



## **INGLESE**

### **Integration and changes to the internal regulation for the prevention of Covid-19 infection valid from 25/09/2020**

#### ***A. General aspects***

- Regulation is binding for all GardaThermae customers. Sign in here each customer agrees to comply with this Regulation, as well as other standards established by management to ensure the safe management and public policy. Especially, the customer undertakes not to access the facility in the event of his own or relatives flu symptoms in the last 24 hours and if he had been in contact in the last 14 days with people whose infection has been ascertained
- It is forbidden to enter the building if you have infectious diseases, if you are under the influence of alcohol or drugs, and if you are likely to disturb public order and safety
- Garda Thermae staff is responsible for the implementation of this Regulation and the customers are required to comply. Those who contravene this Regulation and do not respect the peace and public order, can also be removed immediately from GardaThermae
- Garda Thermae is not responsible for any damages or injuries caused by breach of this Regulation
- In compliance with the privacy law it is not allowed to take pictures and make films without the consent of the management and the people involved
- Children under the age of 13 must be accompanied by an adult (18+)

#### ***B. How to use common areas***

- The use of face masks is mandatory in indoor environments (reception, changing rooms, toilets, bar, etc.) and in outdoor environments whether it is not possible to maintain the distance of one and a half meters (entrances, crossing points, etc.)  
The use of face masks is not mandatory while you are having a shower or when you are seated on your sunbed
- It is forbidden to stop at crossing points and gather in groups

- The consumption of food and drinks is only allowed in the green areas or in the indicated areas
- Rubbish must be thrown into proper bins (the face masks must be disposed into appropriate space in the dispensers with the sanitizing gel), respecting the criteria of collection, and the cigarette butts placed in the proper ashtray
- Relaxation areas have been set up with sunbeds, deckchairs and umbrellas with an accurate safety distance, therefore it is forbidden to move them without first asking the staff. Areas with umbrellas and sunbeds can only be used by a minimum of two people
- Customers are required to monitor their personal belongings, it is expressly forbidden to introduce valuables into the facility; Garda Thermae is not liable in case of destruction, damage, theft or loss of the same
- Accidents must be immediately reported to GardaThermae staff. The delayed report will preclude any right to compensation

### ***C. Changing rooms***

- Customers are allowed to change clothes in the changing rooms (male, female and family dressing cabins). Shoes and personal belongings must be placed in their own bag and locked in the available lockers
- the lockers must be left clean and open after the use
- Maximum 50 people are allowed in the changing rooms (12 in the women's changing room, 12 in the men's one and 26 in the mixed one
- it is possible to use the hairdryer only after having sanitized the hands and wore the face mask
- Sanitizing products are made available to customers before the use of lockers and hair dryers for major safety

### ***D. Opening times and entry***

- Opening times and entrance fees are displayed in the spaces provided and posted on [www.gardathermae.it](http://www.gardathermae.it).
- Garda Thermae is obligated to monitor the entrances with first name and last name or tax code/insurance ID no. Access will not be allowed without this information

- The Management may temporarily modify or limit the opening hours in certain circumstances, as bad weather, or overcrowding. If the use of the pools will be impossible, owing to any breakdown or extreme weather conditions, there will be no compensation
- In case of rain, the lifeguard will show the modalities and the exit or stopping points in order not to create gatherings
- The entrance fee for the swimming pool depends on time, including stops; a surcharge will be added for every half an hour of extra time spent inside the building up to the maximum amount of € 38 for adults and € 19 for children (0-12 y.o.)

### ***C. Use of swimming pools area***

- You must shower before entering the swimming pool and you must not step over the garrison reclamation
- The use of swimming cap, flip-flops or shoes with anti slip and a towel is mandatory
- For young children is mandatory to use waterproof pants or diapers with special swimsuits restraints
- Parents and carers must supervise children for compliance with the safety distance and the hygiene-behavioural rules, compatibly with their autonomy level and their specific age
- It is forbidden to urinate, spit and/or to blow your nose in the swimming pools
- It is possible to use whirlpools only if the interpersonal distance of 1.5 m is respected
- On deckchairs you must use a towel to sit or lie on
- It is forbidden to smoke and eat in the swimming-area
- It is not allowed to do apnea, running around the pools, diving
- Access to fitness courses is granted upon presentation of a medical certificate for the practice of non-competitive sport activities
- Access to fitness courses is upon reservation; the fee must be paid at the time of booking. Free cancellation or postponement of an appointment will be possible no later than 24 hours before the actual day of the lesson. Only in this case, the customer will be assigned a new appointment, otherwise there will be no possibility to postpone or to be refunded of any fee already paid

Customers must respect the class schedule in order to not disturb other participants and they can not enter the water until the instructor has arrived

- It is forbidden to organize swimming, gymnastics and therapy classes that are not authorized by the Management; offenders will be asked to leave GardaThermae

#### ***D. Safety and privacy***

- For safety reasons, the areas belonging to the building, may be video surveilled. These areas will be identified by the expected signs. Data collected will be kept as required by law on surveillance (D.lgs. 193/06 and s.s.m.i.)

- The pool is equipped with a system for preventing drowning AngelEye, which uses a video capture device

- There is a risk of slipping around the pool edge area and around the sauna area. The user is advised to use appropriate shower shoes. It is forbidden to wear shower shoes inside the sauna cabins

- It is strictly forbidden to smoke or use flames within the facility