

Facility Rules and Regulations

Outdoor Swimming Pools

Art. 1 – GENERAL PROVISIONS

These rules and regulations, displayed at the entrance to the facility, govern the use of the premises and its services.

By entering the facility, all visitors acknowledge and unconditionally accept these rules. Visitors also agree to comply with any additional instructions or directions issued by management or staff when necessary.

Art. 2 – OPENING HOURS, ADMISSION TICKETS AND ACCESS

Opening and closing times are displayed on-site.

Admission tickets, passes or any other proof of entry must be retained throughout the entire stay. Visitors unable to provide valid proof of admission when requested will be required to purchase a new full-price daily ticket.

Access Requirements:

Visitors aged 14 and over

- May enter the facility independently.
- A valid original photo ID must be presented upon request.

Visitors under 14 years of age

- May only enter when accompanied by an adult.
- The accompanying adult assumes full responsibility for the minor for the entire duration of the visit.

Visitors may leave and re-enter the facility once per day only, provided they obtain the appropriate re-entry pass from Reception.

Staff reserve the right to carry out admission checks at any time.

Access to the bar area only is permitted for a maximum of 30 minutes, subject to leaving a valid ID at Reception. Stays exceeding this limit will require payment of the standard daily admission fee.

Closure of the Facility

Piscine di Vicenza reserves the right, at its sole discretion and in cases of adverse weather conditions or force majeure, to:

- Suspend ticket sales and prohibit access to the pools without entitlement to any refund;
- Close the facility entirely and require all visitors to leave the premises.

In the event of a full closure, no refund will be provided. However, if the closure occurs within one hour of opening to the public, the admission ticket may be used on another day.



Art. 2 – OPENING HOURS, ADMISSION TICKETS AND ACCESS

Right to Refuse Admission or Remove Visitors

Management and staff reserve the right to refuse entry or remove any person who:

- Behaves in a disruptive, aggressive, dangerous or disrespectful manner;
- Compromises the safety, hygiene, comfort or enjoyment of other visitors;
- Interferes with the normal operation of the facility;
- Appears to be under the influence of alcohol, drugs or otherwise in a condition that may pose a risk to themselves or others.

For health and hygiene reasons, access to the water may also be denied to anyone who:

- Has an infectious disease;
- Has open wounds, skin lesions or similar conditions;
- Wears underwear instead of appropriate swimwear.

Visitors removed from the facility for any of the above reasons will not be entitled to a refund. Management reserves the right to deny future access in the event of repeated misconduct.

Art. 3 – PERSONAL BELONGINGS

Lockers are available free of charge in the changing rooms. Lockers must be secured using a personal padlock or a padlock purchased from the bar.

Visitors are responsible for ensuring that lockers remain properly locked throughout their stay. Lockers are not assigned for personal use and must be emptied and left unlocked when leaving the facility.

At closing time, management is authorised to open any locker that remains locked. Visitors are advised not to bring cash or valuables onto the premises.

Piscine di Vicenza accepts no liability for loss, theft or damage to personal belongings left in lockers, changing rooms or elsewhere within the facility.

Art. 4 – CODE OF CONDUCT

To access the pool area, visitors must use the designated hygiene facilities (including foot baths and similar access points).

Only clean pool footwear may be worn on the pool deck. Access to the water is permitted only when wearing suitable swimwear. Showering before entering the water is strongly recommended.

Children under the age of three and users who are not fully toilet trained must wear approved swim nappies and/or protective swimwear.



Art. 4 – CODE OF CONDUCT

The Following Are Strictly Prohibited

- Bringing animals onto the premises, including those on a leash;
- Swimming in underwear;
- Smoking near the pools;
- Eating in the changing rooms or on the pool deck;
- Bringing diving equipment without prior authorisation;
- Bringing glass objects or hazardous materials into the facility;
- Playing ball games outside designated areas;
- Diving headfirst or performing dangerous dives in water less than 1.40 metres deep;
- Entering the water without a swim cap;
- Breath-hold swimming without authorisation;
- Running on the pool deck;
- Entering the water while wearing prescription glasses or sunglasses without authorisation;
- Remaining in the water during thunderstorms;
- Occupying sunbeds or umbrellas without the required identification tag;
- Moving furniture from its designated location;
- Bringing personal equipment into the facility without authorisation;
- Littering;
- Entering lifeguard or first-aid areas;
- Providing private lessons or coaching, whether paid or unpaid;
- Using speakers or audio devices that may disturb other visitors.

Art. 5 – FINAL PROVISIONS

Specific rules governing slides and inflatable attractions are displayed within their respective areas. All equipment and facilities must be used responsibly and returned to their proper place after use.

Any damage caused to property will be charged to the person responsible. Piscine di Vicenza accepts no liability for injury, loss or damage arising from improper use of the facility or failure to comply with these regulations.

Complaints or feedback should be submitted to Reception or to the Facility Manager. For any matter not specifically covered in these rules, visitors must comply with posted signage and applicable laws and regulations.

Management and staff are authorised to intervene at any time to ensure compliance with these rules, posted notices and any instructions issued for reasons of safety, hygiene, public order or the proper operation of the facility.

Any visitor who fails to comply with these regulations, ignores staff instructions or engages in unsafe, disruptive, offensive or inappropriate behaviour will be required to stop such conduct immediately.

Failure to comply, or any serious or repeated violation, may result in immediate removal from the facility. Removal from the facility due to a breach of these regulations will not entitle the visitor to any refund, whether in full or in part, of admission fees or services purchased for that day.

In the case of season passes or multi-entry passes, management reserves the right to impose appropriate measures, including temporary suspension or permanent exclusion from the facility, where serious or repeated violations occur.