

# **HOTEL ATLANTIS WELLNESS**

## **POLICIES AND REGULATIONS**

1. Opening hours and a list of services are available on the hotel's website [www.hotel-atlantis.cz](http://www.hotel-atlantis.cz) or at the wellness reception.
2. Customers can send questions about the service to [wellness@hotel-atlantis.cz](mailto:wellness@hotel-atlantis.cz).
3. Children are only allowed when accompanied by a person over 18 years of age. Children must be supervised at all times by an accompanying person, this person is obliged to ensure the safety of the child and is fully responsible for the child at all times during the visit. The provider is not responsible for any injury to the child.
4. Smoking, including electronic cigarettes, is prohibited in the wellness area and only food and drinks purchased from the wellness Fresh Bar are permitted. Guests can refresh themselves with water from the fountains free of charge.
5. Access to all areas of the spa is only permitted during opening hours.
6. Access to the wellness area is only possible after payment of the entrance fee at the wellness reception and staying there is subject to compliance with these visitor regulations.
7. The operator is entitled to refuse entry to the wellness area and the hotel to a visitor who has previously violated the Visitor Regulations.
8. The Operator is entitled to change the opening hours, price lists and service offer at any time.
9. Once the Atlantis has reached its full capacity, no further visitors will be admitted. The number of customers leaving the spa is determined according to the number of customers leaving the spa.
10. These Rules are given in the Czech and English languages. In the event of a conflict, the Czech version shall prevail.

## **SECURITY AND ACCESS RESTRICTIONS**

1. The wellness provider reserves the right to refuse entry to or escort out any person without compensation who fails to comply with the regulations, the instructions of the staff or whose behaviour is deemed unsuitable by the wellness staff.
2. Persons under the influence of alcohol or drugs will not be admitted to the wellness areas or escorted from the wellness areas without compensation.
3. Access is prohibited:
  - a. persons with fever, conjunctivitis, skin or other communicable diseases, purulent and open wounds, warts, parasites, rashes, diseases accompanied by discharge, and germs,
  - b. persons with infectious diseases and inflammation, family members or members of households in which a communicable disease has occurred and the patient is not isolated, including persons under quarantine,
  - c. persons who are drunk or under the influence of drugs,
  - d. persons who do not respect the visiting rules in any way and do not follow the instructions of the staff,
  - e. pets are strictly forbidden to enter the spa.

4. every visitor shall behave in such a way as to avoid damaging the wellness premises and its equipment. He/she shall also maintain his/her personal hygiene and cleanliness of all areas and facilities of the wellness and shall be mindful of his/her own and others' safety in his/her conduct.
5. If the visitor notices a defect in the wellness premises or facilities that threatens the safety of persons or a defect that threatens damage to property, he/she is obliged to immediately report such defect to the person in charge at the wellness reception.
6. In the event of injury to any person, anyone who notices this fact is obliged to inform the person in charge at the wellness reception.
7. The visitor is obliged to immediately report his/her accident, injury, nausea or other health problems requiring first aid, if his/her health condition allows it, and the accident, injury or health problems of another visitor to the Atlantis wellness staff, who will arrange treatment or medical assistance (including calling the Ambulance Service- 155), if necessary.
8. The visitor should consider the suitability of visiting the wellness (saunas) in relation to his/her medical condition and consult his/her physician if necessary.
9. Accidents, injuries or other health problems requiring first aid are recorded in the " Book of Injuries".
10. A first aid kit is available at the wellness reception, in the Fresh Bar and in the sauna world.
11. It is not allowed to bring any alcohol, drugs, narcotic and psychotropic substances, glass or glass objects and other dangerous objects that could cause damage to the health or property of the wellness centre. The wellness staff has the right to decide on the dangerousness of individual items.
12. Every visitor is obliged to behave in a disciplined manner in the wellness premises and to avoid actions that endanger his/her safety and the safety of third parties.
13. Visitors acknowledge that their stay in the Atlantis wellness premises is solely at their own risk and the operator shall not be liable for any damages, injuries or accidents caused by visitors' failure to comply with these regulations or to follow the instructions of the hotel staff.
14. The operator is also not responsible for injuries caused to visitors by other visitors.

## **RESPONSIBILITY FOR DAMAGE TO PERSONAL HEALTH OR PROPERTY**

1. The wellness provider does not accept any liability for damage to health or property caused by the visitor's fault, even if negligent.
2. The wellness operator shall not be liable for damage to the health or property of visitors if caused by the irresponsible attitude of such persons or as a result of their fault.
3. Any damage to health or property will be duly investigated, recorded and quantified by the operator. Furthermore, the Municipal Police or the Police of the Czech Republic will be notified, and possibly the ambulance service, fire brigade, etc.
4. The visitor is liable for damage to the property of the operator caused by his/her intentional or negligent act/omission and is obliged to compensate the operator for this damage without undue delay.
5. Each visitor is responsible for the proper storage of his/her belongings in the locker, security locker and its proper locking. The operator shall not be liable for any loss, theft

- or damage to items left by visitors outside the designated areas.
6. Each visitor is obliged to keep proper care of his/her belongings during the entire visit to the spa.
  7. The designated places for storing belongings are only lockers in the changing rooms and security lockers at the entrance to the changing rooms.
  8. The only place for storing cash, valuables, personal documents, mobile phones and other valuable items are the security lockers at the entrance to the changing rooms.
  9. Shelves located at the entrance to saunas or swimming pools are not intended for storing valuables and personal items (jewellery, watches, glasses, swimming suit, etc.).
  10. The client is obliged to properly observe the following rules for putting things away in the designated places for storage.
  11. Injuries are recorded in the book of injuries, damage to property is recorded in the book of damages, and finds are recorded in the book of lost and found.
  12. Compensation for any damages caused by a visitor will be enforced according to the applicable laws of the Czech Republic.
  13. In case of loss of a visitor's belongings, the visitor is obliged to report this fact immediately to the reception, where the lost item will be entered in the lost and found book, including the necessary customer details.
  14. In case of finding a foreign item, the visitor is obliged to hand over the found item to the reception, where it will be entered in the lost and found book. A visitor who misses an item and reports this fact to the wellness reception will be informed of the discovery of the item without undue delay and the item will be handed over to the visitor upon signing the receipt of the item.

## **CHECK-IN, STAY AND CHECK-OUT**

1. Visitors are allowed to use the parking lot in front of the building to park their vehicles; the wellness provider is not responsible for any damage to the vehicles.
2. Visitors enter the wellness area through the wellness reception.
3. Hotel guests may use the main entrance to the spa or the connecting corridor from the hotel, which is on the 2nd floor, to access the spa.
4. At the wellness reception, visitors choose the services offered, pay for them and receive a chip watch upon payment of the total amount.
5. The chip watch is used to pass through the turnstile and use the locker lock in the changing room. The visitor can use this chip watch to order refreshments in the Fresh Bar, which he/she will then pay for when leaving Atlantis wellness.
6. Visitors are required to place valuables in the security lockers behind the turnstile at the reception.
7. Before entering the changing rooms, visitors must undress and take their shoes with them to the changing room.
8. In the changing rooms, visitors will select a locker, undress and place their belongings in it. There are chip locks on the lockers, which are unlocked or locked when a chip watch is attached. Subsequently, they leave to the showers area.
9. Only necessary personal hygiene is allowed in the shower areas. It is strictly forbidden to shave, manicure, pedicure, etc.
10. Visitors with wheelchairs are allowed to enter the pool only after disinfecting the wheelchair wheels.
11. Everyone enters Atlantis wellness at their own risk. There is an increased risk of slipping

throughout the facility, therefore each visitor is required to move slowly and cautiously to avoid the possibility of injury to themselves or others.

12. Take private photographs throughout the premises with respect and consideration for other customers.
13. Mobile phones are not allowed in the saunas, but in other areas mobile phones may be used with respect for other customers- no loud calls are allowed.
14. When leaving the changing rooms, after finishing the wellness visit, visitors put on their shoes outside the changing rooms.
15. Upon leaving, visitors will be asked to return their chip watches at the reception desk.
16. The receptionist will take the chip watch and check that the visitor has not exceeded the prepaid time spent in the spa. If the visitor exceeds the prepaid entry time, he/she will be charged for the extra time spent, according to the current Atlantis wellness price list.
17. If a visitor has ordered refreshments at the Fresh Bar by chip watch, they will be asked to pay for all orders.
18. The visitor, after handing in the smartwatch at the reception desk, is allowed to exit the spa through the reception turnstile.
19. In case of chip loss :
  - a. the visitor is required to present valid ID to verify identity,
  - b. the receptionist will check the visitor's account for any outstanding orders or services at the spa,
  - c. if the visitor has reported a different name upon arrival, he/she is obliged to provide it so that his/her account can be traced, paid and checked out,
  - d. if the visitor refuses to cooperate and his/her account is not traced, a penalty of CZK 5,000 will be charged.

## **FURTHER INFORMATION AND INSTRUCTIONS FOR VISITORS TO ATLANTIS WELLNESS**

Atlantis Wellness consists of a wellness area, sauna world, relaxation garden and private spa.

### **WELLNESS PART- swimming & bathing area**

The wellness part includes: relaxation pool, outdoor relaxation zone, outdoor whirlpool, Fresh bar with relax zone, solarium, massage, beauty salon, changing rooms.

### **RELAXATION POOL AND OUTDOOR WHIRLPOOL**

Water depth in the relaxation pool: 95 cm / Water temperature: 33-35°C.

Water temperature in the outdoor whirlpool is 33-35°C.

1. Before entering the relaxation pool and whirlpool, visitors are obliged to use the toilet and shower for sanitary reasons. In the showers, they will wash properly with soap and shower without bathing suits with warm water. If the visitor wants to soak his/her hair in the pool, he/she is obliged to wash it with shampoo or use a bathing cap before entering the pool. Visitors are also required to remove their make-up. It is not allowed to use your own swimming aids.
2. Entry to the relaxation pools and whirlpool is only possible in a swimsuit.
3. Visitors are allowed to consume alcoholic and non-alcoholic beverages (hereinafter

referred to as "beverages") in the relaxation pool area, provided that the following conditions are observed:

- a. the drinks are consumed from plastic cups which are placed on tables prepared for this purpose,
- b. alcoholic beverages shall not be sold to persons under 18 years of age,
- c. payment is made at the reception at the end of the spa visit,
- d. persons who are visibly intoxicated will be escorted immediately from the Atlantis wellness premises without refund,
- e. the provider is not liable for damage to health and property caused in direct connection with the consumption of beverages,
- f. the provider reserves the right to regulate and restrict the sale of alcoholic beverages on the Atlantis wellness premises,
- g. the wellness staff is entitled to refuse to sell an alcoholic beverage to a visitor only at its own discretion, taking into account the safety of the visitor and other visitors to the wellness. The wellness staff is entitled to refuse to sell an alcoholic beverage to persons who are accompanying the visitor or co-visiting the wellness together with the visitor who has been refused an alcoholic beverage.

## **SOLARIUM**

1. The first visit to the solarium should not exceed 15 minutes.
2. Keep your eyes closed when sunbathing and always wear protective goggles.
3. When tanning in a solarium, make sure your skin is clear of make-up and perfume.
4. Do not wear jewellery when sunbathing.

## **SAUNA WORLD- swimsuit-free zone**

The sauna world includes: steam sauna, salt sauna, tepidarium, herbal sauna, Finnish sauna, cooling waterfall, cooling pools, cooling river, ceremonial sauna, outdoor relaxation zone, large quiet relaxation area- relax zone.

## **SAUNA**

1. Before entering the saunas, tepidarium and common cooling areas, each visitor is obliged to take a shower with warm water.
2. You are only allowed to enter the saunas without a swimsuit.
3. The visitor must arrive on time for the sauna ceremony, after the sauna ceremony has started he/she does not enter the ceremonial sauna.
4. Visitors are required to sit on a towel or sheet in the saunas.
5. The recommended length of a single stay in the steam sauna is 20 minutes and a maximum of 4 consecutive cycles.
6. The recommended length of a single stay in the Finnish sauna is 8-15 minutes and a maximum of 4 consecutive cycles.
7. After each cycle the visitor is obliged to take a shower and preferably wait half an hour before returning to the sauna.
8. Visitors are not allowed to pour their own essences, essential oils or other mixtures into the sauna stove.
9. Persons suffering from high blood pressure and diseases of the cardiovascular system

should consult their doctor.

10. Sauna use under the influence of alcohol is prohibited.
11. It is forbidden to consume beverages in saunas.
12. The Ceremonial Sauna also serves as a children's sauna from 9:00 a.m. to 3:00 p.m. It is heated to 60°.
13. Each visitor, when purchasing admission, has the rental of one towel and one sheet included in the price of admission.
14. Additional towel is available for a fee of 20 CZK/1 piece.

## **RELAXATION GARDEN**

1. Visitors should note when entering the outdoor wellness area that during the spring and summer seasons there is a higher incidence of stinging insects. It is therefore recommended to take extra care in case of allergies or other health problems.
2. The decorative outdoor pond can be used to cool down after a sauna.
3. It is necessary to take a shower before using it.
4. It is forbidden to pollute the outdoor pond in any way.

## **IS STRICTLY PROHIBITED IN ALL PREMISES OF ATLANTIS WELLNESS:**

1. Behaving noisily (especially in the saunas), disturbing other visitors or staff with your actions and behaviour, or otherwise disturbing the surroundings.
2. Violate the regulations related to the demarcation of areas (individual sections of the wellness) for different types of clothing (swimsuit or sheet zone and the rule of silence in quiet zones).
3. shouting, running, whistling, calling for help without reason, jumping into the water including jumping off the side of the pool, pushing other people into the water, diving into each other, intentionally splashing and harassing other visitors or in any way endangering the operation of the spa.
4. Urinating in the water, spitting, rinsing your nose and mouth in the water or polluting the pool water in any way;
5. Washing laundry or other items, except bathing suits, with soap or shampoo in the shower areas.
6. Using soap, shampoo and other toiletries outside the shower and locker room areas.
7. Taking or throwing gum, food, glass items, pins, needles, razor blades, and other items that could endanger/harmed other patrons into the pool, cooling river, and whirlpools.
8. Being slathered in lotion or ointment before entering the pool, cooling river and whirlpools.
9. To use your own essences, essential oils or other blends designed for saunas.
10. To move around the pool and sauna world in soiled clothing or swimwear.
11. Eating your own food, smoking (including electronic cigarettes), consuming your own alcoholic and non-alcoholic beverages, bringing bags, backpacks and other luggage into the area. In the event of a violation of this prohibition, illegally brought drinks, food and other items will be confiscated and placed in the wellness reception and returned at the end of your visit. If drinks and food are not picked up, these confiscated items will be disposed of without refund.
12. Use and abuse narcotic and psychotropic substances, pollute these premises in any way.
13. Wellness Atlantis staff are entitled to refuse entry to persons under the influence of

alcohol or other narcotic and psychotropic substances to the wellness premises, or are entitled to expel such persons from the wellness premises without refund. If necessary, the operator may call the Police of the Czech Republic.

14. Intentionally damage or unreasonably tamper with any internal or external furniture, decorations and property of Atlantis wellness.
15. Stay in the wellness area during non-operating hours.
16. Unauthorized use of rescue devices and first aid items.
17. Entering areas designated for staff only.
18. Manipulate equipment outside of authorized persons (heating, electrical, etc.).
19. Picking or otherwise damaging vegetation in the relaxation garden.
20. Throw garbage, towels, cutlery, drinking containers and other items into the outdoor ornamental pond.

**In case of non-compliance with the above regulations, the person(s) will be banned from the Atlantis wellness area without refund. This is without prejudice to any claim for damages incurred by the provider or a third party as a result of a violation of the above regulations.**