



Rules

To allow all the guests an excellent service and to advise them out to best use the services and comforts provided, the staff is always at your disposal for all the information on the proper use of the equipment and the benefits of treatments designed specifically for you.

- *It is recommended to have an appropriate and respectful behavior encouraging the full relaxation of all the Guests.*
- *In order to improve relaxation and for the respect of common spaces it is forbidden to use mobile phones and other electronic devices.*
- *It is forbidden to smoke, bring food or drink inside the Spa.*
- *The use of the swimsuit is mandatory, except in the Sauna and the Steam Bath.*
- *Inside the Sauna and the Steam Bath do not use the swimsuit but the special disposable briefs in paper. The wet climate favors the transmission of bacteria; moreover, the synthetic material exposed to high temperatures gives off toxic substances.*
- *The use of the swim cap is mandatory during the whole route.*
- *It is mandatory to go through the antifungal jet and to have the courtesy shower before starting the route.*
- *Enter the Kneipp treatment program (MY RIVER) without slippers.*
- *Enter the Finnish Sauna without slippers and it is mandatory to sit on the towel, no part of the body must touch the wooden slats.*
- *Do not occupy seats in the Relax Area with towel and bathrobe if one is not present.*
- *Our staff is authorized to free the seats to accommodate other guests present.*
- *The staff reserves the right to limit the entrances to ensure their guests have a better stay and great service.*
- *Guests younger than 18 can use the services (in the established manners) only if accompanied by an adult, who assumes the full responsibility and ensures compliance with these rules.*
- *Infants must use the special water diaper.*
- *The Kit provided by My Wellness Spa is mandatory and it has to be given back to the Reception after routes, otherwise you will be charged by € 40.00.*
- *We ask our Guests to respect the agreed appointment times.*
- *To arrive delayed to an appointment will result for the guest in a reduction in the time to not to inconvenience other guests.*
- *Any cancellations must be notified with an advance of at least 12 hours, otherwise the required treatment is charged.*
- *To enter the spa is mandatory to fill and sign a form to inform operators of the spa about any health problems, allergies or if you are pregnant.*
- *It is advisable to **BOOK in advance** your treatments in order to have availability.*

We trust in your understanding and we wish you a Merry Relax!