

SPA & WELLNESS CLUB SOTOGRADE

Anexx to the SPA internal rules

RULES OF ETIQUETTE

Access to the facilities is by using your membership bracelet and presenting it at the Spa reception on arrival.

So that our clients can enjoy the spa with their families, we have set up opening hours for children from 10:00 in the morning to 13:00 in the afternoon. Outside these hours, access will be for adults from 16 years of age. For safety reasons, access for children under 5 years of age is forbidden. Access to the sauna and Turkish bath is restricted to children under 16 years of age. Children are under the full responsibility of their parents or those always accompanying them.

It is forbidden to run, jump, shout, use balls or play games inside the Spa, so that everyone can enjoy a space of serenity and tranquillity.

For everyone's comfort, we ask you not to be naked in the sauna or Turkish bath. Guests are also asked to shower before and after entering the sauna and Turkish bath.

It is strictly forbidden to bring drinks and/or food into the Spa.

We would like to remind our kind clientele that the Spa closes its doors at 20:00 at night.

It is strictly forbidden to have any treatment on the premises, such as exfoliation, hair dyeing, waxing, nail clipping, etc.

We ask you to respect the Spa staff at all times.

All benefits included in the membership; treatments, personal trainings, passes, etc. must be consumed during the period of validity of the membership, otherwise you will lose your right to use them.

The management is not responsible for your belongings inside the lockers and/or inside the Spa.

In case of loss or damage of your membership bracelet, the renewal will incur an additional cost of 20 €.

It is the responsibility of the Spa team to monitor compliance with these rules, and members are obliged to comply with the indications and instructions they are given. The Spa staff will inform the Manager, for the appropriate purposes, of any infringements observed, with identification of the perpetrators.

In the event of non-compliance with the rules, the management has the right to deny access to the facilities or cancel the membership without refunding the amount paid and remaining.