

## **DUKLEY KIDS CLUB HOUSE RULES & VISITOR REGULATIONS**

These House Rules are established to ensure the safety of children and adults, to create a comfortable and welcoming environment for all guests, to protect the interests of visitors and staff, and to ensure the high-quality operation of Dukley Kids Club.

Admission to the Kids Club constitutes acknowledgement and acceptance of these House Rules.

### **1. Age Policy**

**1.1.** The Kids Club is designed for independent participation of children aged 4 to 12 years.

**1.2.** Children under the age of 4 may enter and remain in the Kids Club area only when accompanied by a responsible adult. The accompanying adult bears full responsibility for the child's safety, behavior, health condition, and continuous supervision. Staff members may provide assistance upon request; however, they do not assume responsibility for continuous supervision, entertainment, or childcare duties.

**1.3.** Children of any age with developmental differences, delays, behavioral disorders, disabilities, or other special physical, intellectual, psychological, or medical needs may attend the Kids Club only when accompanied by a responsible adult, who shall ensure full supervision, care, and safety at all times.

### **2. Registration**

**2.1.** Prior to each visit, the accompanying adult must complete and sign a registration form (Waiver), provide accurate information about the child, including any details relevant to the child's safety, and confirm acceptance of these House Rules.

**2.2.** By signing the Waiver, the accompanying adult confirms that they have read, understood, and agree to comply with these House Rules.

**2.3.** The accompanying adult is obliged to provide complete and accurate information about the child, including any details that may be relevant to their safety.

**2.4.** During the child's stay at the Kids Club, the accompanying adult must remain reachable via the provided contact telephone number.

#### **2.5. Child Handover**

**2.5.1.** At the end of the visit, the child will be released exclusively to the adult listed in the registration form (Waiver).

**2.5.2.** A child may leave the Kids Club independently only with prior written authorization from a parent or legal guardian, included in the Waiver or another document approved by the Administration.

**2.5.3.** Upon handover of the child to the accompanying adult, or upon the child's independent departure in accordance with written authorization, Dukley Kids Club's responsibility for the child ceases.

**2.6.** The Administration reserves the right to refuse admission in the absence of a completed Waiver, in case of incomplete or inaccurate information, or under any circumstances that may compromise the child's safety.

### **3. Payment Terms**

**3.1.** Access to Dukley Kids Club is subject to payment in accordance with the current price list.

**3.2.** For Dukley Hotel guests:

- First 3 (three) hours are complimentary;
- Each additional hour is charged at EUR 15.

**3.3.** For external guests:

- Standard minimum fee: EUR 30 (up to 3 hours);
- Up to 1 hour: EUR 20;
- Each additional hour: EUR 15.

Dukley homeowners are entitled to special terms and conditions.

**3.4.** Babysitting service is available for children aged 2 and above exclusively within the Kids Club premises at a rate of EUR 25 per hour per child.

**3.5.** Time is calculated from the moment of registration until the child is handed over to the accompanying adult or leaves independently (with written permission). Any part of an hour is charged as a full hour.

**3.6.** Payment is accepted in cash or by credit card. A fiscal receipt is issued.

**3.7.** Upon request of a Dukley Hotel guest, charges may be posted to the room/villa account (Room Charge), with a corresponding note in the Waiver.

**3.8.** Refusal to settle payment constitutes grounds for denial of further service.

**3.9.** The Administration reserves the right to suspend services until full payment is received.

### **4. Health Condition**

**4.1.** Children showing signs of infectious illness, elevated temperature, vomiting, diarrhea, skin conditions, or any other symptoms posing a risk to others are not permitted in the Kids Club.

**4.2.** Parents/guardians are fully responsible for the accuracy of information regarding the child's health condition.

## **5. Code of Conduct**

- 5.1. All guests must treat children, parents, visitors, and staff with respect.
- 5.2. Aggressive, disruptive, offensive, threatening, or otherwise inappropriate behavior is strictly prohibited. It is prohibited to remain on the premises, including using the swimming pool, without appropriate swimwear/clothing.
- 5.3. Guests must immediately comply with any instruction from staff if required for safety or rule enforcement.
- 5.4. Abuse, profanity, offensive language, or interference with staff duties is strictly forbidden.
- 5.5. All guests are required to treat club property with care and respect.

## **6. Safety Requirements**

- 6.1. All guests must comply with staff instructions related to safety and operational procedures.
- 6.2. Children must follow coordinators' instructions during all activities.
- 6.3. Guests must immediately report any hazardous situations or defects.
- 6.4. Staff reserve the right to restrict a child's participation in any activity if necessary for safety reasons.

## **7. Swimming Pool Rules**

- 7.1. Children must strictly follow staff instructions at all times.
- 7.2. **The following are strictly prohibited:**
  - Jumping from pool edges;
  - Pushing others into the water;
  - Holding others underwater;
  - Fighting or unsafe play;
  - Splashing other children aggressively;
  - Running on wet surfaces;
  - Misuse of equipment;
  - Using the pool as a toilet;
  - Any actions posing a risk of injury.
- 7.3. After pool use, children must change into dry clothing before entering the play area.

## **8. Food & Beverages**

- 8.1. Bringing food or beverages into the Kids Club is not permitted, except in pre-approved cases.

## **9. Special Events**

- 9.1. Certain events may require prior registration and/or additional payment.

## **10. Enforcement of Rules**

- 10.1. Staff are required to inform guests of any rule violations.
- 10.2. In case of continued non-compliance, staff may request cessation of the behavior or removal of the child from the Kids Club.
- 10.3. The Administration reserves the right to refuse future admission in cases of repeated violations.
- 10.4. Decisions made by Kids Club staff in the interest of safety and rule enforcement are final and must be respected.

## **Acknowledgement**

I hereby confirm that I have read and understood these Rules, agree to comply with them, and undertake to follow all lawful instructions of Dukley Kids Club staff.

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_