

PARK REGULATIONS PLOPSAQUA DE PANNE & PLOPSAQUA HANNUT-LANDEN

Article 1 - General provisions

- ☞ The water park includes the wet area, the dry area and the car park, further referred to as the water park, unless a separate entry is made about a particular area.
- ☞ The regulations aim to promote safety, order, tranquillity and hygiene in the water park to ensure a pleasant visit for everyone. Everyone visiting or using the water park is expected to know and abide by the park regulations. The park regulations hang out at the entrance in the dry area of the water park. The complete regulations are also available at the reception desk of the water park and on the website. Every visitor who enters the water park (regardless of the type of ticket) unconditionally agrees to the park rules and must behave accordingly.
- ☞ Plopsa has the right to deny access to the water park to any visitor who poses a risk to the safety and health of others (such as, but not limited to, alcohol intoxication, disorderly conduct, inappropriate and/or disruptive behavior, etc.). Failure to comply with these regulations will result in the visitor being asked to leave the water park. In no case will the ticket be refunded. In the event of repeated issues and/or completely unacceptable behavior, access to the water park may be permanently denied. If the visitor refuses to leave voluntarily, the police will be called.
- ☞ The presence of a lifeguard service does not relieve visitors of their own responsibility, including towards third parties.
- ☞ Failure to comply with these regulations may result in Plopsa imposing a minimum fee of €50, without prejudice to its right to claim higher damages.

Article 2 - Parking/bicycles and motorbikes

- ☞ The applicable traffic rules and specifically placed traffic signs apply in the parking areas.
- ☞ Visitors may only enter the parking area via the designated and clearly marked access roads. The parking area may only be exited via the designated and clearly marked exits. The speed limit in the parking area is 15 km/h, and pedestrians and wheelchair users always have the right of way.
- ☞ Parking at the water park is subject to a fee. Payment can be made online, at the reception desk, or via a yearly subscription with a parking pass. Tickets can be purchased at designated locations within the water park or paid for at the barrier gate using the indicated QR code. It is prohibited to pass under the barrier gate with multiple vehicles simultaneously.
- ☞ A parking subscription is strictly personal and belongs to an individual (18+ years old) with a valid driver's license and a yearly park subscription. The parking subscription may only be used in combination with a park visit. The owner of the parking subscription, or one of their cohabiting family members, must be present in the vehicle when using the pass. It is not allowed to lend the parking subscription to third parties or use it in any way other than described in the conditions above. Plopsa reserves the right to revoke a parking subscription at any time in case of misuse.
- ☞ Leaving any type of vehicle parked overnight is prohibited, except for hotel guests' vehicles, which may only be parked in the designated parking area of the Plopsaland Theater Hotel. If a vehicle is left overnight, the water park will, for safety reasons, have it towed at the owner's expense.

- ☞ Every vehicle must be properly locked without leaving any valuables inside. The water park cannot be held responsible for theft, damage, or accidents involving vehicles in the parking area.
- ☞ No persons or animals may be left inside vehicles. In case of violation, the appropriate authorities will be contacted to rescue the persons and/or animals. The costs related to the rescue will be charged to the offender.
- ☞ A designated and clearly marked parking area for bicycles and motorcycles is available at the entrance of the water park. All visitors must park their bicycles there. Visitors should secure their vehicles to prevent theft.
- ☞ The water park cannot be held responsible for theft, damage, or accidents involving bicycles or motorcycles in the parking area.
- ☞ Plopsa is not the custodian of any vehicles left in the parking area, and vehicle owners remain fully responsible for their vehicles.
- ☞ Camping, barbecuing, and/or picnicking are not allowed on the premises of the water park or parking area.

Article 3 - Access to the water park

- ☞ Access to the water park is only permitted in the following ways:
 - During the opening period and hours of the respective water park.
 - With a valid and original admission ticket, obtained lawfully through the prescribed channels. This admission ticket will be either accepted or rejected after inspection.
 - Through the clearly designated visitor entrance.
- ☞ Plopsa reserves the right to change the opening period and hours of the water park at any time, or to limit access to certain groups. Visitors are advised to check the website before heading to the water park.
- ☞ Anyone attempting to enter the water park in a manner that does not meet all the specified conditions will be required to pay an administrative fee of at least €50 per person, plus the full price of an adult admission ticket. Plopsa may decide to deny these visitors access to the park on the same day, with no possibility of appeal. Non-cooperation will result in a minimum one-year ban from the water park. Plopsa reserves the right to revoke an annual pass or ticket at any time if there is a valid reason or to refuse access permanently. No appeal is possible.
- ☞ Plopsa has the right to organize backpack and bag checks at the entrance of the water park. These checks are conducted to inspect the contents for security reasons and for prohibited items, including but not limited to dangerous objects, food and drinks, and appropriate swimwear. If prohibited items are found, Plopsa may either deny the visitor access to the park or offer them the opportunity to discard the prohibited items before entry. If the visitor refuses to undergo this check, they will be denied access to the water park. The visitor remains responsible for their backpack/bag at all times. All permitted backpacks/bags must be stored in the designated lockers.
- ☞ If the water park reaches its maximum capacity, it has the right to deny additional visitors entry on that day. Visitors who are denied access are not entitled to any compensation.
- ☞ Animals are not allowed, except for guide dogs and assistance dogs wearing an official vest. These dogs are allowed to wait in the entrance hall or dry areas but must not pose a danger to other visitors or staff members. In case of doubt, Plopsa may require the dog to wear a muzzle. Plopsa reserves the right to refuse entry if the dog causes or may cause problems.
- ☞ For hygienic reasons, the water park is only accessible to persons without footwear starting from the transition area in the changing rooms. An exception can be made for slippers or water shoes, provided they are cleaned in the designated foot bath and/or showers beforehand. Otherwise, they will not be allowed.

- ☞ Visitors must shower before entering the water park and again before returning to the changing rooms after their visit.
- ☞ Wearing a swim cap and/or swimming goggles is allowed.
- ☞ Permitted swimwear includes: one-piece swimsuits, bikinis, swim trunks, and swim shorts (all with a maximum length up to the elbows and knees). All swimwear must fit snugly to the body and be made of swimsuit fabric or Lycra. Pockets, zippers, and/or protruding buttons are not allowed in swimwear.
- ☞ Swimwear must be fresh and clean and should not have been worn previously.
- ☞ All other types of clothing or swimwear are prohibited in the water park. Additional agreements may apply for diving and swimming clubs.
- ☞ Persons with hair extensions and/or wigs must ensure that they do not become loose while swimming or using attractions.
- ☞ Running is prohibited for safety reasons and to avoid inconvenience to other visitors.
- ☞ Parents and/or guardians must ensure that children who cannot swim wear floatation armbands and/or a swim vest at all times and remain under supervision in the water park. If not, they must leave the water park.
- ☞ Children under 100 cm (1 meter) are required to wear floatation armbands or a swim vest.
- ☞ A limited number of swim vests are available free of charge at the lifeguard station. They assist with floating but do not guarantee protection against drowning. Even when using a swim vest or other flotation devices, children may only swim under adult supervision. Swim vests can only be obtained by providing an ID card, an equivalent document proving identity, or the locker wristband as a deposit. If this is not possible, a swim vest can only be obtained by paying a €25 deposit. In case of loss or damage to the swim vest, a fee of €25 will be charged.
- ☞ Unaccompanied children must be at least 12 years old and possess a swimming certificate for a minimum distance of 25 meters. Children under 12 years old must be accompanied at all times in the water park. In case of doubt, an identity card may be required to verify age. A supervisor must be at least 18 years old. If there is doubt about their age, they may be asked to show their ID.
- ☞ Strollers/buggies are not allowed in the water park for hygiene reasons. A carrycot without wheels or a baby carrier is allowed. A designated buggy parking area is available outside the entrance, where locks can be purchased on-site. The water park is not responsible for theft or damage to strollers/buggies left behind.
- ☞ Visitors using a wheelchair, walker, or mobility aid must have the wheels/legs cleaned before entering the swimming hall. A limited number of special pool wheelchairs are available and must be reserved in advance.
- ☞ Specific rules apply to persons with disabilities and their companions. These rules can be found in the “Guide for Persons with Disabilities and Their Companions,” available at the information desk.
- ☞ Visitors with health conditions (e.g., epilepsy, heart problems, etc.) or disabilities should identify themselves in the water park by wearing a special wristband available at the information desk. This allows lifeguards to pay special attention to them. Certain attractions have adapted conditions for these visitors, as detailed in the “Guide for Persons with Disabilities and Their Companions.”
- ☞ Visitors with an unclean body, contagious skin conditions, or unhealed wounds will not be admitted to the water park.
- ☞ Visitors must follow the instructions and guidelines of the staff at all times. Lifeguards and supervisors are responsible for ensuring visitor safety and maintaining order.

- ☞ If a group causes difficulties, Plopsa reserves the right to remove the entire group from the water park.
- ☞ Bringing personal play equipment into the water park is not allowed.
- ☞ Diving is prohibited, except in the deep section of the '25 Meter (Disco) Pool.'
- ☞ Water slides, water attractions, and the wild river ride may only be used when the water flow is active.
- ☞ Standing, jumping, running, and carrying people and/or objects (except the provided inner tubes) on the slides, water attractions, and wild river ride are prohibited for safety reasons.
- ☞ Frequent or improper use of the wild river ride and slides may cause wear and tear on swimwear. Plopsa is not responsible for any damage to swimwear resulting from the use of these attractions.
- ☞ Bringing coolers, food, and drinks into the water park is prohibited, except for non-breakable bottles of drinking water.
- ☞ Food and drinks may only be consumed in designated areas. Only food purchased from the food service point may be consumed there. Visitors must clean up after themselves and place trays in the designated area.
- ☞ Each visitor is responsible for their belongings throughout their visit (including while using attractions). The water park is not liable for any damage or loss of personal items such as glasses, hats, mobile phones, etc.

Article 4 - Tickets and yearcards

- ☞ Access to the water park is free for children shorter than 85 cm. From 85 cm onwards, admission is charged; this measurement is always taken without shoes in a correct but strict manner. If there is any uncertainty about the measurement taken at the ticket counter, it is always possible to request a new measurement from the park's responsible staff. However, the result of this new measurement is final and binding. Children measuring between 85 cm and 100 cm (1 meter) pay the child rate. Children from 100 cm (1 meter) and taller pay the adult rate.
- ☞ An annual pass is strictly personal and may not be transferred. Plopsa reserves the right to revoke an annual pass at any time in case of misuse.
- ☞ Group access (e.g., schools, associations, etc.) follows the applicable pricing regulations. A group pays the special group rate for each person in the group. This rate cannot be combined with any other discounts or benefits of any kind. The children's rates are already included in the group rate, meaning no additional discounts or special conditions apply.
- ☞ For Plopsaqua De Panne, residents of De Panne must present a valid and readable identity card. Only if the information confirms that the person is officially domiciled in the municipality of De Panne can they benefit from the resident discount. Families visiting the water park must bring a valid and readable identity card for each family member.
- ☞ For Plopsaqua Hannut-Landen, residents of Hannut and Landen must present a valid and readable identity card. Only if the information confirms that the person is officially domiciled in the municipality of Hannut or Landen can they benefit from the resident discount. Families visiting the water park must bring a valid and readable identity card for each family member.
- ☞ Other documents, aside from the identity card, are not accepted as proof of residence. In case of loss or theft of the identity card, an official document issued and stamped by the municipality or the police must be presented.
- ☞ Purchased admission tickets are non-exchangeable and non-refundable. Lost tickets will not be replaced.

- ☞ For Plopsaqua De Panne, tickets will not be refunded under any circumstances at the park. Complaints, requests, and suggestions regarding this matter can be sent to customerservice.paq@plopsa.be. They may also be sent by post to: Plopsa, Attn: Customer Service Plopsaqua De Panne, De Pannelaan 68, 8660 De Panne.
- ☞ For Plopsaqua Hannut-Landen, tickets will not be refunded under any circumstances at the park. Complaints, requests, and suggestions regarding this matter can be sent to customerservice.PAQLH@plopsa.be. They may also be sent by post to: Plopsa, Attn: Customer Service Plopsaqua Hannut-Landen, Rue de Landen 187, 4280 Hannut.
- ☞ Plopsa reserves the right to modify individual water park rates at any time.

Article 5 - Lockers and changing rooms

- ☞ The changing rooms of the water park are equipped with paid lockers for storing clothing and personal belongings. The use of these lockers is mandatory for all visitors to the water park. They operate with a token, which must be purchased from the designated vending machines at the entrance of the water park.
- ☞ Lockers must be emptied at the end of the day. If not, they will be emptied by the water park staff.
- ☞ The water park does not monitor these lockers and is not responsible for theft, attempted break-ins, or damage.
- ☞ A fee of €25 will be charged per lost locker key and/or wristband.
- ☞ It is prohibited to leave unattended belongings or clothing anywhere on the premises of the water park. Items or clothing left unattended may be removed by water park staff and/or the police. Non-hazardous items or clothing will be placed in the lost and found area at the reception. Plopsa does not assume responsibility for the safekeeping of lost items. When retrieving a lost item, visitors must provide a precise description beforehand. The water park cannot be held responsible for theft or damage to personal belongings or clothing.
- ☞ In addition to individual changing cabins, family cabins are available in the changing area, with special facilities for the youngest visitors. Additionally, there are cabins adapted for visitors with disabilities.
- ☞ All visitors must ensure that order and public decency are maintained at all times.

Article 6 - Public order, morality and security

- ☞ All visitors must behave modestly and decently, respect public order, and refrain from any inappropriate behavior. No one should feel disturbed by the actions, demeanor, or statements of another visitor.
- ☞ Visitors are required to wear appropriate and non-offensive swimwear in the water park. Visitors must always remain identifiable, meaning their faces must not be covered by anything other than (swimming) goggles.
- ☞ Smoking is strictly prohibited throughout the water parks, both indoors and outdoors. This general smoking ban also applies to electronic cigarettes.
- ☞ For the safety of visitors, the following are strictly prohibited:
 - Entering the park or being present in the park under the influence of alcohol, drugs, or other intoxicating substances.
 - Bringing loud music devices into the water park.
 - Bringing or trading fireworks, weapons, knives, and/or other explosive materials inside the water park.

- Bringing, consuming, or trading drugs or any other intoxicating substances in the park, or attempting to encourage others to use them.
 - Bringing or trading alcohol in the water park.
 - Conducting business or commercial activities within the water park (unless explicitly authorized in writing by Plopsa).
 - Distributing or posting printed materials, flyers, or conducting opinion polls without prior written consent from the water park.
 - Stealing or damaging property belonging to the water park, its staff, or other visitors.
 - Harassing visitors and/or obstructing or disturbing water park staff from performing their duties, including any form of verbal and/or physical aggression towards other visitors and/or staff members.
 - Displaying any form of inappropriate and/or disruptive behavior.
 - Engaging in any form of vandalism or participating in group activities that cause disturbances on the premises of the water park.
 - Holding meetings, giving speeches, conducting propaganda, collecting membership fees, raising money, or distributing, exchanging, or selling items for free within the water park premises without prior written permission.
 - Entering service areas or staff-only zones, even if they are accidentally left open.
 - Using emergency exits unless there is an actual emergency.
 - Using or bringing hand sticks for (mobile) cameras, selfie sticks, or GoPro cameras.
 - Engaging in any dangerous behavior that could endanger oneself or others.
 - Touching or moving rescue equipment without necessity.
 - This list is not exhaustive.
- ☞ The sale, distribution, encouragement, and/or use of drugs and/or alcohol in any form is strictly prohibited. If drug use is suspected, or if a visitor appears to be under the influence, Plopsa may remove the visitor from the park. In Plopsaqua Hannut-Landen and Plopsaqua De Panne, alcohol may only be consumed in designated areas and in moderation.
- ☞ In all of the aforementioned situations, the park manager has the absolute authority to remove the visitor(s) from the park and/or call the police for assistance. An administrative fee of at least €50 per person will be charged. There is no possibility to appeal this decision. Visitors who are denied entry or removed from the water park will not be allowed to re-enter and cannot claim any form of compensation.
- ☞ Visitors are personally responsible for any damage they cause to other visitors, staff, or water park facilities due to carelessness, mistakes, or negligence. Individuals under supervision are under the exclusive responsibility of their supervisors. Plopsa cannot be held liable for damage caused by visitors.

Article 7 - Leaving the water park

- ☞ All visitors must leave the water park no later than the closing time. Failure to do so is considered an offense and will result in an administrative fee of at least €50. Leaving the water park at that point is final for the day, and Plopsa reserves the right to impose a permanent ban on entry.
- ☞ The closing of the water park will be announced at least 15 minutes before closing time.

Article 8 - Access to the attractions/slides/sports pool

- ☞ Visitors must follow the posted instructions at each attraction, including access conditions, safety measures, and practical organization. No objections will be accepted.
- ☞ Plopsa reserves the right to remove visitors and/or their supervisors from the water park if they violate the posted instructions twice on the same day. This may be for a temporary period or permanently, and an administrative fee of at least €50 per person will be charged. No appeal is possible.
- ☞ Certain attractions may have restrictions based on weight, height, or age.
- ☞ On attractions and slides, visitors must behave responsibly and cautiously. Any damages resulting from reckless or unreasonable behavior may lead to further legal action.
- ☞ If an attraction is operated by water park staff, visitors must follow their instructions. Due to weather conditions (wind, rain, thunderstorms, extreme temperatures), certain attractions or pools may be temporarily closed. This also applies to technical interventions or maintenance. The decision to (temporarily) close an attraction is made by Plopsa and is non-negotiable. The park does not provide advance notice of such closures. No partial or full refunds will be granted due to these closures.
- ☞ During less busy days/times, attractions and pools may open later or close earlier. These adjusted times will be indicated at the attraction. No partial or full refunds will be provided for later openings or early closures.
- ☞ Staff members operating the attraction/pools may refuse access to a visitor if they do not comply with the park rules. Specific guidelines apply to visitors with disabilities and their companions, which can be found in the Guide for Visitors with Disabilities, available at the reception.
- ☞ Visitors must follow clearly marked queues and wait their turn. Queue-jumping may result in denied entry to the park.
- ☞ In sports pools, the following rules apply:
 - The 25-meter pool (with greater depth) can only be used by visitors who can prove they are competent swimmers, even under supervision. Only staff members are authorized to assess this.
 - Do not obstruct other swimmers.
 - When swimming laps, keep to the right side of your designated lane.
- ☞ To practice rescue swimming (with clothing), prior permission from Plopsa is required. Only pre-washed, clean clothing is allowed with approval.
- ☞ Private swimming lessons are allowed, provided they do not disturb other visitors. No lanes or sections of the pool may be reserved or closed for this purpose. The instructor must report to the main lifeguard station upon arrival. Swim lesson materials may only be used with lifeguard approval and for their intended purpose.
- ☞ Certain pools or zones may be reserved for specific activities and will not be accessible to other visitors at those times.
- ☞ Groups or socio-cultural organizations wishing to organize lessons for their members in reserved lanes must submit a written request to Plopsa.
- ☞ Entrances, exits, and emergency exits must remain clear at all times.
- ☞ Visitors must exit the attraction after each ride. To ride again, they must re-enter the queue.
- ☞ Attraction/slide queues close at the park's official closing time.
- ☞ The queues for attractions and slides will be closed at the water park's closing time. Standing up on the slides is prohibited, and sliding backward is also not allowed. A safe distance between individuals must always be maintained inside the slide. Departing from the slide when the red light is on is not permitted. No foreign objects are allowed on the slide. Any items that could

damage the slide, such as but not limited to zippers or buttons on swimsuits, watches, jewelry, and so on, must not be worn. Visitors with piercings must either remove them or cover them with tape while using the slide. Visitors with ear stretchers must also cover them with tape during their slide visit. Visitors with piercings and/or stretchers cannot claim compensation from the water park in the event of injuries caused by these items.

- ☞ Once at the bottom of the slide, visitors must immediately leave the designated landing zone.
- ☞ Other visitors are not allowed in this area except to assist children out of the zone, and only if they do not block the slide exit.

- ☞ Blocking the suction grates is strictly forbidden.

Bringing boards or other materials onto the slide is not allowed, except for water park tubes designated for specific slides.

- ☞ The number of visitors in the jacuzzi is limited to the number of available seats, with a maximum of 8 people.

- ☞ Sauna rules:

- Always take a thorough shower before and after using the sauna.
- Swimwear is required; nudity is not allowed.
- Sitting on a personal towel is mandatory.
- The maximum number of users is indicated at the sauna entrance and must be respected.
- Sauna sessions should not exceed 15 minutes. Extended use is at visitors' own risk.
- Visitors must behave in accordance with sauna etiquette, maintaining a calm and respectful atmosphere.
- People with heart conditions, high/low blood pressure, or cerebral issues are advised against using the sauna.
- Children under 18 must be accompanied by an adult.
- The adult companion bears full responsibility for the minor.

Article 9 - Schools/groups

- ☞ Groups can visit the pool. Booking is compulsory. For every 35 visitors, one person from the group must supervise. This supervisor is at least 18 years old and must make himself known at the simple request of the water park.

- ☞ This appointed supervisor should act when he/she notices visitors in distress or when it is brought to his/her attention by other supervising teachers. In school contexts, supervising teachers should co-perform the necessary active supervision. In emergencies, they shall immediately call for the assistance of the lifeguard.

- ☞ School supervisor(s) should be present in the pool for good order and supervision. Schoolchildren or students not swimming take their seats barefoot with the supervising supervisor.

- ☞ In school context, entering and leaving the pool and swimming is done in calmness and under the supervision of the accompanying teacher(s). Damage done by pupils and students will be recovered from the school.

- ☞ Groups receive tokens for lockers upon payment of a €25 deposit by one accompanying person. All tokens must be returned to the box office/display by the accompanying person at the end of the visit. There is a €5 surcharge per missing token.

Article 10 - Hygiene facilities

- ☞ Every visitor, before entering the pool, must use the showers and footbath. It is highly recommended to use the toilets before entering the water park. Visitors may occupy the communal showers for up to 3 minutes, and should wear swimwear while doing so. The use of Each visitor must use the showers and footbath before entering the pool. It is strongly recommended to use the toilets before entering the water park. Swimwear is required in the showers. The use of soap or other cleansing products is only permitted in the showers.
- ☞ There are several clearly marked toilets within the water park. It is forbidden to relieve oneself in areas that are not designated for this purpose.
- ☞ Childcare is mandatory in the designated and clearly indicated areas.
- ☞ Babies and toddlers under the age of 2 are required to wear swim diapers. These swim diapers can be purchased at the Plopsaqua Shop (at the entrance of the water park) and at the food stand. If a baby is not wearing a diaper, access to attractions and pools may be denied.
- ☞ It is prohibited to throw objects into the toilets. Sanitary pads, diapers, wet wipes, and similar items must be disposed of in the designated sanitary trash bins.

Article 11 - Lost property

- ☞ Each visitor is responsible for their own belongings, either by guarding them or storing them in a locker. Found items should always be deposited at the reception at the entrance of the water park.
- ☞ The water park cannot be held responsible for theft, damage, or accidents involving lost items.
- ☞ For Plopsaqua De Panne: Lost item reports can be sent by email to customerservice.paq@plopsa.be; they can also be sent by post to Plopsa, attention Customer Service Plopsaqua De Panne, De Pannelaan 68, 8660 De Panne.
- ☞ For Plopsaqua Hannut-Landen: Lost item reports can be sent by email to customerservice.PAQL@plopsa.be; they can also be sent by post to Plopsa, attention Customer Service Plopsaqua Hannut-Landen, Rue de Landen 187, 4280 Hannut.
- ☞ Recovered items, provided they are accurately described, can be picked up after contacting Customer Service at the Plopsa headquarters in De Panne or at Plopsaqua Hannut-Landen. If desired, they can be returned to the owner via courier, with prior payment of the shipping, packaging, and administration costs.
- ☞ Lost items will be kept for a maximum of one month, but Plopsa has no obligation to store them.

Article 12 - Lost children and/or persons with mental disabilities

- ☞ Parents/guardians should notify the lifeguard station if their children or persons with mental disabilities are lost. The recovered children or persons with mental disabilities will be accommodated at the rescue station until the arrival of the parents/guardians.
- ☞ When the parents/guardians themselves have recovered their lost children or persons with mental disabilities, they should inform the rescue station without delay.

Article 13 - Food & Beverage

- ☞ The assortment of the food stand, as well as the sale prices, are clearly displayed. There is no discussion regarding the prices.

- ☞ An overview of the ingredients used and the composition of the dishes, with regard to allergens, can be requested in writing before the visit via info@plopsa.be. Additionally, more information can always be asked on-site from the department manager.
- ☞ The water park asks visitors to request a receipt when making a purchase at the food stand.
- ☞ Sold meals and/or drinks cannot be exchanged or returned. In case of a complaint about a meal, visitors should immediately report it to the Food & Beverage staff member.
- ☞ The park assigns staff who are responsible for the food stand. Visitors must follow the instructions given by the respective staff member.
- ☞ Anyone found guilty of (attempted) theft will be permanently banned from the water park and immediately escorted out. There will be no recourse regarding this. In addition to the value of the stolen goods, an administrative fee of at least €50 will be charged. Plopsa reserves the right to file a complaint with the officially competent authorities and assert its rights on the stolen goods.

Article 14 - Shops

- ☞ The assortment in the shop, as well as the sale prices, are clearly displayed. There is no discussion and/or recourse regarding the prices.
- ☞ The water park asks visitors to request a receipt when making a purchase at the shop.
- ☞ Sold goods cannot be exchanged or returned, unless the purchased item is defective according to the legal warranty regulations.
- ☞ The park assigns staff responsible for the shop. Visitors must follow the instructions given by the respective staff member.
- ☞ Anyone found guilty of (attempted) theft will be permanently banned from the water park and immediately escorted out. There will be no recourse regarding this. In addition to the value of the stolen goods, an administrative fee of at least €50 will be charged. Plopsa reserves the right to file a complaint with the competent official authorities and assert its rights on the stolen goods.

Article 15 - Fire or accident

- ☞ In the event of fire, accident, evacuation, etc., the instructions of the water park staff or the security services must be strictly followed without discussion.
- ☞ In case of evacuation, re-entry into evacuated buildings/attractions is not allowed without the consent of the person in charge of the water park. All accidents and injuries must be reported immediately to the rescue centre for registration, examination and, if necessary, treatment. Accidents and/or injuries not reported to the emergency services during the visit to the park shall be deemed not to have occurred in the water park.

Article 16 - Money & means of payment

- ☞ Change should be checked immediately at the checkout. No complaints about this will be accepted afterwards.
- ☞ The following currencies are accepted: EURO.
- ☞ €100, €200 and €500 denominations are only accepted at the reception.
- ☞ Other accepted methods of payment in all parks are bank cards, Maestro, Visa, Eurocard-Mastercard and Carte Bleue International. The Sodexo and EdenRed (Ticket Restaurant) Electronic Meal Voucher are also accepted at the catering point in the water park.

- ☞ In some predetermined cases, payment can be made with the 'Plopsa' and/or 'Holly', the internal currency of the water park, or with a voucher. These vouchers will not be taken back, paid out, replaced or extended.
- ☞ Cash withdrawals at the reception desk are limited to a maximum of €200 and only apply to water park visitors who must present a valid and original entry ticket for this purpose.

Article 17 - Processing of personal data

- ☞ For all information regarding the processing of personal data of visitors to the water park, please refer to the privacy statement on the website (<https://www.plopsa.be/nl/privacy-statement>).

Article 18 -Images

- ☞ Both in the water park and in the car park, images are taken by security cameras. The usage rights of this footage belong to the water park, consequently this material can be used by the water park without any restriction and handed over to legal authorities upon request.
- ☞ It is possible that photos will be taken or recordings made (with cameras other than security cameras) during a visit to the water park. In principle, these images will be non-targeted. Only with the consent of the visitor in question will targeted images be taken. For underage visitors, the legal representative must grant this permission.
- ☞ The rights of use of this visual material belong to the water park, consequently this material can be used by the water park without any restriction. For more information regarding the processing of personal data carried out in this context and for the rights visitors may exercise in this regard, please refer to the privacy statement on the water park's website, already referred to in Article 17.
- ☞ Visitors who do not want photos/images of them to be used must expressly indicate this to the reception desk before entering the water park (the day of their visit). Such opposition will have no impact on the images taken by security cameras.

Article 19 - Valuable tips

- ☞ The staff is always open to questions or suggestions.
- ☞ Should one encounter situations that are perceived as odd or inconvenient, the staff are always willing to explain or resolve them.