



# Internal rules and regulations

## 'Pirates World' water park

*Last update: 06/29/21*

Welcome to Pirates World water park.

Any person or group is required to comply with the instructions and directives of the pool staff.

These rules and regulations will be displayed in a visible and permanent manner in the establishment.

In order to ensure your safety and that you have a pleasant day in our establishment, we invite you to take note of the following rules and regulations:

### **1. Compliance with the rules and regulations, fraud, refunds**

All visitors to the park agree to comply with these rules and regulations as soon as they purchase a day-use ticket and/or stay at the Les Sables d'Or Village Club\*\*\*\*, Cap Pirate Hotel\*\*\*\*, Hôtel Palmarium Park\*\*\*.

Any person or group entering the water park is subject, without reservation, to these rules and regulations as well as to their extensions or references in the form of posters or pictograms located in any part of the establishment.

The management may always, for technical reasons or reasons of force majeure, order the temporary or permanent closure of the establishment without anyone being able to claim compensation or damages.

In the event of fraud, the park reserves the right to lodge a complaint against the offenders and permanently ban them from the park.

### **2. Access to the water park**

Except for exceptions authorised by the management, no one may have access to the pools without having first paid the entrance fee stipulated in the price list.

Non-swimmers should be careful not to go into areas where they do not have contact with the bottom of the pool.

#### *2.1 Access and exit checks*

Pirates World water park reserves the right to inspect your clothing and personal belongings visually or with special equipment at the entrance and on the premises for safety reasons. These checks can be outsourced to a security company if necessary. If the visitor refuses, the park reserves the right to deny access.

For security purposes, the management may request the deposit of identity documents at the park reception. They will be returned at the end of the day, except in the case of deviant behaviour at the discretion of the management.

Access will be denied for people who are:

- intoxicated or abnormally agitated
- under the influence of psychotropic substances
- affected or suspected of having contagious diseases (Circular of 13 March 1975 of the French Ministry of Public Health)
- in a state of obvious uncleanliness
- children under 6 unaccompanied by an adult able to supervise them

## 2.2 Dress code

Proper bathing attire is required within the park at all times for access to the park and surrounding area.

Wearing costumes and masks is prohibited for visitors.

After the footbaths, textiles are allowed if and only if they are T-shirts and shorts (an exception will be made if certain groups of visitors are escorted by park staff in order to visit the park without swimming).

The wearing of the veil on the head is tolerated only in the form of a turban. Religious clothing is not permitted in the park.

When swimming, **SHORTS ARE FORBIDDEN** only swimming costumes (swimming trunks and boxers for men) with no underwear underneath are allowed. In this regard, references to the underlying textures are given for information only in the event of a dispute. T-shirts made of lycra and anti-UV aquatic materials are allowed above the knee and up to the elbow.

For people who cannot be exposed to UV rays and / or who have a skin disease, a lycra swimsuit will be tolerated if and only if on presentation of a medical prescription.



### Typical composition allowed:

Approx. 90% Polyamide, approx. 10% Elastane

### Typical composition not allowed:

100% polyamide/100% polyester

**POCKETS ARE NOT ALLOWED**

Street clothes, such as cotton underwear and full-body swimwear, such as burkinis, are strictly forbidden. "Thong swimming costumes" and "topless" outfits are also prohibited.

Shoes are not allowed beyond the footbaths, but you can walk around the park barefoot or in flip-flops (they must be left at the bottom of each attraction). Water shoes are permitted throughout the park, including at attractions.

All safety equipment for children's swimming is compulsory after the footbaths (armbands, life jackets or baby buoys).

## 2.3 Objects and lockers

It is forbidden to bring into the park objects such as: illegal or dangerous substances, alcoholic beverages, glass bottles, dangerous objects (weapons, or objects likely to endanger the safety of visitors, etc.), objects likely to disturb visitors' peaceful surroundings (megaphones, whistles, etc.), recreational objects such as drones or any other remote-controlled toy.

Bulky items such as luggage and suitcases are prohibited. For residents with our partners, a luggage service is provided for this purpose. For visitors to the water park, please leave your luggage in your vehicle out of sight (the management declines all responsibility in the case of theft or damage).

Pushchairs are allowed in the park outside the attractions.

It is forbidden to use roller skates, bicycles, scooters or any other means of transport, whether motorised or not.

Lockers are provided to store your belongings at a cost of €2 (two €1 coins) for the day. You should check if this is the right price.

#### *2.4 Access for pregnant women and people with disabilities*

People with permanent or temporary disabilities and anyone eligible for priority access in the queues are requested to inform themselves about the risks, conditions, restrictions and formalities involved in accessing our attractions at the reception desk, with our operators and partners.

#### *2.5 Animals*

Animals are strictly prohibited within the park.

#### *2.6 VIP and VIP + access*

The VIP areas within the park are only accessible to guests of our partner Cap Pirate Hotel\*\*\*\*

### **3. Behaviour**

Theft, public disorder, verbal and physical violence, fights, insults, fraud, swindling, drunkenness, indecency, malicious behaviour, failure to respect the order of passage in queues, intrusion into areas reserved for employees, non-compliance with safety instructions and internal regulations, racism, etc., may lead the company to intervene and take the necessary measures, such as notifying the police, filing a complaint, or removing the visitor from the park without compensation or reimbursement.

Any disrespect towards park and shop staff, insults, physical or verbal aggression will not only result in exclusion from the park without compensation but will also result in a complaint being lodged with the relevant authorities.

It is forbidden to:

- disturb other bathers by actions or attitudes that are not in keeping with respect for others or with good sporting practice
- deface or damage the facilities by writing, drawing, smearing, cutting, hitting or any other action
- play games in the pool or in the facilities that are dangerous or likely to inconvenience others
- run on beaches, throw swimmers into the water, scream or snorkel
- dive without having first made sure that no danger can result from it for people in the pool
- dive into shallow water
- use or apply any products that could contaminate the water in the pools

#### *3.1 Minors*

Minors under the age of 13 must be under the responsibility and supervision of an accompanying adult. In the event of a problem, we decline all responsibility.

If a minor commits a breach of the rules, he/she, his/her accompanying person, and, if applicable, the whole group present with the minor will be forced to leave the premises without financial compensation.

The management reserves the right to deny access to the attractions to children under 6 years of age who are not accompanied by an adult.

Minors between 13 and 17 years of age must provide a waiver from their legal guardians (parents and accompanying responsible adult) in order to access the park alone. The legal guardians will have to go to the park reception with their children in order to sign the waiver on the spot.

### *3.2 Alcohol and tobacco*

The sale of alcoholic beverages to minors is prohibited under current law. It is strictly forbidden to smoke outside the area provided for this purpose.

### *3.3 Damage, theft and lockers*

The management declines all responsibility for accidents caused by users, who will be entirely responsible for any damage caused to third parties, equipment and premises.

The management and staff cannot, under any circumstances, be held responsible for loss, theft, disappearance or damage to objects or clothing.

Anyone who does not comply with these regulations or who has caused damage may, in addition to repairing the damage caused, be expelled immediately and be the subject of legal proceedings.

Without prejudice to any possible legal recourse, the management shall decide on the action to be taken in any case not covered by these rules and regulations. Complaints or suggestions of any kind should be sent by post to the management.

### *3.4 Respect for the premises*

It is forbidden to throw anything on the ground, both inside the park and in the car parks. You must generally respect the cleanliness of the environment and use the bins provided for this purpose.

It is forbidden to consume food and drink except in the spaces provided for this purpose.

In order to avoid any damage to the site and to ensure your safety, we ask you to respect the decor of the site, not to hang on to the ropes, climb on the decorations, etc.

It is forbidden to deface or damage the facilities by writing, drawing, smearing, cutting, hitting or any other action

## *4. Attraction and safety instructions*

The management reserves the right to exclude any person who does not respect the instructions or who has an attitude that is dangerous to themselves or to others.

Signage at the entrance to each activity must be checked. In particular, it tells you how old you need to be to use this attraction and what criteria you need to meet in order to gain access to it. Do not take unnecessary risks.

You are responsible for the consequences of misuse of the attractions made available to you. It is forbidden to climb up the slides in reverse, to swim in the containment tanks, to jump and to run.

Access to the pools will not be authorised to:

- people with known skin conditions or lesions

- people who do not respect the dress code as outlined in section "2.2 Dress code".
- people who have not adhered to the shower and footbath procedure

## **5. Water park opening and closing times**

### *5.1 Opening times calendar*

You can find the opening hours and days on the website [www.piratesworld.fr](http://www.piratesworld.fr)

### *5.2 Closures and attractions*

The management reserves the right to change the opening hours of the park and/or the activities. In order to facilitate your exit and to guarantee your safety at closing time, our attractions close 30 minutes before closing time. In the event of high demand, queues at attractions may be closed early.

The management reserves the right to limit or refuse access to the park if the number of visitors is too high or to evacuate the park for safety reasons or in case of "force majeure".

### *5.3 Weather*

In case of bad weather, the management reserves the right to modify the opening hours of the park and/or the activities without any compensation being able to be claimed by the visitors.

In the case of thunder, the management will temporarily close the attractions for safety reasons. This temporary closure can be extended to permanent closure, depending on the circumstances.

Evacuations for safety reasons may take place without prior notice and will not give rise to any financial or other compensation.

## **6. Food services**

### *6.1 Picnic area*

Picnicking outside the picnic area is prohibited.

### *6.2 On-site refreshments*

The tables in the various food hubs are reserved for people consuming the products sold by these restaurants and snack bars.

At Restaurant O'Pirata and Lounge Bar le Poséidon, proper attire is required.

The content of the menus and the prices are freely determined by the managers of the shops in and around the water park.

## **7. Miscellaneous**

### *7.1 Groups*

Groups have access to the water park, either in a specific time slot granted by the management or during public opening hours. Groups have to pay the normal admission fee or have to prove that they have been granted a special admission fee by the management. All groups must be accompanied by a leader who will ensure that order is maintained in the pool, under the guidance of the lifeguards on duty.

Groups should primarily use the communal changing rooms.  
These rules and regulations apply to groups in their entirety.

### *7.2 Parking*

The car parks are free and unmonitored. For security reasons, we recommend that you lock your vehicle and do not leave any visible objects. The Pirates World water park cannot be held responsible for theft and/or damage caused by third parties to your vehicle or its contents.

### *7.3 Payment method and subscriptions*

Payments by cheque are not accepted by the Pirates World park. You can pay by credit card, cash, holiday vouchers (change is not given).

The subscriptions offered for sale are strictly personal. The owner shall, upon request, provide proof of his or her identity. Any transgression will be sanctioned by the immediate withdrawal of this subscription.

### *7.4 Rescue*

Emergency equipment can save a life.

Except in cases of force majeure, the use of life-saving, first aid and fire-fighting equipment is restricted to members of the establishment's staff.

### *7.5 Video surveillance*

The site is equipped with a video protection system operated by our company. This video protection system has been installed to ensure the safety of people and property. Pirates World Park is responsible for the management of the system in accordance with the legal and regulatory provisions in force. Articles L251-1 et seq. of the Internal Security Code. Information and access to the images from the security manager: [responsablesecurite@piratesworld.fr](mailto:responsablesecurite@piratesworld.fr)

### *7.6 Image rights*

The water park reserves the right to take photographs or film any person in the public area. Any person who objects to the reproduction of their image must inform the management before entering the water park.

The client expressly acknowledges that the water park cannot be held responsible for the communication by its partners or by any third party of false information mentioned in the brochure or on the water park's website concerning the host sites and in particular the presentation photos, the descriptions, the activities, the leisure activities, the services and the operating dates.