



Spa Rules and Conduct Protocol

Safe Space Commitment

We promote an atmosphere of relaxation, respect, and dignity at this spa. Any form of harassment, degrading comments, persistent and uncomfortable staring, or non-consensual physical contact is strictly prohibited.

Zero-Tolerance Policy

Any behavior that violates the privacy or safety of our guests or staff will result in immediate expulsion from the premises, forfeiture of booking rights, and, where appropriate, reporting the incident to the relevant authorities.

1. **This establishment does not offer credit; all services must be paid for prior to the activity taking place.**

- Any aquatic or manual therapy session desired at the spa must be arranged in advance (by appointment).
- Punctuality is required: please arrive 10 minutes before the scheduled time to change, so that the therapy or activity can begin promptly at the reserved time.
- If a client arrives late, time will be deducted from their activity to avoid disrupting other clients' bookings.
- Service packages do not expire and are transferable between individuals.
 - A minimum of 5 sessions must be purchased to qualify for the 10% discount.
- Gift vouchers are valid for 90 days (3 months) from the date specified by the client.
 - If the voucher cannot be used within this 3-month period, please notify us to prevent expiration and to arrange for an extension of the validity period.
- Silence is mandatory throughout the entire facility.

2.Lockers:

- Lockers cannot be reserved; they are available on a first-come, first-served basis and operate using a key.
 - Upon completion of the activity, customers are required to leave the key in the corresponding locker.
 - The spa is not responsible for personal items, whether stored in the lockers or not.
 - Customers' clothing and footwear must remain inside the lockers located in the changing rooms.

3. Mandatory Hygiene and Health Rules

To maintain water quality and the health of all users:

- **Pre-swim shower:**
 - Showering with warm water is mandatory before entering the pools or thermal circuits.
 - The use of soaps, conditioners, etc., is prohibited anywhere in the facility.
- **Footwear:**
 - Rubber sandals or pool flip-flops must be worn in all areas to prevent slips, falls, and infections.
- **Swimwear:**
 - Swimsuits or bikinis are mandatory in all areas.
 - Entering the water areas in street clothes or underwear (panties, briefs, bras, socks, etc.) is strictly prohibited.
 - Minors in diapers and adults with incontinence must wear swim diapers.
- **Swim caps:**
 - Wearing a swim cap is mandatory to maintain water hygiene and keep filters free of debris.
 - Long hair must be tucked inside the cap.
- **Health restrictions:**
 - Entry is not permitted for individuals with open wounds, infectious or contagious diseases, and/or fever symptoms.

- **Hygiene:**

- Baby changing stations must be cleaned after use, especially if any organic residue remains.
- The use of creams, oils, lotions, and makeup is not permitted before entering the aquatic areas.
- Users must shower as a hygiene measure before participating in any water-based activity.

4. Rules of Conduct and Silence

The spa is a "Temple of Silence." Please help us maintain a calm atmosphere:

Respect for spa staff is mandatory.

- **Conduct:**

- Diving headfirst, rough play, and/or disturbing other users sharing the pool are prohibited.
- Spitting or introducing foreign objects into the water is prohibited.
- Playing on, hanging from, or swinging on pool or Jacuzzi railings—or using them for anything other than support when entering or exiting via the steps—is prohibited.
- Tampering with the halogenerator (the device in the salt room) is strictly prohibited.
- Respect other users sharing the facilities with you at all times.

- **Tone of voice:**

- Please speak quietly to avoid disturbing other users.
- Shouting or making loud, piercing noises anywhere in the facility will result in a warning.

- **Electronic devices:**

- The use of mobile phones, cameras, or loudspeakers is prohibited.
- Client privacy is a priority.

- **Movement:**

- For safety reasons, running within the facility is strictly prohibited.

- **Activity duration:**

- Please adhere to the time limits established for each activity:
- Pool: 25 min. Steam room: 30 min. Hydrotherapy: 15 min. Scottish shower: 10 min.

5. Safety and Restrictions

- **Safety:**

- Follow staff instructions at all times.
- Report any accidents to the staff immediately.

- **Minimum age:**

- Admission is permitted from 4 months of age; children up to 17 years old must be accompanied by an adult at all times.
- Minors under 18 are not permitted to use the steam room.

- **Substances:**

- Entry while under the influence of alcohol or narcotics is prohibited.
- Smoking is prohibited throughout the premises.

- **Food and containers:**

- Outside food, glass containers, and sharp objects are not permitted in the aquatic area or the facility in general.

- **Restricted areas:**

- Entering areas clearly marked for staff use only is prohibited.

6. Liability

1. The spa facility is not responsible for personal items, whether stored in lockers or not.
2. Users are responsible for taking care of the facilities.
3. Any damage caused by misuse must be paid for by the person responsible for said damage.
4. Adults are responsible for the minors in their care.
5. Any lost item will be kept at the facility for a maximum of 3 months.
6. Any person causing a disturbance or acting inappropriately will be asked to leave the premises immediately, without the right to any financial refund.

7. Right to Remain on the Premises

- Management and authorized staff have the authority to ask a person to leave the premises.
- Once the activity has ended or business hours have concluded, the client is required to leave and not remain on the premises.
- If a client refuses to leave the premises after their activity has ended or at closing time, staff may call security forces to proceed with an eviction, as remaining against the wishes of management or authorized staff may constitute an infraction or a civil/criminal offense.
- Once closing time is announced or the activity ends, the facility ceases to provide services, and the client must leave for safety reasons and to comply with operating regulations.
- Using changing rooms, corridors, restrooms, etc., as a rest area is prohibited.

8. Usage Recommendations (Thermal Circuit)

To ensure a beneficial experience rather than a risk:

- **Capacity:**

- **Pool** → Maximum 6 people (except for family groups and friends).

■ **The pool is a shared facility; you may encounter other people of different genders, ages, and nationalities.**

- **Steam room (wet sauna)** → Exclusive use for the client who booked it.

- Capacity limits may vary on weekends, public holidays, and busy days.

- **Jacuzzi and Scottish shower** → Exclusive use for the client who booked them.

- Capacity does not vary.

- **Halotherapy (respiratory salt therapy):** 4 people.

- **Hydration:**

- It is recommended to drink water before and after the circuit.

- **Timing:** Do not exceed the following durations to avoid a drop in blood pressure:

- **Pool** → Maximum 25 minutes.

- **Steam room (wet sauna)** → Maximum 30 minutes.

- **Scottish shower** → **Maximum 10 minutes (administered by the therapist).**

- **Jacuzzi** → Maximum 15 minutes.

- **Halotherapy** → Minimum 20 minutes and maximum 50 minutes.

- **Contrast:**

- Perform thermal contrasts (cold water/heat) to improve circulation, always doing so gradually.

9. **Suggestions:**

a. It is recommended not to shower for at least one hour after using the waters, due to their mineral-medicinal properties.

b. **Pregnant women must consult their doctor regarding the first three and last three months of pregnancy.**

c. Individuals undergoing cancer treatment must consult their doctor.

On our website, www.balnearicaldetes.cat, you can find a link specifying the contraindications for

these waters (pages 9 through 13: https://www.balnearicaldetes.cat/wp-content/uploads/2016/05/PDF_Balneoterapia_es.pdf)

10. Final Provisions

- The management of the Caldes d'Estrac (Caldetes) spa reserves the right of admission.**
- Failure to comply with these rules may result in the temporary or permanent suspension of service.
- These regulations are subject to updates in accordance with new health or other regulations.

11. DOCUMENT OF ACCEPTANCE OF FACILITY RULES

Facility Details

Name: _____

Address: _____

Tax ID (CIF/NIF): _____

Customer Details

Full Name: _____

ID/NIE/Passport: _____

DECLARATION

The customer declares having read, understood, and accepted the establishment's internal rules, undertaking to comply with them throughout their stay or use of the facilities.