

FACILITY REGULATIONS

Flow Climbing Space

§1 General Information

1. Flow Climbing Space (hereinafter: “Flow”) is a recreational and sports facility located in Wrocław at Robotnicza Street, managed by Wspinaczkowe Flow sp. z o.o., registered in the National Court Register (KRS no. 0000970024), NIP: 8992924437, REGON: 52193250700000 (hereinafter: the “Operator”).
 2. These Regulations apply to the entire premises of the facility, including:
 - the bouldering area,
 - the café area,
 - the relaxation zone,
 - sanitary and back-of-house areas.
 3. Entering the Flow premises and completing registration 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 following hours:
 - Monday: 09:00–23:00
 - Tuesday–Thursday: 07:00–23:00
 - Friday–Sunday: 09:00–23:00

2. Entry to the facility is free of charge.
 3. Use of the sports infrastructure is permitted only after:
 - completing registration in the system,
 - purchasing a valid entry ticket in accordance with the current price list.
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§3 Registration and Acceptance of Regulations

1. Every person wishing to use the sports infrastructure must complete prior registration in the customer service system used by Flow.
 2. Registration requires providing the necessary personal data and confirming that the user has read these Regulations.
 3. Completing registration constitutes:
 - a) confirmation that the user has read these Regulations,
 - b) acceptance of their provisions,
 - c) acknowledgement of the risks associated with climbing activities.
 4. In the case of minors, registration must be completed by a parent or legal guardian. Registration of a minor is equivalent to submitting all required declarations on their behalf.
 5. Failure to register prevents access to and use of the sports infrastructure.
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§4 Minors

1. Minors under 13 years of age may remain on the premises only under the supervision of a parent or a legal adult guardian.

2. Minors over 13 years of age may remain on the premises independently only with written consent from a parent or legal guardian.
 3. The parent or guardian assumes full responsibility for the behavior and safety of the minor.
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§5 Rules of Use

1. All users of the sports infrastructure are required to:
 - a) wear appropriate sports clothing,
 - b) use changeable footwear suitable for climbing,
 - c) if not in possession of their own climbing shoes – rent climbing shoes 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 strictly prohibited.
3. First-time visitors must inform the reception staff before using the facility.
4. The following are strictly prohibited:
 - using the facility under the influence of alcohol or drugs,
 - bringing and consuming outside alcohol,
 - smoking tobacco or nicotine products,
 - bringing weapons or hazardous materials,
 - standing or walking underneath a climbing person (the climber always has priority),
 - leaving personal belongings on crash mats,
 - altering or moving climbing holds,
 - climbing while wearing jewelry or carrying objects in pockets,

- consuming food or beverages on crash mats,
 - damaging facility infrastructure.
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§6 Risk and Liability

1. Climbing is a high-risk sport and may result in injuries even when safety rules are followed.
 2. Each user participates in climbing activities at their own risk inherent to the nature of the sport.
 3. The Operator does not provide accident insurance (NNW). Users are responsible for obtaining their own insurance if desired.
 4. The Operator is liable only for damages resulting from intentional misconduct or gross negligence on its part.
 5. The Operator is not liable for:
 - accidents resulting from failure to comply with these Regulations,
 - incidents caused by improper use of the infrastructure,
 - personal belongings left unattended.
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§7 Material Liability

1. Any person who damages property belonging to Flow shall be financially liable in accordance with applicable civil law provisions.
 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 Video Surveillance

1. The Flow premises are monitored by a video surveillance system.
 2. Surveillance is conducted for the purpose of ensuring the safety of persons and protecting property.
 3. The administrator of surveillance data is Wspinaczkowe Flow sp. z o.o.
 4. Recordings are stored for a period consistent with applicable legal regulations and are permanently deleted thereafter.
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§9 Animals

Persons entering the premises with animals are required to maintain full control over them at all times.

§10 Final Provisions

1. Persons violating these Regulations may be asked to leave the premises without the right to a refund.
2. Matters not regulated herein shall be governed by generally applicable law.
3. The current version of these Regulations is available at the reception desk and on the Flow website.