

Approved by the Head of Väimela Health Centre

16.12.2024.a. by order No. 9

## **HOUSE RULES**

### **Visit time**

- For those who have purchased a single ticket, the visit time to the pool is 45 minutes, the total time spent in the pool (including washing, sauna and dressing procedures) is preferably 90 minutes. The visit time for group and birthday reservations lasts 3 hours (including entry and exit).
- Ticket sales end 1 hour before the house closes. We ask you to leave the house no later than the time the house closes.

### **Ticket purchase and payment for services**

- By purchasing a ticket, all visitors to the Health Center confirm that they have sufficient physical abilities, skills and health to use the services offered at the center. Their companions are responsible for the skills and health of children.
- Children under the age of 7 can enter the center free of charge only with an adult companion who has purchased a ticket and use their companion's wardrobe.
- Children under 12 years of age can enter the center with an accompanying adult who is at least 18 years old.
- A child aged 7-12 and the accompanying companion are required to purchase a ticket.
- Minors are in the center under the responsibility of their parents or guardian.
- From the age of 7, they must dress in male/female clothing.
- The adult accompanying the child will wait in the lobby during training.

- It is not permitted to stay and observe training sessions in the large swimming pool or children's pool or near their windows.
- It is not permitted to enter the pool rooms in casual clothes.
- It is prohibited to photograph, film or otherwise record swimming training sessions without the permission of the coach.
- A family ticket can include up to two adults and two children under the age of 16.
- A discount ticket can be redeemed upon presentation of a valid student card of the Republic of Estonia (valid for students aged 7-18), a pension certificate of the Republic of Estonia and a work ability card.
- Väämela Health Centre is not responsible for personal belongings or valuables left in the lobby, changing room or wardrobe. Väämela Health Centre is also not responsible for damaged swimwear.
- We will keep found items for a maximum of 30 days.

## **General**

- Before entering the pool, wash your body naked (without swimwear). Wash yourself again after using the toilet;
- Remove all patches from your body before swimming
- Wear a swimming cap. Wearing a swimming cap in swimming pools is necessary for all of us - men, women and children; regardless of hair length - for those with long or short hairstyles!
- Tie loose, longer beards into a braid or secure with a hair tie
- Children may use the hot tub only in the presence and under the responsibility of an adult
- All swimmers, including young children, are required to wear swimwear. They should swim in traditional swimsuits and pants. We do not swim in shorts (wide pants) and pants with pockets.
- To prevent unpleasant surprises, children under 2 years of age (and older ones if necessary) are required to use a swim diaper.

- Move calmly around the house. The floors may be wet and slippery. Running on a wet floor endangers your health and that of other visitors.
- In saunas, only use dry stones and in moderation, taking into account other sauna users. Whipping is prohibited in saunas, except on Saturdays in the public sauna.
- Dyeing hair, applying various body care products to the body, shaving, doing manicures and pedicures, or other similar activities are prohibited.
- After water procedures, dry yourself before entering the changing room.
- Be considerate of other visitors in the changing room. Do not hang on the door of the locker or climb into the locker. This can lead to an accident.
- When leaving, return all rented items, do not leave them in the changing room.
- When leaving, leave the wardrobe door open and return the key to the administrator.
- Visitors who are in an inebriated state, wearing heavily soiled, unpleasantly smelling clothes, or who otherwise significantly disturb other visitors are not allowed into the Väimela Health Centre.
- Visitors whose actions or behavior disrupt the normal daily work and/or functioning of the centre are not allowed into the Väimela Health Centre.
- Persons who have consumed alcohol or narcotics and psychotropic substances are not allowed to enter the Väimela Health Centre. At the same time, it is not allowed to consume alcohol or narcotics and psychotropic substances on site.
- Smoking is prohibited in the premises of the Väimela Health Centre.
- If you notice the actions of a fellow visitor that are inappropriate, dangerous, or damage the centre's property, immediately inform a centre employee.
- The service staff has the right to make remarks to the visitor about inappropriate activities and, in the event of repeated or significant violations of the house rules, ask them to leave without refunding the ticket price.

## **Swimming pool reminder**

- Choose a swimming spot according to your skills and health, maintain control over your activity.

Consider fellow visitors, be attentive to children.

- If necessary, you can use swimming aids. When using swimming pool equipment and accessories, treat them kindly and put them back in their place after use.
- In the large pool, follow the lane markings. Pay attention to training and group lessons, do not swim in these lanes. When swimming in the lanes, traffic is on the right.
- During supervised swimming training in the large pool, visitors are prohibited from staying in the whirlpool (and/or starting the whirlpool), as this interferes with the coaches conducting the pool lesson.
- Swimming is an individual activity - do not hang on to a fellow swimmer by the neck, do not pull or push them.
- Do not swim across the lanes, you can change lanes by swimming under the lane.
- Sitting and standing on the lane borders is prohibited.
- Diving is only allowed in the large pool. Jumping headfirst from the starting blocks is allowed, jumping feetfirst on the bathing lanes is allowed. Acrobatic jumps are not allowed.
- In the saunas, be considerate of other visitors. Monitor your well-being – do not overdo it.

**Enjoy your visit!**