

INTERNAL RULES

In order to offer all visitors to the Poseidon Thermal Gardens a pleasant and relaxing stay, we strongly urge you to adhere to the following rules.

GENERAL WARNINGS

Those who enter the **Poseidon Thermal Gardens** are obliged to strictly observe the rules of conduct contained in the Rules to ensure public order and the safety of themselves and others. The facilities of the Poseidon Thermal Gardens are available to users, who are committed to preserving the integrity, operation and hygiene and to use them in a way that does not impede the equal enjoyment of others. In the event of damage to the facilities and services of the Thermal Park, the Management will be required to seek compensation. The Management accepts no responsibility for the loss, theft or damage of valuable items left in the lockers, unattended, or forgotten inside and outside the Park, including vehicles in the car park.

The Management reserves the right to prevent access to the Poseidon Gardens in the event of riots, demonstrations, and the overcrowding that may occur, especially during weekends and holidays.

The non-performance of certain services or the incorrect temperature setting of the pools, due to technical reasons or force majeure, will not entitle users to any compensation, reimbursement or reduction.

Giardini Poseidon Terme s.a.s. di Lucia Staudinger

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In the event of adverse weather/marine conditions or for safety reasons, entrance to the beach and/or pools will be forbidden, will not entitle users to any compensation, reimbursement or reduction.

For technical and organisational reasons the emptying of the pools begins half an hour before closing and the exit from the Park must be carried out without fail by the scheduled time.

The Ownership and the Management of the Park is not liable for any damages to persons and/or property resulting from the inobservance of this regulation and shall not be liable for any accidents and/or damages caused by the negligence, incompetence or recklessness of the guests.

The purchase of an entrance ticket implies full acceptance of these Rules.

PROVISIONS FOR CUSTOMERS

1. **For access to the Thermal Park you must obtain an appropriate ID card with KeyBand or electronic ticket** and pass through the turnstiles equipped with electronic readers at the entrance to the park.
2. Payment of the ticket entitles you to one entry per person per day. **The entrance ticket is personal and not transferable** and must be kept and shown if requested by the staff. Park entrance tickets are only valid during the year of issue. In the event of late or non-use of the ticket no refund of the entrance ticket and/or any other service purchased will be provided.
3. Anyone found without a valid ticket to the park will have to pay an amount equal to twice the price of a full day adult ticket.
4. **No dogs or other animals are allowed in the park, even if they are small.**
5. The medical examination is compulsory before spa treatments, and is recommended for those suffering from diseases or disorders. In any case, the park is always manned by a doctor and in the medical-aesthetic centre you will find all the advice concerning health and the proper use of the thermal waters.

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6. The Poseidon Thermal Gardens are a place dedicated to spa treatments and wellness. To ensure the tranquillity and safety of our guests both in the park and on the beach, the following **are not allowed**:
 - **the use of music players and/or radios without headphones;**
 - the use of ringtones for mobile phones, if they are not on silent or with the volume down low;
 - **the use of balls and other games** which may disturb or compromise the safety of other guests;
 - **diving into the pools.**
7. **Children under the age of 12 are not permitted in the spa area.** Other than the beach, two baths for children and the Olympia pool are available to them for their enjoyment. Children must be supervised by their parents or the adults accompanying them who will assume all responsibility for them. The use of swim nappies is required for children under the age of 3.
8. Smoking is not permitted in the entire spa area, indoors and in the swimming pools.
9. Customers are kindly requested **to change their clothes in the appropriate changing cabins** in the park's two cloakrooms. Changing clothes in the park and toilets is not permitted. For the decor and aesthetic value of the park, resting, hanging or putting swimwear, towels, clothing and bags under the umbrellas, trees and handrails is not permitted. Coin lockers or private cabins can be rented for the storage of property and clothing. Safe-deposit boxes are available for valuable items. In the event of loss of the key of cabin rented the entire deposit paid at the time of purchase will be retained. In the event of loss of the locker or safe key, the customer will have to pay a penalty of €40.00 (forty).
10. For hygienic reasons, **it is compulsory to take a shower before entering the pools and natural sauna and swim caps must be worn in the pools** (male and female). Feet must be bathed in the appropriate foot washing baths beside the pool before entering the water.

11. **The natural sauna** is usable under your own responsibility. Limited use is recommended prior to the medical examination. **Access is absolutely forbidden to children under 12** and those with respiratory and/or cardiovascular diseases. Swimwear must be worn in the natural sauna.
12. Topless sunbathing is only permitted on the beach. Naturism is otherwise forbidden throughout all of the park and beaches.
13. **The only areas which can be occupied by beach umbrellas, deckchairs and sun loungers are those made available by the staff.** Reserving deckchairs and sun loungers is forbidden. 2 people may occupy 1 beach umbrella, 2 deckchairs and, subject to availability, 1 sun lounger. Opening, closing, or moving beach umbrellas or sun loungers without the help and intervention of the service personnel is strictly forbidden.
14. The misuse or unauthorised use of any equipment or service exempts the park's Ownership and Management from any and all liability.
15. Sun loungers, deckchairs, beach umbrellas, cabins, lockers and any other service are available subject to availability, therefore they are not guaranteed. No refund will be provided in the event these are not available.
16. The clay ashtrays found in the park are exclusively intended for cigarette butts. Customers are encouraged to use the appropriate rubbish bins for waste.
17. Only fruit and/or swimwear can be washed in the fountains in the gardens.
18. Sitting on the pillows in the dining areas in wet clothing is not permitted.
19. No food can be brought into the park, other than fruit and small snacks.
20. Cutting or picking plants, flowers and seeds is absolutely forbidden.
21. When red flags are displayed at the entrances to the beaches, there is a strict ban on swimming due to life-threatening conditions.



22. In order to preserve the safety of guests in the Park, **we recommend the use of comfortable, slip-resistant shoes without heels**, particularly near the entrance to the swimming pools and on the cobbled or paved streets.

Guests who do not comply with these rules may be removed from the Poseidon Thermal Gardens by staff authorised to do so by the Management, and will not be entitled to any refund for any type of expenditure.

The Park's lifeguards and staff are at your disposal for any clarification.