

## TERMS - PRIVATE SPA WELLNESS

**These rules are intended to serve to comply with applicable regulations, protect the health and safety of visitors and must be strictly observed by visitors. The visitor rules are subject to the General Terms and Conditions of HOTEL BERG s.r.o., which every visitor is obliged to familiarize themselves with before entering the SPA WELLNESS and to follow them afterwards. By purchasing a ticket or stay, every visitor submits to the provisions of these visitor regulations, is obliged to comply with its provisions and to follow the instructions of HOTEL BERG employees.**

### Article I. Entry to SPA WELLNESS

- Before entering the SPA WELLNESS premises, every visitor is obliged to comply with the provisions of these Visitor Regulations, heed all other instructions and information related to the visit and heed the instructions of the employees. Pets are not allowed in the SPA WELLNESS. The movement of persons to the SPA WELLNESS in the public part of the hotel is subject to the use of a bathrobe.
- Entry to the saunas during sauna opening hours is only permitted with a valid entry (hotel client, paying client) with a towel, bathrobe, bed sheet and bathing suit in case of using the pool. Entry allowed from 15 years.
- Entry to the SPA WELLNESS area is only permitted with valid entry (hotel client, paying client).
- For hygiene reasons, only allowed in a bathrobe, swimwear and a towel. Movement in the hotel premises to and from the wellness only in a bathrobe and slippers.
- Children under the age of 3 are not allowed to enter the swimming pool, hot tub and sauna, even when accompanied and under constant supervision by an adult.
- Children from 3 to 15 years of age are allowed access to the pool and sauna only with the accompaniment and constant control of an adult, who is obliged to supervise the child in accordance with the child's level of development, the child's swimming skills and control the child's actions. The escort is responsible for the child throughout the stay, ensuring that the child does not disturb other visitors with loud speeches and obeys the commands, pictograms and limited entry time.
- A non-swimmer must be equipped with a swimming aid (swimming ring, swimming sleeves, life jacket or belt) in order to ensure the protection of his health and safety. Protective equipment must not endanger other visitors.
- Follow the instructions for using the Kneipp bath. To use the Solar meadow, follow the instructions, the launch can be activated after paying at the reception according to the valid price list.
- Visitors are obliged to observe the so-called prohibition pictograms (no jumping, etc.) and safety instructions and prohibition tables.



- In order to ensure their safety and health, persons who hold a ZTP/P card are allowed to enter the pool and sauna only under the constant supervision of an accompanying adult.
- People confined to wheelchairs are not allowed to enter, entry and access to the premises is not barrier-free. Persons using French canes, splints, prostheses, orthoses or other hygienically objectionable items are allowed to enter only after storing this item outside the SPA area.
- It is allowed to wear swimwear without accessories made of metal or similarly hard materials.
- It is not allowed to enter the swimming pool and saunas with sharp or breakable objects and also with objects that can come loose from the body or swimwear, especially hair accessories, clips, metal ornaments, etc.
- Swimwear is not allowed in the saunas. Take it off before entering. When taking a sauna, put a sheet under your body and legs, which is a condition for entering the saunas.
- When the pool and saunas are fully occupied, the entrance will be closed, which will be opened again when the capacity is released.
- The operator reserves the right to limit the use of or close some operations of the swimming pool, hot tubs and saunas for necessary maintenance and for off-season operation and also for objective reasons (e.g. full capacity, emergency situation, rental of a certain part, etc.) without the right to a refund of the entrance fee.
- Persons who are drunk, under the influence of drugs or under the influence of drugs are prohibited from entering the pool and sauna areas. Entry is also prohibited to persons suffering from an acute illness (cough, fever, conjunctivitis, malaise, inflammation of the upper respiratory tract, skin diseases, rashes, diseases accompanied by discharge, persons in quarantine due to infection, family members or household members, in which a communicable disease has occurred and the patient is not isolated and also to persons suffering from a contagious disease). Entry may also be denied to persons whose presence could demonstrably have a disruptive effect on the order, safety and cleanliness of the swimming pool and saunas.
- A visitor who, despite a warning, does not comply with the provisions of these visitor regulations or does not obey the instructions of the employees may be expelled from the swimming pool and sauna facility without the right to a refund of the entrance fee.

## **Article II. Rights and obligations of visitors**

- Every visitor is obliged to observe the principles of good behavior, personal hygiene, maintain the cleanliness of all places and facilities, and take care of their own and other visitors' safety during their actions.
- A hotel safe is available at the reception for visitors (other than hotel guests) to keep money and valuables. The operator is not responsible for valuables left outside the safe.
- Before entering the SPA WELLNESS, WELLNESS THERAPY and changing rooms for the public, the visitor is obliged to leave his shoes in the designated place, further entry is only allowed without shoes.
- The changing cabin in the dressing room is only used for undressing and dressing guests who do not have access to the room. Wardrobes are available to visitors to store their clothes, which visitors are required to lock properly. In case of loss of the



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locking card, the contents of the locker will only be released to the visitor after it has been established that the things in the locker really belong to him.

- Before entering the pool and sauna, every visitor is obliged to shower properly with water and soap or other detergent, without swimwear and only in the areas designated for this purpose. Washing is prohibited outside the shower areas.
- Visitors are obliged to save the equipment of the area. They are obliged to compensate for damages or losses caused by their fault on the property of the operator as well as on the property of other persons.
- The finder is obliged to hand over objects found in the area to the reception, where they will be entered in the book of finds.
- Visitors can make requests and complaints regarding the operation or employees of the area at the reception.
- The visitor must leave the pool and sauna area by the end of opening hours at the latest.

### **Article III. Liability for loss of borrowed items**

Every non-accommodated visitor will receive at the reception after paying the entrance and refundable deposits for the entry and locking medium - a card or a chip bracelet from the locker. When leaving, the visitor is obliged to return the borrowed entry chip and locker key. Every visitor is personally responsible for the possible loss of the chip and is obliged to pay the operator the amount according to the price list. If the visitor loses the chip, he/she asks the reception staff to release the contents of the locker. In the event that the visitor cannot prove himself with an identity card, the contents of the locker will only be released to him after presenting an identity card or with the assistance of the Police of the Czech Republic.

The visitor has the possibility to borrow clothes suitable for visiting the saunas for a fee according to the valid price list. At the end of the visit, the visitor is obliged to return the borrowed clothes. Every visitor is personally responsible for possible loss of laundry and is obliged to pay the operator the amount according to the tariff of HOTEL BERG.

### **Article IV. Prohibited activities in SPA WELLNESS**

- Strict ban on smoking tobacco products in all areas of the pool and saunas. Smoking of tobacco products is only possible in outdoor places that are reserved and marked for this purpose.
- Prohibition on the use of chewing gum, consumption of food and brought drinks in the WELLNESS SPA and WELLNESS THERAPY area (does not apply to the drinking program and the offer of drinks for these areas served exclusively in disposable plastic or ecologically treated plates. Prohibition of bringing in your own food and drinks, bringing in handkerchiefs, paper tissues or napkins into the water.
- Prohibition of bringing in alcohol and any form of glass products and packaging.
- Prohibition of behavior that could threaten safety and order or disturb the peace of other visitors, jumping into the water, diving with each other, knocking and throwing other people into the water, running, making noise that restricts relaxing clients. Prohibition of entry with domestic animals, pollution of water and other spaces by spitting, littering, etc., unauthorized use of rescue equipment and first aid items.
- It is forbidden to bring fins, balloons, tennis balls, etc. into the pool.
- Prohibition of moving chairs, tables and sunbeds to outdoor areas and areas outside the SPA.



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- Prohibition of playing musical instruments, sound players, mobile phones and using cameras, cameras, mobile phones and other devices to photograph and film strangers without their consent.
- Prohibition of entering areas designated only for staff or areas designated exclusively for the opposite sex.

#### **Article V. Limitations**

Balls, inflatable beds, fins, diving tubes are not allowed. Swimming goggles are used only at your own risk. Operation of movement and ball games is not possible. Swimming aids such as sleeves, rings, etc. are allowed for non-swimmers. The Whirlpool is designed for a maximum of 4 people.

#### **Article VI. Expulsion of persons from PRIVATE SPA WELLNESS**

Any visitor who, despite being warned, does not comply with the provisions of these visitor regulations or disobeys the instructions of the responsible staff, gets drunk, or behaves in another undignified manner will be expelled from the SPA WELLNESS without the right to a refund of the entrance fee. If in such cases the visitor does not leave the premises when asked to do so, the responsible employee can request action directly from the Municipal Police and the Police of the Czech Republic.

#### **Article VII. Payment of any damages and penalties**

In the event that the operator incurs any damage due to non-compliance with these visitor rules, the visitor is obliged to pay this damage in full.

#### **Article VIII. Operating hours Private Spa Wellness**

- Private SPA WELLNESS entry from 3 years old and minors accompanied by a responsible representative, and only for adaptable children to keep calm 9:00 - 16:30
- We only allow one sauna at a time, from 16:30 - 18:30, entry possible from 15 years
- Infrared sauna 9:00-19:00
- Restricted entry for those staying for hygiene reasons to the number of persons and duration of stay reserved. At full occupancy, the stay will be limited to 3 hours per day.
- Entry for guests and non-guests only by reservation.
- Private rental from 19:15 according to the valid price list and pre-confirmed reservation.
- Entry for non-accommodated guests from 9:00 a.m. to 7:00 p.m. without the possibility of reservation and only according to current availability.
- Pool bar 16:00 - 18:30
- Regular closing Sunday from 4:00 p.m. to Monday until 2:00 p.m.
- The installation of individual parts of the SPA for operational and maintenance reasons is reserved and cannot be claimed.

**We are a relaxing SPA, not a water park, maintain a calm and peaceful atmosphere for yourself and other guests.**

In Staré Splayy on 1 April 2023 for HOTEL BERG s.r.o.

Company manager: Tomáš Čermák



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