

# HYGIENE AND CODE OF CONDUCT KURHAUS SPA & BEAUTY

To make your visit and that of your fellow guests at the Kurhaus Spa & Beauty as pleasant as possible, we kindly ask you to observe the following house rules. We thank you for keeping these rules in mind while using the facilities.

## HYGIENE

- Wearing swimwear is mandatory, both in the pool and in the sauna facilities.
- Wearing slippers is mandatory because of safety and hygiene. You can bring your own slippers or buy slippers at the reception desk for € 7,50 per pair.
- Taking a shower prior to your sauna / swimming pool visit is mandatory at all times; Also, after using one of the facilities, you must first take a shower before using another facility.
- Taking a sauna is a moment of relaxation for many; the majority of our rooms, including all sauna cabins, are silent areas.
- For the other rooms within the Spa & Beauty complex applies that quietness is greatly appreciated.
- Only the use of E-readers without camera, telephone or internet functions is allowed. Staff may check the device at any time to confirm this. All other electronic devices are not allowed, this includes mobile phones, smartphones, tablets, laptops, game consoles, MP3 players etc. This list is not leading and in case of doubt the employees decide.
- Children from the age of 12 are welcome at the sauna facilities, provided they are supervised by an adult. The house rules also apply to children.
- At the swimming pool children are welcome at all times, under the age of 12 supervision of an adult is mandatory.
- In case of a massage or beauty treatment of a minor guest, one of the parents must be present. Unfortunately, in the absence of a parent, the treatment will be cancelled.
- You can leave your personal belongings in the lockers in the changing rooms. The management is not responsible / liable for the loss of goods and valuables.
- You must leave bags in the lockers in the changing rooms or lockers and may not be taken to the other rooms.
- Diving in the swimming pool is not allowed.
- Be aware that the heater in the saunas and steam outlets in the steam cabin are hot.
- There is no supervision at the Spa facilities.
- Your visit to the spa & beauty complex is at your own risk at all times.
- If you have medical complaints, we ask you to consult a doctor prior to your visit or to obtain information from one of our employees.
- When you have a treatment with us, we urge you to report medical complaints, allergies and other details in your reservation or to the specialist.
- The Spa & Beauty is wheelchair accessible by an elevator, but you should be able to walk small distance.

## CODE OF CONDUCT

- To prevent misunderstandings: physical contact is not allowed.
- The reservation of beds and seats is not allowed.
- Consumed beverages, such as food and drinks other than water, are not permitted.
- The Grand Hotel Amrâth Kurhaus is a non-smoking hotel. Smoking is allowed on the terrace. Please use the ashtrays provided.
- Disruptive behavior, both verbal and non-verbal, is not allowed.
- The house rules and instructions of employees must always be observed. Guests who do not cooperate to the mentioned rules are requested to leave the Spa & Beauty.
- Management is at all times entitled to refuse or deny access to the facilities to persons.

*Price changes and/or typing errors reserved. Cancellation of massages/treatments or beauty reservations can be done up to 24 hours before the start, otherwise Spa & Beauty will have to charge the costs of the treatment(s).*