



# INTERNAL REGULATIONS | 2026/2027

## CLUBE FLUVIAL PORTUENSE



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### 1. GENERAL PROVISIONS

- 1.1. These regulations govern users' access to the swimming pools of the Clube Fluvial Portuense (CFP) sports complex and the use of its facilities and equipment for physical and sporting activities, as well as the provision of services related to such activities.
- 1.2. CFP swimming pools operate throughout the year during previously established periods. Opening hours may be changed by decision of the Board of Directors of Clube Fluvial Portuense.
- 1.3. CFP reserves the right to review, accept, or refuse any application for registration, re-registration, or renewal of membership/user status.

### 2. ACCESS TO AND USE OF THE FACILITIES

- 2.1. **Minimum Age:** Free use of the swimming pools by users under 18 years old is only permitted when accompanied by an adult. Fluvial athletes aged between 12 and 17 may attend the pool without adult supervision provided they have written parental authorization.
- 2.2. **Opening Hours:** Facility opening hours are displayed in a visible location and may be changed at any time by the club's management. Users must leave the water 30 minutes before closing time. Should operating hours change, CFP undertakes to provide advance notice whenever possible by posting information in a visible location within the facilities. Access to the changing rooms is permitted up to 30 minutes before the required water exit time.
- 2.3. **Regulations:** Users must use CFP facilities, equipment, and materials in accordance with these Internal Regulations and any rules displayed on the premises. Users are responsible for regularly consulting such information to stay informed of any changes.
- 2.4. **Access Card:** To enable access to CFP facilities, a personal and non-transferable access card will be issued for the exclusive use of the user. The card must be presented at the entrance turnstiles before each use. Failure to present the membership card will result in a penalty of €0.50 for each manual entry/exit recorded in the computer system.
- 2.5. **Restrictions on Use:**
  - a) Use of part or all of the facilities may be restricted for occasional activities (maintenance works, repairs, competitions, seminars, cultural or sporting events, etc.). CFP undertakes, whenever possible, to notify users in advance by displaying information in a visible location. Such restrictions do not entitle users to any reduction in fees or compensation.
  - b) In the event of sanitary incidents affecting the pool water and requiring the closure of one or more pools for treatment and cleaning, restrictions may apply to free swimming sessions, classes, and/or training.
  - c) User access to facilities and activities may be suspended if maximum capacity is reached. The maximum number of users per lane during free swimming sessions is: 12 users in the 25m pool; 12 user in the 33m pool and 16 users in the 50m pool.
  - d) **Scheduled Closures (subject to change) - 6 November (afternoon only), 7 and 8 November; 25 December; 1 January; Easter Sunday; 24 June; 16-31 August (annual maintenance period).**
  - e) **Special Opening Hours – 24 and 31 December: closes at 1:00 p.m. (no classes); 26 December to 2 January: classes remain scheduled but regular lessons will be replaced by supervised recreational activities and usual groups/spaces may be modified; Carnival Tuesday: no classes; pool closes at 8:00 pm; 22-29 March: classes remain scheduled but regular lessons will be replaced by supervised recreational activities and usual groups/spaces may be modified; Easter Saturday: open from 8:00 am to 8:00 pm (no classes); 23 June: if it falls between Monday and Saturday the pool closes at 6:30 pm and classes are held (provisional); Summer Schedule (August): Monday to Friday (7:00 am to 8:00 pm); Saturday (8:00 am to 8:00 pm); Sunday (09:00 to 1:30 pm).**
  - f) **Special Events – Aquatic School Christmas Festival (12 December); Summer Festival (22 May). On these dates, free swimming and/or training schedules may be restricted and classes will not take place.**
  - g) No classes are held on public holidays.
- 2.6. **Loss, Damage, Theft of Property and Personal Accidents:** CFP is not responsible for the loss, damage, misplacement, or theft of personal belongings within the facilities, nor for personal accidents resulting from negligence or inappropriate conduct.
- 2.7. **Additional Services:**

- a) Towels – O Clube Fluvial Portuense does not provide towels.
- b) Lockers – Lockers are available as part of membership benefits (limited quantity and subject to availability). CFP does not assume custody of items placed in lockers and accepts no liability, to the extent permitted by law, for loss, theft, or robbery. Users wishing to use lockers must bring their own padlock.
- c) Personal belongings may not be left in lockers overnight. For hygiene and safety reasons, Fluvial reserves the right to cut locks and open lockers if this rule is not respected.

**2.8. Classes: Students may only attend classes in the schedules and groups for which they are registered. Make-up classes are not allowed.**

### **3. USER RIGHTS**

- 3.1. Access to Facilities: Users are entitled to access the facilities, services, and activities available at any given time for which they are registered and have paid the applicable fee.
- 3.2. To require the club to comply with all applicable legislation.
- 3.3. To obtain a copy of the Internal Regulations or Privacy Policy upon request.
- 3.4. Information regarding the temperature of each pool will be displayed daily in a visible area near the turnstile providing access to the general changing rooms. (Water temperature may fluctuate, particularly during colder months when outdoor nighttime temperatures drop significantly. Shower water pressure may also vary, especially during peak usage periods).

### **4. USER OBLIGATIONS**

- 4.1. Provision of Information upon Registration: Users must provide complete personal information at the time of registration and undertake to update such information immediately through reception whenever changes occur, in accordance with the General Data Protection Regulation (GDPR).
- 4.2. Physical Activity and Sports Law: Pursuant to Law No. 5/2007 of 16 January, users must ensure that they have no medical contraindications to the physical activities they intend to undertake at CFP and assume responsibility for any failure to comply with this obligation.
- 4.3. Compliance with Regulations: Users must be familiar with and comply at all times with the rules governing the operation and use of CFP facilities.
- 4.4. General Duty of Civility: Users must behave courteously and respectfully towards CFP staff and other users.
- 4.5. Payments: Users must pay membership fees punctually according to the current pricing schedule and the activities/services selected.
- 4.6. Commercial Use: Users must not use CFP facilities and/or equipment for profit-making purposes unless previously authorized by the club's management. Instruction in aquatic activities is exclusively reserved for duly identified club instructors, except where specifically authorized by management.
- 4.7. Access Card: Users may not lend or transfer their membership/access card to third parties, regardless of whether those parties are members of Clube Fluvial Portuense.
  - a) Failure to use the physical or digital card will result in a charge of €0.50 per manual entry and/or exit.
- 4.8. Lost Access Card: Loss of a membership/user card requires the issuance of a replacement card, with the cost charged to the member according to the current pricing schedule.
  - a) The cost of a replacement card is €5.
- 4.9. Conditions of Use:
  - a) Assessment/Level Test: Users enrolling for the first time in Aquatic School learning-level classes must complete an assessment to determine their level. Returning users will be assigned to groups according to the level recorded at registration.
  - b) For Babies 1 and Babies 2 classes, parental participation in the water is mandatory (one adult per child).
  - c) **Access to changing rooms is only permitted during the time allowed by the access card, namely from 15 minutes before the class starts until 30 minutes after it ends.**
  - d) Parents or guardians may accompany students into the changing rooms only if the child is eight (8) years old or younger (one adult per child). Accompanying adults must also comply with facility rules. Parents/guardians of children over eight years old must accompany them only to the turnstiles and collect them there after class.
  - e) There are no mixed or children's changing rooms. Children accompanied by an adult will use the changing room corresponding to the accompanying adult's gender.

- f) Access to sports areas is restricted to appropriately equipped users. For swimming pools, **wearing a swim cap is mandatory, as is showering before entering the pool deck** and wearing flip-flops from the changing rooms to the barefoot zone.
  - g) **Backpacks are not allowed on the pool deck.** Backpacks, clothing, and personal belongings must be stored in the lockers provided.
  - h) All users must comply with facility rules.
  - i) Aquatic School students must wear the club swim cap provided at the beginning of the season. If lost, a replacement must be purchased at the user's expense. If a student progresses to another level during the same season, they must purchase the corresponding level swim cap. The club provides one swim cap per student per sports season.
  - j) Whenever appropriate, during periods of lower attendance, instructors may merge classes of the same level while maintaining the appropriate student-to-teacher ratio.
  - k) Eating, consuming alcoholic beverages, and smoking are prohibited in all sports practice areas.
  - l) The use of creams, oils, or any product that may damage equipment or affect water quality is prohibited.
  - m) The use of dumbbells or similar equipment in the water is prohibited.
  - n) Wetsuits are not permitted.
  - o) The use of fins and hand paddles is permitted only if it does not inconvenience other users. Lifeguards may prohibit their use if necessary. Any equipment brought by users must be clean and in good condition.
  - p) Shaving or hair removal is prohibited within the facilities, including showers and washbasins.
  - q) Animals are not allowed inside the facilities or changing rooms, except for assistance dogs.
  - r) Filming or photography is prohibited unless previously authorized.
  - s) Objects that may injure others, such as rings, bracelets, watches, earrings, etc., may not be worn in the water.
  - t) Deliberately splashing water outside the pool, running, or diving/jumping into the water is prohibited.
  - u) Entry to classes is not permitted before the responsible instructor is present.
  - v) Users must take care of and properly store all equipment and materials used.
  - w) Sunbathing on the pool deck is prohibited.
  - x) One of the lifeguard's responsibilities is to ensure the well-being and safety of all pool users. Their authority on the pool deck must always be respected.
  - y) Water temperature may fluctuate, particularly during colder months when nighttime outdoor temperatures drop significantly. The temperature of each pool is displayed daily in a visible area near the changing-room access turnstile. Shower water pressure may vary during peak usage periods.
- 4.10. Contribute to a respectful and inclusive social environment based on equality among all users.
- 4.11. Support the proper operation of the club and comply with management directives.
- 4.12. **Damages:** Any loss of or damage to facilities or equipment resulting from improper or unauthorized use must be paid for immediately at reception by the responsible party or parties.

## 5. PAYMENT

- 5.1. **Registration/Renewal:** Registration requires presentation of a Citizen Card or Identity Card and Tax Identification Number. Registration takes place on dates established by CFP and requires payment of the applicable fee. Registration/renewal fees are valid for the corresponding sports season, from the date of registration until the end of July, provided monthly payments remain up to date. **Membership implies a minimum commitment of three months. For Member membership, fees for the first three months are charged upon registration. For GOLD or VIP memberships, fees for the first two months are charged upon registration.**
- 5.2. **Free Swimming Sessions:** Free swimming entries must be used within the month to which they apply and may not be carried over to the following month.
- 5.3. **Re-registration:** If a user stops attending CFP activities and later wishes to return, they must either settle any outstanding fees or complete a new registration.
- 5.4. **Monthly Fees:** Regardless of actual use of facilities, equipment, or services, members must pay the fees applicable to their selected activities according to the current pricing schedule.
- a) Renewal in the Aquatic School requires payment of the renewal fee and the first month's attendance fee. Any outstanding monthly fees will also be charged at renewal.

- b) Aquatic School members are entitled to four free swimming sessions per month.
  - c) When purchasing a second membership, a 50% discount applies to the lower-priced membership (GOLD – €17.50; VIP – €27.50).
  - d) Payment for July classes is split into two installments: 50% with the second monthly payment and the remaining 50% with the third monthly payment. **Full payment for July is mandatory regardless of attendance. No exceptions will be granted.** In July parents/guardians may choose either regular classes throughout the month OR one week of Intensive Courses in July. Users wishing to attend Intensive Courses must notify the club by email by 25 June 2027.
  - e) Attendance in July classes implies continued participation throughout the sports season from the date of registration.
  - f) Monthly fees are non-refundable in case of withdrawal.**
  - g) Monthly payments must be made by the 8th day of each month.
  - h) Payments received after the 8th are subject to a €2.50 late-payment penalty.**
- 5.5. Medical Leave:** Users may retain their place in a class for a consecutive period of 30 days while absent, provided they submit a medical certificate within the first five days of its validity demonstrating incapacity. **Payment of the Member membership fee remains required.**
- 5.6. Class Vacancies:** If membership fees remain unpaid for one month, the student loses their place in the class and will subsequently be subject to availability when payments are regularized.
- 5.7. Alterações:** Changes to classes, schedules, or membership fees may only be made between the 1st and 8th of each month.
- 5.8. PT / PT Duo Packs:** Personal Training packs are personal, non-transferable, and valid for three months.
- 5.9. Direct Debit Payments:**
- a) If the debit cannot be completed due to insufficient funds or refusal of the transaction, a €2.50 penalty will be added to the following month's fee.
  - b) Members/users wishing to cancel Direct Debit must notify the club in writing (email or letter).
- 5.10. Current Price List:**

| SEPTEMBER<br>2026 TO<br>JULHO 2027 | AQUATIC SCHOOL                                                          |            |            |              |              |                    |          | SWIMMING SESSIONS<br>(without teacher) (*) |          |
|------------------------------------|-------------------------------------------------------------------------|------------|------------|--------------|--------------|--------------------|----------|--------------------------------------------|----------|
|                                    | SWIMMING (BABIES, CHILDREN AND ADULTS)<br>AQUAFITNESS   PRIVATE LESSONS |            |            |              |              |                    |          |                                            |          |
|                                    | 1x<br>WEEK                                                              | 2x<br>WEEK | 3x<br>WEEK | 4x<br>WEEK   | 5x<br>WEEK   | PRIVATE<br>LESSONS | PL DUO   |                                            |          |
| MEMBER                             | 37,50 €                                                                 | 47,50 €    | 55,00 €    | 65,00 €      | 80,00 €      | a) 300 €           | d) 385 € | 5,00 € b)                                  | 50 € c)  |
| NON MEMBER                         | 48,50 €                                                                 | 60,00 €    | 72,50 €    | Indisponível | Indisponível | a) 420 €           | d) 600 € | 10,00 € b)                                 | 100 € c) |

(\*) **NOTE:** MINORS UNDER THE AGE OF 18 MAY ONLY USE THE SWIMMING POOL WHEN ACCOMPANIED BY AN ADULT. FLUVIAL ATHLETES AGED BETWEEN 12 AND 17 MAY ATTEND THE POOL PROVIDED THEY PRESENT A WRITTEN AUTHORIZATION SIGNED BY THEIR PARENT OR LEGAL GUARDIAN, TOGETHER WITH A COPY OF THE PARENT'S/GUARDIAN'S ID CARD OR CITIZEN CARD.  
a) Pack of 10 individual lessons. Packs are personal and non-transferable. Pack expiration date: 3 months. | b) Single entrance valid for a maximum period of 120 minutes. | c) Pack of 10 individual entrances for a maximum period of 120 minutes with one extra entrance (offer). Expiration date: 3 months. | d) Pack of 10 individual lessons for two people simultaneously. Packs are personal and non-transferable. Pack expiration date: 3 months

|                                                    |                                                                                |                                        |
|----------------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------|
| CHOOSING NA AQUATIC FEE IMPLIES:                   |                                                                                |                                        |
| ENROLLMENT<br>(new members)                        | Payment of Enrollment Fee<br>(Membership Fee, Accident Insurance, Member Card) | 40 €                                   |
|                                                    | First Monthly Payment                                                          | Valor correspondente à quota escolhida |
| RENEWAL<br>(for students from the previous season) | Payment                                                                        | 25,00 €                                |
|                                                    | Pagamento of September Monthly Fee                                             | Valor correspondente à quota escolhida |

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JULY - AQUATIC SCHOOL | The monthly fee for July is charged in two parts: half upon payment of 2nd monthly fee and the other half upon payment of the 3rd monthly fee.<br><b>Payment of July is mandatory regardless of the frequency of classes. There will be no exceptions to this rule.</b><br>Parents can choose to attend classes throughout the month OR 1 week of Intensive Course in July. This Information must be transmitted by 25/06/2027. |
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|                                     |                          |                                                                                                     |
|-------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------|
| TERMS OF MEMBERSHIP FOR NEW MEMBERS |                          |                                                                                                     |
| ENROLLMENT                          | Fee, card, insurance (*) | 40€   (*) Consulte the insurance conditions at <a href="#">www.fluvial.pt</a> in the tab 'Serviços' |

|                                    |             |                         |                                                                                                                                                         |
|------------------------------------|-------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| RECREATIONAL<br>SWIMMING (MEMBERS) | MONTHLY FEE | VIP (from 12 years old) | 45€   Daily entrances with the right to bring children up to 12 years old (as long as they are members) free of charge. PAYMENT OF TWO (2) MONTHS FEES. |
|                                    |             | GOLD                    | 35€   12 entrances per month (3x/week). PAYMENT OF TWO (2) MONTHS FEES.                                                                                 |
|                                    |             | SILVER                  | 27,50€   8 entrances per month (3x/week). PAYMENT OF TWO (2) MONTHS FEES.                                                                               |
|                                    |             | KID (until 4 years old) | —€   Only pays the enrollment and can come to the pool with the parents, if they are members.                                                           |
|                                    |             | SENIOR (+ 65 years old) | 27,50€   Recreational swimming from 7H to 19H and weekends. PAYMENT OF TWO (2) MONTHS FEES.                                                             |
|                                    |             | MEMBER                  | 7€   Does not entitle to use the pool. For that you must pay this fee + swimming session. PAYMENT OF THREE (3) MONTHS FEES.                             |

**FAMILY DISCOUNTS**

From 3 direct family members - parents/children - (inclusive), belonging to the same household, a 50% discount is applied on the monthly fee(s) (the lowest value).  
At the ENROLLMENT, if 3 or more direct family members register simultaneously, they only pay 50% of the total amount of the enrollment fees. If the registrations are not simultaneous the discount is not applied.

**IMPORTANT**

- 1) The member must remain at least three months with the same fee.
- 2) Family discounts are valid only for payments of fees settled simultaneously.
- 3) These discounts are valid for the aquatic school, recreational swimming and competition, except for the member fee.
- 4) Member fees are not counted for the purposes of family discounts.
- 5) Membership implies staying in the club for a minimum period of 3 months.

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| DATES AND DEADLINES FOR THE AQUATIC SCHOOL SPORTS SEASON                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| RENEWALS (same class/schedule/day): 1 JULY // RENEWALS (students already enrolled): 8 JULY // NEW MEMBERSHIPS: 15 JULY                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| START OF ACTIVITIES/CLASSES: 01 SEPTEMBER // FPN DIPLOMAS DELIVERY: 17 OCTOBER // CHRISTMAS FESTIVAL: 12 DECEMBER // SUMMER FESTIVAL: 22 MAY |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| EVALUATION PERIODS: 1st semester - JANUARY // 2nd semester (finals) - from 30 MAY                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CLASSES WILL BE CANCELLED ON THE FESTIVALS SCHEDULES/DAYS                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CLOSING PERIODS:                                                                                                                             | 6 (afternoon), 7 e 8 NOVEMBER (provisional)<br>25 DECEMBER / 01 JANUARY<br>EASTER Sunday<br>24 JUNE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| SUMMER SCHEDULE:                                                                                                                             | 16 to 31 AUGUST for anual maintenance work (prevision)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| SPECIAL SCHEDULES:                                                                                                                           | in AUGUST, from Monday to Friday, the pool opens at 7am and closes at 8 pm (Saturday and Sunday usual schedule)<br>24 and 31 DECEMBER - closing at 1 pm but NO CLASSES<br>28 DEC to 02 JAN - class schedule assured but class will be replaced by recreational activities guided by a teacher<br>22 to 29 MARCH - class schedule assured but class will be replaced by recreational activities guided by a teacher<br>CARNIVAL Tuesday - NO CLASSES and the pool closes at 8pm<br>EASTER Saturday - 8 am to 8 pm but NO CLASSES<br>23 JUNE - if it's a day from Monday to Saturday the pool closes at 6.30 pm WITH CLASSES (provisional) |
| INTENSIVE COURSES: CARNIVAL 8 a 12 FEBRUARY // EASTER 22 MARCH to 02 APRIL // SUMMER 28 JUNE at 06 AUGUST                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## 6. BENEFITS, PROMOTIONS AND DISCOUNTS

6.1. Benefits, promotions, and discounts are subject to confirmation of eligibility and availability.

6.2. Clube Fluvial Portuense reserves the right to cancel and/or modify benefits, promotions, and discounts at any time in accordance with its commercial policy.

## 7. FINAL PROVISIONS

7.1. Failure to comply with these regulations, as well as the practice of harmful or inappropriate acts, may result in a warning and revocation of access to the facilities.

7.2. Exceptional cases shall be assessed initially by the technical and/or pedagogical management and subsequently by the Board of Directors of Clube Fluvial Portuense.

7.3. Matters not covered by these regulations shall be reviewed and resolved by CFP management.

7.4. CFP may amend these regulations whenever deemed appropriate and undertakes to publish any changes in a visible location accessible to members.

7.5. These regulations come into effect on 1 July 2026.

Approved by the Board of Directors of Clube Fluvial Portuense

Porto, 31st August 2026