

Aqua Mundo



House Rules

1. Access to the Aqua Mundo

- Access to the Aqua Mundo is only permitted with a valid entry ticket or bracelet. The entry ticket or bracelet is personal and not transferable. All visitors to the Aqua Mundo are prohibited from carrying, bringing or using the following items whilst in the Aqua Mundo:
- Glass objects of any kind, thermos flasks, glasses, etc.
 - Floating aids such as mattresses or inflatable boats, hard leather balls, and tennis balls.
 - Floating aids intended for use by children are permitted.
 - Sound equipment.
 - Electrical devices requiring a cable connection, except for medical devices.
 - Taking photos and videos is strictly prohibited in all changing rooms, showers, and saunas.
 - Any objects likely to cause physical harm to customers or other visitors to the Aqua Mundo, such as weapons, syringes (except for medical purposes), etc.
 - Pets or other domesticated animals.

Please use the lockers provided in the pool changing rooms to store your clothes during activities. Do not carry any non-essential valuables within the Aqua Mundo. No objects may be left under the supervision or entrusted to a lifeguard. When leaving the Aqua Mundo, remember to empty your locker of all personal belongings. The lockers are systematically opened and emptied every evening at closing time.

Children under the age of 13 are not allowed to enter the pool without the supervision of a responsible adult. Parents and/or guardians are responsible for ensuring that non-swimmers do not enter any pool without suitable floating aid or SwimSafe(s) whilst within the Aqua Mundo.

An adult must be nearby at all times and supervise all activities in the pool area.

The lifeguards in the pool area are authorized to assess the swimming ability of each visitor and, in accordance with these rules, to intervene where the level of supervision is below the standard required by these rules.

2. Camera surveillance

For the purpose of ensuring visitor safety, certain areas of the Aqua Mundo are monitored by video camera surveillance. All images are processed in accordance with confidentiality and data protection legislation and are used only for purposes relating to ensuring your safety and the safety of other visitors.

3. Refusal of access and/or removal from the Aqua Mundo

- Access to the Aqua Mundo will be refused or terminated if the visitor:
- Has in their possession one or more of the items stated above in point 1;

- Fails to comply with any instructions issued by personnel within the pool area including any of the house rules;
- In the event that a visitor commits an offence, access may be refused on a temporary or permanent basis.
- Is under the influence of alcohol and/or drugs;
- Commits theft (all thefts are reported to the police);
- Has an infectious disease or other visible skin lesions.

If your visit to the Aqua Mundo is terminated prematurely for any of the above reasons, your entry fee will not be refunded under any circumstances.

4. Rules in the Aqua Mundo

- Smoking and vaping (electronic cigarettes) are not permitted.
- All visitors should shower before entering the Aqua Mundo.
- For the purpose of ensuring visitor safety, no soap is permitted in any areas other than the public showers.
- Visitors are not permitted to wear any outdoor footwear within the Aqua Mundo due to the risk this poses to hygiene.
- No diving is permitted at any time due to the shallow depth of the pools at the Aqua Mundo.
- Access to slides, flumes and the wild water river is only permitted when water is flowing.
- For the purpose of ensuring visitor safety, it is absolutely forbidden to stand, jump, crawl back or carry objects and/or people down any of the Aqua Mundo slides and the wild water river.
- The use of selfie sticks and portable cameras (Action camera type) is not permitted on any slides, the wild water river or other attractions within the Aqua Mundo.
- The use of flippers or monofins is not permitted on any slides, the wild water river or other attractions within the Aqua Mundo.
- The use of diving masks with snorkels (e.g.: full snorkel mask) is only permitted in certain pools, such as the wave pool and outdoor pools (where the visitor concerned is aged 10 or over). The use of such equipment is not permitted on any slides, wild water river, jacuzzies, or other attractions.
- In the event of a thunderstorm, all the Aqua Mundo visitors must leave the outdoor pools immediately.
- Frequent use of the wild water river, slides and flumes may lead to premature wear and tear on visitor swimwear. Center Parcs accepts no responsibility for this wear and tear.

To ensure hygiene and safety for all guests, the following swimwear rules apply in the Aqua Mundo:

- Only dedicated swimwear that is
 - 1: tight-fitting and
 - 2: made of appropriate material (for example: lycra) is permitted;
- Swimshorts are permitted above the knee;
- Headgear, with the exception of a tight-fitting swim cap, is not permitted

5. Food & Drinks

- You are not allowed to bring, prepare or consume your own food & drinks in the Aqua Mundo. Any pediatric or medically prescribed consumptions are excluded.
- Food & drinks available in Aqua Mundo may only be consumed at the tables.

6. General

- Access to the Aqua Mundo may be refused to any individuals or groups who disturb or are likely to disturb the order, the security, or the tranquility of the Aqua Mundo.
- All visitors to the Aqua Mundo must behave in such a way so as to ensure public order, safety and hygiene standards are maintained at all times.
- Service and/or personnel areas are not accessible to visitors at any time.
- In the unlikely event of overcrowding at the Aqua Mundo, the number of visitors may be limited in order to maintain public safety. The management reserves the right to amend the opening hours of the Aqua Mundo and to close any element of the complex or shutdown the park where they deem such action is necessary in order to ensure visitor safety.
- Opening and closing times of the Aqua Mundo must be respected at all times.

7. Liability

Center Parcs accepts no liability for any theft or damage to visitors' property within the pool, sauna, changing rooms, lockers, car park, bicycle shed or other related park facilities.

Any visitor who causes damage to any Center Parcs property will be liable for the damage and will be required to cover all costs relating to the repair and/or replacement of the property.

8. Floating aids

Parents and/or guardians are responsible for ensuring that non-swimmers wear appropriate floating aids. Swimsafe(s) are provided free of charge for use during your time in Aqua Mundo. They allow you to float in water but are not a guarantee against an individual drowning. Children who cannot swim must always be accompanied by an adult even when using a floating aid.

Failure to follow the instructions (for correct use) of a floating aid may result in immediate refusal of access to the Aqua Mundo or termination of your visit.

9. Feedback and complaints

If a complaint arises during your stay and we are unable to resolve your complaint to your satisfaction during your stay, please notify us of your concerns in writing as soon as possible:

- Online at centerparcs.eu/complaints
- By post to Center Parcs, Département Guest Relations, PO Box 5199, 2900 ED Capelle aan den IJssel (NL)