



INTERNAL REGULATIONS

updated with rules for Covid-19 contagion prevention
applicable as from 1 June 2021.

A. General aspects

- These regulations are binding for all guests. When entering Garda Thermae, every guest has the obligation to comply with these regulations and with the other regulations set down by the Management for ensuring personal safety and public order.
- Body temperature measurement is mandatory when entering the facility. Should it be equal to or higher than 37.5°C, the guest will be asked to stand outside for a few minutes and then a new measurement will be taken. Should the guest's temperature remain equal to or higher than 37.5°C, the guest's access to the structure will be denied.
- Access is denied to persons affected by infectious diseases, under the influence of alcohol or intoxicating substances, or to persons inclined to disturbing public order and security.
- It is forbidden to gather in close groups throughout the facility and grounds and it is mandatory to keep a distance of at least 1 meter between persons. The staff is authorised to intervene to disperse any gatherings in common areas.
- Garda Thermae will not be held responsible for damages or injuries caused by non-compliance with these regulations.
- In compliance with the personal data laws, it is forbidden to take photographs or videos without the consent of the management or of the subjects involved.
- Children under the age of 13 must be accompanied by an adult (aged 18+).

B. Use of shared spaces

- The use of face masks is mandatory in all closed spaces (reception area, changing rooms, washrooms, snack bar, etc.) and in the outdoor areas where it is not possible to keep a 1-meter distance from others (entrance, pathways, etc.). It is not mandatory when lying on the sunbeds.
- It is forbidden to linger in the pedestrian throughways and create gatherings.
- It is forbidden to bring food or drinks inside the structure, but the Bar/Restaurant may be used.
- Guests are invited to place waste in the specific bins (face masks must be disposed of in the specific container in the sanitizing gel dispensers), in compliance with the separate waste disposal regulations. Please throw cigarette butts in the ashtrays.
- Relaxation areas have been set up with beds, lounge chairs and sun umbrellas placed at precise safety distances. It is therefore forbidden to move them without asking the staff first. The areas with the sun umbrellas and beds may be used only by a minimum of two persons.



- Guests are invited to keep an eye on their personal belongings. It is expressly forbidden to enter the structure with valuables. Anyhow, Garda Thermae will not be held responsible for their destruction, damage, theft or loss.
- The Garda Thermae staff must be notified immediately about any injuries. Delay in notification will preclude any claims for damages.

C. Changing rooms

- Guests may change in the changing rooms (men's, women's and family changing rooms); clothes, shoes and bags must be put away in the guest's bags and placed in the lockers.
- The lockers must be left clean and open after use.
- Sanitizing products are left at the guests' disposal for their greater safety and can be used for sanitizing hairdryers and lockers prior to use.
- The hairdryers present in the facility may be used once the guest has sanitized his/her hands and put on a face mask.
- No more than 50 persons are allowed inside the changing rooms at one time (12 in the men's changing room, 12 in the women's changing room and 26 in the non-gender-specific changing room).
- It is forbidden to eat in the changing rooms.

D. Opening hours and entrance

- Opening hours and admission prices are on display in the specific areas and published on the website www.gardathermae.it.
- Garda Thermae is under the obligation to monitor the entrances with the collection of name, phone number and taxpayer's code. Admission will not be allowed without this data.
- Access to the pool is allowed only by booking, through the specific application or in person at the Reception desk.
- The Management may temporarily change or reduce opening hours in special circumstances, due to bad weather or to overcrowding. Should it be impossible to use the pools or should exit be anticipated due to malfunctions or extremely bad weather, no refunds will be made.
- In the event of rain, the bathing assistants will show guests how and on what routes to exit the facility or to wait without gathering.
- The price for admission to the pool is on a time basis and includes the use of the changing rooms and stops. If this time window is exceeded, at exit the guest will be automatically charged with a supplement for every half-hour spent beyond the time limit, up to a maximum amount of 38€ for adults and 19€ for children (aged 0 to 12).



E. 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, compatibility 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.

F. Sicurezza e Privacy

- For safety reasons, the areas belonging to the building may be video surveillance. 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.