piercings should either take the piercings off or tape them off during their visit in the slide. Visitors with stretchings in their ears should tape them off during their visit in the slide. Visitors with piercings and/or stretchings cannot claim against the water park in case of injuries sustained caused by them.
- ☞ Once at the bottom of the slide, visitors immediately leave the demarcated landing zone. No other persons are allowed in the landing zone except to help remove children from the demarcated zone and only if they are not standing in front of the slide mouth for this purpose.
- ☞ Closing the intake grilles is strictly prohibited.
- ☞ It is not allowed to bring boards or other materials on the slide, except for the water park tyres at The Sliding Tyres.
- ☞ The number of visitors in the Bubbles is limited to the number of seats with a maximum of eight people.
- ☞ Sauna
  - Before and after a sauna session, one always showers thoroughly.
  - Use of the sauna is mandatory in swimwear (nude is prohibited) and it is compulsory to sit on your own towel.
  - The maximum number of people who can enter the sauna at the same time is indicated at the sauna. This number must be respected.
  - The sauna session lasts a maximum of 15 minutes, longer use is at your own risk.
  - People behave there according to the sauna philosophy and respect peace and serenity.
  - Visiting the sauna is not recommended for people with heart problems, high/low blood pressure or cerebral problems.
  - Children under 18 years of age must always be accompanied by an adult. This adult bears full responsibility over the minor.

## **Article 9 - Schools/groups**

- ☞ Groups can visit the pool. Booking is compulsory. For every 35 visitors, one person from the group must supervise. This supervisor is at least 18 years old and must make himself known at the simple request of the water park.
- ☞ This appointed supervisor should act when he/she notices visitors in distress or when it is brought to his/her attention by other supervising teachers. In school contexts, supervising teachers should co-perform the necessary active supervision. In emergencies, they shall immediately call for the assistance of the lifeguard.



- ☞ School supervisor(s) should be present in the pool for good order and supervision. Schoolchildren or students not swimming take their seats barefoot with the supervising supervisor.
- ☞ In school context, entering and leaving the pool and swimming is done in calmness and under the supervision of the accompanying teacher(s). Damage done by pupils and students will be recovered from the school.
- ☞ Groups receive tokens for lockers upon payment of a €25 deposit by one accompanying person. All tokens must be returned to the box office/display by the accompanying person at the end of the visit. There is a €5 surcharge per missing token.

### **Article 10 - Hygiene facilities**

- ☞ Every visitor, before entering the pool, must use the showers and footbath. It is highly recommended to use the toilets before entering the water park. Visitors may occupy the communal showers for up to 3 minutes, and should wear swimwear while doing so. The use of soap or other cleaning products is allowed only in the showers.
- ☞ A number of clearly marked toilets are located in the water park. It is forbidden to do a sanitary need in places not provided for that purpose.
- ☞ Childcare is mandatory in the areas provided and clearly marked for this purpose.
- ☞ Babies and toddlers under the age of 2 are required to wear swimming nappies. These swimming nappies can be purchased in the Plopsaqua Shop (at the entrance of the water park) and at the catering outlet. If a baby does not wear a nappy then access to the attractions and pools may be denied.
- ☞ It is forbidden to throw objects into the toilets. Sanitary towels, nappies, nappy wipes and so on must be disposed of in the sanitary bins.
- ☞ Smoking is prohibited in the toilets and washrooms. Using an electronic cigarette is also prohibited in these locations.

### **Article 11 - Lost property**

- ☞ Each visitor is responsible for their own belongings, guarding them or storing them in lockers. Lost property should always be deposited at the reception desk at the entrance of the water park.
- ☞ The water park cannot be held responsible for theft, damage or accident to or with the lost items.
- ☞ For Plopsaqua De Panne. Lost property reports can be sent by e-mail to [customerservice.paq@plopsa.be](mailto:customerservice.paq@plopsa.be); they can also be sent by post to Plopsa, Attn: Customer Service Plopsaqua De Panne, De Pannelaan 68, 8660 De Panne.
- ☞ For Plopsaqua Hannut-Landen. Reports of lost property can be sent by e-mail to [customerservice.PAQHL@plopsa.be](mailto:customerservice.PAQHL@plopsa.be); they can also be sent by post to Plopsa, Attn: Customer Service Plopsaqua Hannut-Landen, Rue de Landen 187, 4280 Hannut.
- ☞ Recovered objects, subject to their correctly given description, can be collected after contacting Customer Service at the Plopsa Head Office in De Panne or at Plopsaqua Hannut-Landen. If requested, they can be returned to the owner by courier, subject to prior payment of shipping, packaging and handling costs.
- ☞ Lost property will be kept for a maximum of 2 months but Plopsa does not exercise a retention obligation.

## **Article 12 - Lost children and/or persons with mental disabilities**

- Parents/guardians should notify the lifeguard station if their children or persons with mental disabilities are lost. The recovered children or persons with mental disabilities will be accommodated at the rescue station until the arrival of the parents/guardians.
- When the parents/guardians themselves have recovered their lost children or persons with mental disabilities, they should inform the rescue station without delay.

## **Article 13 - Food & Beverage**

- ☞ The assortment of the catering outlet, as well as the selling prices, are clearly posted. No discussion is possible about the prices.
- ☞ For the drinks in the water park purchased in cans, bottles or tins the water park charges a deposit to insofar as it is indicated on the receipt. This deposit can be fully recovered by visitors after bringing in the empty containers and on presentation of the receipt.
- ☞ An overview of the ingredients used and composition of the dishes, with regard to allergens, can be requested in writing before the visit via [info@plopsa.be](mailto:info@plopsa.be). Further information can also be requested from the departmental manager on site at any time.
- ☞ The water park asks visitors to ask for a receipt when making a purchase at the catering outlet.
- ☞ Meals and/or drinks that have been sold will neither be exchanged nor taken back. Once the meal and/or drink has been purchased, the purchaser renounces any discussion about it. In the event of a complaint about the meal, visitors should immediately report this to the departmental manager.
- ☞ The park designates staff responsible for this catering point. Visitors should follow the instructions given by the respective staff member.
- ☞ Anyone guilty of (attempted) theft will be permanently denied access to the water park and will be immediately thrown out. No redress is possible in this regard. On top of the value of the stolen goods, an administrative fee of at least €50 will be imposed. The management reserves the right to lodge a complaint with the officially competent authorities and assert its rights over the stolen goods.

## **Article 14 - Shops**

- ☞ The shop's product range, as well as its selling prices, are clearly posted. No discussion and/or recourse is possible over the prices.
- ☞ The water park charges a deposit for all beverages purchased in cans, bottles or tins in the water park, provided this is indicated on the receipt. This deposit is fully recoverable by visitors after bringing in the empty containers and presenting the receipt.
- ☞ The water park asks visitors to ask for a receipt when making a purchase in the shop.
- ☞ Sold goods are neither exchanged nor taken back. Once the good has been purchased, the buyer renounces any discussion about it.
- ☞ The park designates staff responsible for the shop. Visitors should follow the instructions given by the respective staff member.
- ☞ Anyone guilty of (attempted) theft will be permanently denied access to the water park and will be immediately thrown out. No redress is possible in this regard. On top of the value of the stolen goods, an administrative cost of at least €50 will be imposed. The management reserves the right to lodge complaints with competent official bodies and assert its rights over the stolen goods.

### **Article 15 - Fire or accident**

- ☞ In the event of fire, accident, evacuation, etc., the instructions of the water park staff or the security services must be strictly followed without discussion.
- ☞ In case of evacuation, re-entry into evacuated buildings/attractions is not allowed without the consent of the person in charge of the water park. All accidents and injuries must be reported immediately to the rescue centre for registration, examination and, if necessary, treatment. Accidents and/or injuries not reported to the emergency services during the visit to the park shall be deemed not to have occurred in the water park.

### **Article 16 - Money & means of payment**

- ☞ Change should be checked immediately at the checkout. No complaints about this will be accepted afterwards.
- ☞ The following currencies are accepted: EURO.
- ☞ €100, €200 and €500 denominations are only accepted at the reception.
- ☞ Other accepted methods of payment in all parks are bank cards, Maestro, Visa, Eurocard-Mastercard and Carte Bleue International. The Sodexo and EdenRed (Ticket Restaurant) Electronic Meal Voucher are also accepted at the catering point in the water park.
- ☞ In some predetermined cases, payment can be made with the 'Plopsa' and/or 'Holly', the internal currency of the water park, or with a voucher. These vouchers will not be taken back, paid out, replaced or extended.
- ☞ Cash withdrawals at the reception desk are limited to a maximum of €200 and only apply to water park visitors who must present a valid and original entry ticket for this purpose.

### **Article 17 - Processing of personal data**

- ☞ For all information regarding the processing of personal data of visitors to the water park, please refer to the privacy statement on the website (<https://www.plopsa.be/nl/privacy-statement>).

### **Article 18 - Images**

- ☞ Both in the water park and in the car park, images are taken by security cameras. The usage rights of this footage belong to the water park, consequently this material can be used by the water park without any restriction and handed over to legal authorities upon request.
- ☞ It is possible that photos will be taken or recordings made (with cameras other than security cameras) during a visit to the water park. In principle, these images will be non-targeted. Only with the consent of the visitor in question will targeted images be taken. For underage visitors, the legal representative must grant this permission.
- ☞ The rights of use of this visual material belong to the water park, consequently this material can be used by the water park without any restriction. For more information regarding the processing of personal data carried out in this context and for the rights visitors may exercise in this regard, please refer to the privacy statement on the water park's website, already referred to in Article 17.
- ☞ Visitors who do not want photos/images of them to be used must expressly indicate this to the reception desk before entering the water park (the day of their visit). Such opposition will have no impact on the images taken by security cameras.

### **Article 19 - Valuable tips**

- ☞ The staff is always open to questions or suggestions.
- ☞ Should one encounter situations that are perceived as odd or inconvenient, the staff are always willing to explain or resolve them.