

# Aquapark Dalmatia

BY AMADRIA PARK

## RULES OF USE



Revision: 1.1

June 2026.

## **I. GENERAL REGULATIONS**

### **Article 1.**

Rules of use of the waterpark "Aquapark Dalmatia" (hereinafter referred to as the "rules") are established for the purpose of protecting the visitors of the waterpark and serve to maintain order, cleanliness, and overall safety throughout the water park.

### **Article 2.**

The term "waterpark", as used in these rules, refers to the previously defined boundaries of the waterpark, which include the interior of the waterpark, all associated facilities and amenities, access points, and the external layout of the property.

### **Article 3.**

The term "visitor", as used in these rules, refers to all adults and children of all ages who are present within the defined boundaries of the waterpark at any given time.

### **Article 4.**

The top priority of the waterpark is the safety of all visitors, which means that each visitor is required to familiarize themselves with these rules upon entering the waterpark and to comply with all provisions for the duration of their stay.

### **Article 5.**

The waterpark has a prescribed set of general and specific rules that all visitors are required to follow. These rules serve as an addendum to this document and are intended to protect and ensure the safety of visitors. These rules are displayed in visible locations within the defined boundaries of the waterpark and are available for public viewing.

### **Article 6.**

By purchasing a ticket and entering the waterpark, the visitor confirms that they have read and fully understood the rules. The visitor also agrees to abide by the behavior guidelines and all provisions outlined in this document.

**Article 7.**

The visitor agrees to comply with all notices posted on informational boards, which are intended to inform guests and are located both inside and outside the boundaries of the waterpark.

**Article 8.**

Visitors must maintain cleanliness, avoid disturbing other guests with their behavior, refrain from excessive noise, ensure their own safety and the safety of those accompanying them, and avoid running on wet and slippery surfaces.

**Article 9.**

By purchasing a ticket, the visitor acknowledges that they are using all parts of the waterpark solely at their own risk and responsibility and accepts the consequences of violating any provision of these rules.

**Article 10.**

Adults accompanying minors or children are required to inform them of the rules of the waterpark and are fully responsible for their conduct.

**Article 11.**

Visitors must avoid any behavior that could disturb the comfort or safety of other guests, any actions that contradict these rules, or interfere with the duties of the water park staff.

**Article 12.**

All current and temporary instructions and notices inside the water park take precedence over general guidelines, and visitors are required to follow them.

**Article 13.**

Visitors must follow all instructions and guidance provided by waterpark staff. A visitor who continues to violate these rules or refuses to follow the directions of staff may be removed from the waterpark without the right to a ticket refund. Any staff member visibly identified as

such is authorized to enforce these rules. Staff may request the assistance of security personnel and/or police at any time.

**Article 14.**

Visitors are advised not to bring valuable items or large amounts of cash into the waterpark. If they choose to do so, the waterpark assumes no responsibility for theft or loss. Lockers are available but used at the visitor's own risk. Visitors are solely responsible for proper use of the lockers. Lockers left locked after closing time will be opened by staff, and contents will be treated as abandoned property. Such items will be held for 15 days, after which they become the property of the waterpark. The same applies to all other lost and found items within the defined waterpark boundaries.

**Article 15.**

To protect property and prevent unwanted activities, certain areas of the water park are under video surveillance. Video recordings are monitored by authorized personnel and are available only to authorized individuals and law enforcement.

**Article 16.**

In the event of bad weather (rain, storm, strong wind, darkness, fog, poor visibility, etc.) or technical issues, the water park management reserves the right to adjust operating hours or close the waterpark and its attractions earlier. In such cases, the water park is not obligated to refund tickets or offer any other kind of compensation.

**Article 17.**

Visitors may park their vehicles in designated areas at their own risk. The water park is not responsible for theft, vehicle damage, or any belongings left in the vehicles.

**Article 18.**

These rules are prominently displayed at the entrance to the water park and are available to all visitors in both Croatian and English.



## **II. OPERATING HOURS AND ENTRY TO THE WATERPARK**

### **Article 19.**

The operating hours of the water park are determined by the park's management and are subject to change. Additionally, the operating hours of individual facilities or attractions may differ from the general operating hours of the waterpark.

### **Article 20.**

The management reserves the right to temporarily close specific slides or attractions, or to operate only certain slides and attractions at their discretion.

### **Article 21.**

Entry to the waterpark is permitted only during operating hours and with the purchase of a ticket or presentation of a previously purchased ticket. Tickets are valid for one day only and allow entry exclusively on the date for which they were purchased.

#### **Article 21.a**

For all services and products that require a deposit, guests are required to keep the original receipt until leaving the water park in order to be eligible for a deposit refund. In the event that the guest is unable to present the original receipt, the water park will not be able to process the refund of the deposited amount.

### **Article 22.**

Each visitor is allowed up to 3 (three) entries and exits to/from the waterpark on the day of their visit.

### **Article 23.**

Ticket purchases and entry into the water park can be made no later than 1 (one) hour before the official closing time of the waterpark.

### **Article 24.**

Online tickets are non-transferable and can only be used on the date for which they were purchased. If a visitor is unable to attend, the water park is not obligated to provide a refund. Waterpark staff may request a surcharge or the purchase of new tickets if the purchased tickets do not match the actual status of the visitors.

**Article 25.**

Group visit discounts can be requested via direct inquiry to the following email addresses [dalmatia.aquapark@amadriapark.com](mailto:dalmatia.aquapark@amadriapark.com) and [recepcija.aquapark@amadriapark.com](mailto:recepcija.aquapark@amadriapark.com).

**Article 26.**

Children under the age of 14 are only allowed entry into the water park when accompanied by a parent or a person over the age of 18.

**Article 27.**

In situations where the water park has reached its maximum capacity or other justifiable reasons exist, the management reserves the right to temporarily suspend additional entries into the park.

**Article 28.**

Visitors are required to vacate slides and attractions 15 minutes before the end of operating hours to allow staff time to prepare the facilities for the next day.

### **III. RESTRICTIONS WHILE ENTERING AND USING THE WATER PARK**

#### **Article 29.**

As the water park is intended for use by a large number of guests, and for their protection, park staff may deny entry to the following individuals:

- persons with contagious diseases (in case of doubt, a medical certificate may be requested), persons with open wounds or visible skin conditions (e.g. peeling, rashes, parasites), or anyone suffering from illnesses that may endanger others' health, such as fever, cough, etc.
- persons under the influence of alcohol, drugs, or other intoxicating substances.
- persons intending to use the water park for commercial purposes without written permission from management.
- individuals previously found to have violated these rules or who are otherwise deemed undesirable by park staff.

#### **Article 30.**

Entry is only permitted to persons who can independently move, dress/undress, shower, and pass through hygiene barriers (if applicable) without assistance. Persons with physical or mental disabilities may enter only if accompanied by an adult.

#### **Article 30.a**

Persons with disabilities are entitled to a reduced admission ticket price upon presentation of a valid proof of disability, namely a National Disability Card or a European Disability Card.

If a person with a disability requires assistance for the safe use of the water park facilities and services, one essential companion is entitled to free admission. The companion must be an adult who is physically and mentally capable of providing the necessary assistance to the person with a disability throughout their stay in the water park.

The right to free admission for a companion applies only when the need for a companion is clearly indicated on the presented proof of disability or another appropriate official document.

#### **Article 31.**

Pregnant women, individuals with heart conditions, and persons with back or neck problems are advised not to use pools, slides or other water attractions. They use all waterpark facilities entirely at their own risk.

**Article 32.**

Persons with minor health conditions that do not completely prevent them from using attractions may do so only after a positive assessment from park staff and by signing a "risk acceptance and assumption of responsibility".

**Article 33.**

Animals and pets are not allowed in the waterpark unless written permission is granted by waterpark management.

**Article 34.**

The waterpark management and staff reserve the right to deny entry to anyone whose behavior disturbs guests or disrupts the regular operations of the waterpark.

**Article 34.a**

For the safety of all guests, the waterpark management reserves the right to restrict the use of specific attractions by individuals for whom it determines that the use of a particular attraction may pose a safety risk, regardless of the type of admission ticket purchased or granted.



## **IV. USE OF POOLS AND ATTRACTIONS**

### **Article 35.**

Non-swimmers are permitted to bathe only under the supervision of an adult and do so at their own risk.

### **Article 36.**

Within the waterpark, the following behaviors are strictly prohibited: pushing, dunking, throwing other people into the water, jumping into the water, and any other physical contact between two or more visitors. Responsibility for any injuries and/or damages resulting from such actions lies solely with the individuals involved.

### **Article 37.**

All attractions accessible to visitors are used at their own risk. The use of sports or play equipment requires permission from waterpark staff.

### **Article 38.**

Every visitor is required to follow the instructions for the use of attractions, as well as all posted notices and warnings, and to comply with directions given by waterpark staff.

### **Article 39.**

Visitors must use designated access paths and entry points for attractions. For safety reasons, the capacity of all attractions is limited according to manufacturer guidelines. The management does not guarantee that all attractions will be available to every visitor, nor unlimited access or no waiting time.

### **Article 40.**

The management is not responsible for injuries caused by the visitor's own negligence or by ignoring these rules, including injuries occurring under the influence of alcohol. All accessible attractions are used at the visitor's own risk, and increased caution is required.

**Article 41.**

If a visitor disregards restrictions and warnings related to the use of attractions, they accept full responsibility for any injuries or damages that may result from such risky behavior. Individuals using attractions under the influence of alcohol do so entirely at their own risk.

**Article 42.**

The rules and limitations for each attraction are displayed on warning signs located at each individual attraction.

**Article 43.**

If an attraction is damaged due to non-compliance with usage rules, the visitor responsible is required to compensate for all resulting damages.

**Article 44.**

The waterpark management assumes no responsibility for injuries caused by the visitor's own negligence or failure to comply with these rules.

## V. PROHIBITIONS FOR VISITORS

### Article 45.

The following items and activities are strictly prohibited within the waterpark:

- bringing food and beverages (including all types of alcoholic drinks). Waterpark staff have the right to ask visitors to show the contents of their bags or backpacks upon entry.
- unjustifiably requesting assistance from waterpark staff, as this diverts attention from guests who genuinely need help.
- entering non-public areas, including locker rooms and showers of the opposite sex, and any part of the waterpark marked as restricted for safety or technical reasons.
- jumping into pools, jumping within pools, running on walkways, jumping from them or other risky areas, and engaging in any other form of risky behavior or activities that violate these rules.
- diving in the pool unless supervised by lifeguards or organized as part of certified diving lessons.
- bringing objects into the pool that are not intended for swimming or bathing.
- shouting (whether part of play or not), whistling, making unnecessary noise, running (slip injury hazard), pushing or physically harassing other visitors, lifeguards, or staff, and compromising swimmer safety in any way.
- spitting on the floor or into the water, urinating in the pool, littering, and polluting the waterpark area.
- smoking in all indoor areas of the waterpark.
- unauthorized use of rescue equipment, first-aid items, fire extinguishers, or any equipment intended for emergency situations.
- moving equipment, chairs, loungers, sunbeds or other waterpark inventory without permission.
- bringing sharp or glass objects and any items that can break and cause injury to guests.
- eating and drinking in pool areas or any areas not designated for that purpose.
- photographing or filming other visitors or groups of people without their consent and without the consent of waterpark management.
- carrying or using any type of weapon.
- using musical instruments, audio equipment, or televisions.
- damaging, dirtying, moving, modifying, or removing items or signs placed in the water park.

- using hygiene products in the pools.
- using whistles or similar sound devices that could interfere with the operation of lifeguards or other staff.
- behaving in any way that contradicts these rules or other relevant regulations within the bathing area.

In the event of a violation of these prohibitions, the waterpark management reserves the right to immediately remove the visitor without refund of the ticket.

## **VI. PHOTOGRAPHY AND VIDEO RECORDING**

### **Article 46.**

The waterpark does not organize or encourage the photography or filming of other guests by visitors. Every visitor is obliged to respect the privacy of others.

### **Article 47.**

Visitors are solely responsible for their own behavior, including taking photographs, recording videos, and/or publishing such materials featuring other individuals via mobile devices or other means.

### **Article 48.**

The waterpark management accepts no responsibility for any consequences resulting from unauthorized photography or video recording and/or publishing of such content by other visitors, including unwanted appearances on social media or other media platforms.

### **Article 49.**

Visitors are responsible for managing their own exposure to photography or filming in public and shared spaces within the waterpark. Those wishing to avoid being filmed are advised to use lower-traffic areas or ask staff for assistance.

### **Article 50.**

In the event of a privacy violation, the visitor may report the situation to waterpark staff. However, the waterpark does not have the authority to prevent photography in public spaces, nor can it remove content published from private sources or third-party platforms.

### **Article 51.**

Written permission from waterpark management is required to take photographs or record videos within the previously defined boundaries of the water park for commercial purposes or public distribution.

## **VII. DISCLAIMER OF LIABILITY**

### **Article 52.**

By establishing these rules, the waterpark management has set the guidelines that can ensure that visitors feel safe within the defined boundaries of the waterpark.

### **Article 53.**

All visitors that remain within the waterpark boundaries and use its facilities and services, as well as access areas, do so entirely at their own risk.

### **Article 54.**

In the event of any injury and/or damage resulting from a failure to comply with any provision of these rules, the waterpark management bears no liability toward the injured party.

### **Article 55.**

These rules may be amended or supplemented at any time.

### **Article 56.**

These Rules come into effect on the date of their adoption.

Šibenik, 19. 06. 2026.