

FACILITY RULES AND REGULATIONS

Flow Climbing Space – Jana Długosza 46

§1 General Information

1. Flow Climbing Space – Jana Długosza 46 (hereinafter: “Flow”) is a recreational and sports facility located in Wrocław at 46 Jana Długosza Street, managed by Wspinaczkowe Flow sp. z o.o., entered into the Register of Entrepreneurs of the National Court Register (KRS) under number 0000970024, NIP: 8992924437, REGON: 52193250700000 (hereinafter: the “Operator”).
 2. These Regulations apply throughout the entire facility, in particular in:
 - the bouldering area,
 - the café,
 - the relaxation zone,
 - back-of-house and sanitary facilities.
 3. Entering Flow and registering in the system constitutes confirmation that the user has read and accepted these Regulations.
 4. The purpose of these Regulations is to ensure safety and order within the facility.
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§2 Opening Hours and Admission

1. Flow is open during the hours published on the website and at the reception desk.
 2. Entry to the facility is free of charge.
 3. Use of the sports infrastructure is permitted only after:
 - registration in the system,
 - purchase of a ticket in accordance with the current price list.
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§3 System Registration and Acceptance of the Regulations

1. Any person using the sports infrastructure is required to register in Flow’s customer service system in advance.
2. Registration includes providing the data necessary to use the facility and confirming that the user has read these Regulations.
3. Registration constitutes:
 - a) a declaration that the user has read the Regulations,
 - b) acceptance of their provisions,
 - c) confirmation of awareness of the risks associated with climbing.

4. In the case of minors, registration must be completed by a parent or legal guardian. Registering a child constitutes submission of the required declarations on their behalf.
 5. Failure to register prevents use of the sports infrastructure.
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§4 Minors

1. Minors under 13 years of age may stay at Flow only under the supervision of a parent or an adult guardian.
 2. Minors over 13 years of age may stay independently only with written consent from a parent/legal guardian.
 3. The parent or guardian bears full responsibility for the minor's conduct.
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§5 Rules for Using the Facility

1. Persons using the sports infrastructure are required to:
 - a) wear appropriate sports clothing,
 - b) use changeable footwear suitable for climbing,
 - c) if they do not have their own climbing shoes – rent footwear available at Flow,
 - d) have no medical contraindications to climbing,
 - e) follow instructions given by Flow staff.
 2. Climbing in everyday shoes, barefoot, or in socks is prohibited.
 3. First-time users are required to inform the reception staff.
 4. The following are strictly prohibited:
 - using the infrastructure under the influence of alcohol or drugs,
 - bringing in and consuming personal alcohol,
 - smoking tobacco or nicotine products,
 - bringing weapons or hazardous materials,
 - standing under a person who is climbing (the climber has right of way),
 - leaving objects on the mats,
 - independently moving climbing holds,
 - climbing with jewelry or items in pockets,
 - consuming food or drinks on the mats,
 - damaging the facility's infrastructure.
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§6 Risk and Liability

1. Climbing is a high-risk sport and may lead to injuries, even when safety rules are followed.

2. Each person uses the facility at their own risk resulting from the nature of this sporting activity.
 3. The Operator does not provide personal accident insurance (NNW). Users may obtain such insurance on their own.
 4. The Operator is liable only for damages resulting from intentional acts or gross negligence.
 5. The Operator is not liable for:
 - accidents resulting from failure to comply with these Regulations,
 - incidents resulting from improper use of the infrastructure,
 - items left unattended.
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§7 Financial Liability

1. Persons who damage Flow's property shall bear financial liability in accordance with the provisions of the Civil Code.
 2. In the event of damage, a report will be prepared and the cost of repair or replacement will be determined.
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§8 Monitoring

1. The Flow facility is monitored by video surveillance.
 2. Monitoring is conducted to ensure the safety of persons on the premises and to protect property.
 3. The data controller for monitoring recordings is Wspinaczkowe Flow sp. z o.o.
 4. Recordings are stored for the period required by applicable law and are then permanently deleted.
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§9 Animals

Persons present at Flow with animals are required to maintain full control over them.

§10 Final Provisions

1. Persons violating these Regulations may be asked to leave the facility without the right to a refund.
2. In matters not regulated herein, generally applicable provisions of law shall apply.
3. The current version of the Regulations is available at the reception desk and on the Flow website.

