



## SPA REGULATION

### It is important to follow our Regulations to access the SPA

- We recommend booking your SPA entry in advance to secure one's access.
- Entrance to our SPA Wellness Center is allowed only to people in excellent health conditions and it is forbidden to those who have significant medical conditions or diseases, heart conditions, blood pressure or respiratory problems, experienced recent trauma or surgery, febrile states, inflammation in general and are in a state of alcoholic intoxication. Access to the wellness course is restricted to visitors over the age of 14. It is mandatory to notify the staff in case of pregnancy or health problems.
- It is mandatory to wear bathing suits and flip-flops in the hallways and outdoor areas of the facility to respect the decorum of the facility. Please remember not to wear flip-flops inside baths, saunas or steam rooms.
- Do not leave bathrobes, towels or any personal items on the loungers.
- Shower is mandatory before accessing the wellness course.
- Behaviour and tone of the voice have to be appropriate to the atmosphere of in the location. Please use cell phones only while respecting the quiet zones and privacy of others.
- Smoking, electronic cigarettes included, is strictly forbidden throughout the entire course.
- Diving is strictly forbidden; please use the appropriate handrails and stairs to access the pools.
- It is mandatory to use the towels on the wooden benches.
- In case of sudden illness, please use the appropriate alarm located within the room.
- On leaving, please dispose of the towels, the bathrobe and the slippers in the dedicated spaces and return your locker bracelet to the front desk.
- The Management will not accept responsibility for any theft, loss or damage to personal items.
- It is forbidden to use own towels and bathrobes.
- It is forbidden to use creams, oils or other ointments outside the products offered by the facility.
- The Management retains the right to expel whoever does not follow these regulations.

### TREATMENT RESERVATIONS

Thanks to the expertise of our therapists, you will have access to a wide range of treatments.

We recommend to arrive at least 15 minutes before your appointment. Service is not guaranteed in case of no reservation.

Please notify the staff if you have allergies, pregnancy, health problems, or significant medical conditions.

In case of late arrival, the duration of the massage/treatment may be decreased in proportion to the minutes of delay.

### TREATMENT CANCELLATION POLICY

The massage/treatment charge will be made concurrently with the reservation; any cancellation will be a 100% non-refundable charge.

### PRIVACY POLICY

Information provided pursuant to Art.13 of EU Reg.2016/679 (hereinafter GDPR) General information: Data subjects are informed (ex Art.4, c.1 of the GDPR) of the following general profiles, valid for all areas of processing: all data are processed lawfully, correctly and transparently towards the data subject, in compliance with the general principles provided for in Art.5 of the GDPR; specific security measures are observed to prevent data loss, unlawful, or incorrect use and unauthorized access. References and rights of the data subjects: the Data Controller is the undersigned Company, in the person of the pro-tempore legal representative, who can be contacted to exercise all the rights provided for in Art.15-21 of the GDPR (right of access, rectification, cancellation, restriction, portability, opposition), as well as to revoke a previously granted consent; in case of failure to respond to their requests, data subjects may lodge a complaint with the Data Protection Authority (GDPR - Art.13, paragraph2, letter d).

There is a possibility that emails (informative or newsletters) will be sent to the address provided at the time of booking.

By accessing the SPA you declare that you are aware of the risks to which you expose yourself if you do not take note of the above, that you have read and understood what is illustrated and everything in these regulations, and that you release the management of Castello di Casiglio from any responsibility.