



## **JSC „ROYAL SPA HOTEL“**

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### **"ROYAL SPA BIRŠTONAS" THE INTERNAL REGULATIONS OF THE SWIMMING POOL AND SAUNA AREAS**

The rules for the swimming pool and sauna areas are established in accordance with the legal acts of the Republic of Lithuania and the internal regulations of UAB "Royal SPA Hotel." Every guest visiting these areas is required to familiarize himself or herself with and adhere to these rules. The guest is responsible for any consequences arising from the lack of knowledge or non-compliance with these rules. These regulations apply to all guests and patients visiting the swimming pool and sauna areas.

The working hours of the swimming pool and sauna areas are from 10:00 AM to 10:00 PM, Monday to Sunday. On Thursdays, from 12:00 PM to 2:00 PM, the area is closed for sanitary cleaning, and it is prohibited to visit the swimming pool and sauna areas during this time.

1. Outdoor clothing must be left in the cloakroom located on the first floor near the SPA reception. In the cloakroom, guests are required to wear disposable shoe covers over outdoor footwear or change into non-slip rubber slippers.
2. It is mandatory to wear rubber slippers in the swimming pool and sauna areas.
3. Women must use the women's changing room, and men must use the men's changing room.
4. After changing, clothes and personal items must be left and locked in the storage lockers located in the changing rooms.
5. Hotel guests are recommended to come to the swimming pool and sauna areas from their rooms wearing a bathrobe and slippers.

6. Towel rental is 1 EUR, which will be charged to the room account or paid at the hotel reception. Guests may also use their room towels or bring their own.
7. It is prohibited for persons under the influence of alcohol, narcotic, or other psychotropic substances to visit the swimming pool and sauna areas. If there are any doubts, staff have the right to ask the individual to leave the area without refunding the paid fee.
8. Minors may only visit the swimming pool and sauna areas if accompanied by a responsible adult.
9. If a person feels unwell (health issues) in the swimming pool area, they must immediately contact a pool staff member.
10. It is prohibited for guests with infectious, viral, or other contagious diseases, as well as individuals with open wounds, fungal foot infections, or other health issues that may pose a risk to their own or other guests' health and safety, to visit the swimming pool and sauna areas.
11. Children under the age of 3 are required to wear waterproof diapers, which can be purchased at the SPA centre reception.
12. It is recommended for children under 12 years old to wear swimming safety equipment, which can be purchased at the SPA centre reception.
13. Guests are allowed to consume only drinks and snacks purchased within the swimming pool and sauna areas, or water, which can be filled at the designated location near the saunas.
14. Swimming pool and sauna staff have the right to deny entry to individuals whose behaviour may disrupt the overall order or pose a risk to the safety and hygiene of other guests.
15. In case of a fire or activation of the fire alarm, it is essential to immediately leave the swimming pool and sauna areas, following staff instructions, and evacuate according to the swimming pool and sauna areas' evacuation plan.
16. It is mandatory to follow the sauna usage rules, which are posted next to the saunas.
17. Jumping into the pool, pushing, or spitting in the water is prohibited.
18. Diving in the pool is not allowed.
19. The swimming pool and sauna area is a PEACE AND RELAXATION OASIS; please keep noise to a minimum and respect the relaxation of other guests.
20. The staff is not responsible for unattended minor children or disabled persons.

21. The staff is not responsible for items left unattended. If items are found, they will be kept at the hotel reception for 3 months.
22. It is mandatory to follow hygiene requirements in the swimming pool and sauna areas (shower thoroughly before entering the area, shower before and after using the sauna, place a towel on the seat in the dry sauna, place a towel on the sunbed when lying down, do not use personal cosmetic products, and do not perform exfoliation or depilation procedures).
23. When using the saunas, it is mandatory to shower before and after your visit, and a towel must be placed in the sauna.
24. In case of violating these internal regulations, guests must leave the swimming pool and sauna area. If the violation results in material damage, the violator (or the responsible person) must compensate for the damages. Guests who do not comply with the "Royal SPA Birštonas" internal regulations may lose their right to visit the "Royal SPA Birštonas" hotel.