



INTERNAL REGULATIONS

updated with rules for Covid-19 contagion prevention
applicable as from 24 September 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.
- It is mandatory to show a valid Green Pass and undergo body temperature measurement 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.

B. Use of shared spaces

- The use of face masks is mandatory in all closed spaces (reception area, changing rooms, washrooms, snack bar, relaxation area, etc.) and in the outdoor areas where it is ultimately 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.
- 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).
- The hairdryers present in the facility may be used once the guest has sanitized his/her hands and put on a face mask.
- Sanitizing products are left at the guests' disposal for their greater safety and can be used for sanitizing hairdryers and lockers prior to use.
- 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 and phone number. Admission will not be allowed without these data.
- Access to the pool and wellness center is allowed only by booking, through the specific application or in person at the Reception desk, based on availability.
- 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 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, at the start of every half-hour spent beyond the time limit, up to a maximum amount of 38€ (pool for adults) and 19€ (pool for children aged 0 to 12); 43€ (saunas).
- Guests are requested to exit from the pool and from the wellness center 15 minutes prior to closing time. The closing time of each area is intended as the time of leaving the structure already changed into street clothes.



E. Use of pools

- Children under 13 years of age must be accompanied by an adult (aged 18+).
- Before entering the pools, guests must take a shower and then walk through the sanitation passageway.
- Guests must wear a bathing cap, non-slip slippers and bath towel.
- Small children must wear waterproof panties over their diapers, or specific waterproof pull-ups.
- Parents and guardians are requested to monitor their children as regards distancing and compliance with hygienic and conduct regulations, compatibly with their degree of autonomy and age.
- Guests are forbidden to urinate, blow their nose and/or spit in the pools.
- Access to the whirlpool tubs is possible only if 1.5 m personal distancing is maintained.
- Beds may be used only if they are first covered with a towel or similar implement.
- It is forbidden to eat and smoke in proximity of the pools.
- Guests are forbidden to yell, run, dive into the pools and hold their breath underwater.
- Fitness courses may be accessed only after presentation of a medical certificate stating the participant's good health towards performing non-competitive sports activities.
- Fitness courses require booking; the corresponding cost will be paid at the time of booking. Free refund or a change in appointment are possible within and no later than 24 hours prior to the lesson. In this case, the client will be assigned a new appointment, otherwise the appointment will not be changed and no refund will be possible.
- Guests are invited to respect lesson time schedules so as not to disturb other participants and must not enter the water until the instructor arrives.
- It is forbidden to organize swimming or fitness courses and treatments that are not authorised by the Management; transgressors will be removed from the structure.

F. Use of saunas

- Children under 13 are not allowed to enter the saunas. Minors aged under 18 must be accompanied by an adult (18+).
- Anyone entering the pools must be in good health. Garda Thermae will not be held responsible in the event of illness connected to precarious health conditions or to the incorrect use of the saunas. Access only after medical consultation is recommended.
- Face masks must be worn throughout the area, except in the saunas, in the Turkish bath or the Mediterranean bath cabins, or when lying down on the beds.
- Guests must take a shower before entering the sauna area.
- It is forbidden to wear bathing suits and slippers inside the sauna cabins.
- Proper conduct is expected from guests entering areas without clothes.
- In saunas, an appropriate towel must be laid down on the benches so as to make sure that no body parts touch the wood. Synthetic fibre towels and/or bathrobes are not allowed.
- Because towels are not allowed inside the Turkish and Mediterranean baths, guests are invited to use the specific towelettes provided them.
- Only family members and cohabitants are allowed to enter the Turkish and Mediterranean baths. For this reason, booking is required when arriving at the saunas reception desk.



- It is forbidden to change the sauna settings. Changes in temperature, the addition of water, the turning on of aeration devices, fans and such may be performed by Garda Thermae staff only.
- After using the sauna and wet bath cabins, guests must take a shower before entering the pools.
- It is important to maintain an atmosphere of peacefulness and relaxation by speaking softly. Staff is authorised to ask disorderly guests to leave the premises.
- In the saunas it is forbidden to smoke, introduce flammable or glass objects, shave or carry out toileting operations and use any products that have not been supplied by the staff on duty (e.g.: scrubs, lotions, perfumes, honey, bicarbonate of soda).
- The beds in the Relaxation area must be left available when not in use. The staff is authorised to remove unattended personal belongings from the beds.
- Sanitizing products are at the disposal of the guests who are invited to use them before using the beds so as to ensure maximum safety.

G. Safety and privacy

- Some common areas of the structure may be kept under video surveillance for safety reasons. These areas can be identified by the signage displayed. Any data collected will be stored as per the laws in force regarding video surveillance (Leg. Decree No. 193/06 and subsequent amendments).
- The pool has an 'AngelEye' drowning prevention system based on a video surveillance system.
- The presence of water alongside the pools and in the changing rooms poses the risk of slipping. Guests are invited to wear suitable slippers except in the sauna cabins.
- It is absolutely forbidden to smoke or use open flames throughout the structure.