

# Internal Regulation of Spa

In order to enjoy a unique experience at our **Spa & Beyond** please note the following procedures:

- 1) All of **Spa & Beyond's** treatments and programmes are available for guests at Your Hotel & Spa Alcobaca and external customers, by booking an appointment in advance, subject to availability;
- 2) Children under the age of 16 are not permitted to use the **Spa & Beyond** services;
- 3) Use of the **Spa & Beyond** services when pregnant is restricted. Ask one of our therapists for advice;
- 4) All customers are requested to arrive at least 10 minutes before their check-in time, so that they can be prepared for the service they have booked;
- 5) If the customer does not arrive for their booked treatment, they will have to pay 50% of the value of the treatment reserved;
- 6) It is compulsory to fill out a customer form before using any of the **Spa & Beyond** services, and it is the customer's responsibility to inform us of any relevant changes;
- 7) If the customer is late, the length of the treatment will be limited due to other existing bookings;
- 8) For customers staying at the hotel, dressing gowns and slippers are available in your room. You must go to the **Spa & Beyond** already wearing these. Towels will be provided in the reception area;
- 9) **Spa & Beyond** provides its external customers a key to a locker, which will have a dressing gown, slippers and towel inside. The key must be handed in to **Spa & Beyond** reception when leaving. Customers must leave the items provided inside the locker;
- 10) The items used during treatments are for internal use only, it is compulsory to hand them back to **Spa & Beyond**;
- 11) In order to use the Hydrotherapy Circuit, you must wear a swimming cap, swimming costume/shorts or bikini. You can also purchase these items at the **Spa & Beyond** reception;
- 12) The consumption of food, alcoholic or soft drinks is prohibited in the Hydrotherapy Circuit;
- 13) Please note that the Implementing Decree No. 5/97 of 31 March, of the Ministry of Equipment, Planning and Territorial Administration, requires the maximum water temperature for heated swimming pools to be 30°C;
- 14) **Spa & Beyond** is not liable in civil or legal proceedings for damages suffered by the customer as a consequence of incorrect use of the rooms/equipment on the premises, for the loss, theft and/or damage of personal property;
- 15) In order to guarantee maximum benefit of the services, use of any technological equipment is not permitted. We recommend that all jewellery be removed before any treatment;
- 16) As one of the characteristics of **Spa & Beyond** is a calm and serene atmosphere, we ask you to please keep the noise down. Provide yourself and other customers with a suitable environment;
- 17) **Spa & Beyond** may make changes to the Treatments Menu without prior notice;
- 18) All of **Spa & Beyond's** services include VAT at the applicable rate;

**Opening hours:** Monday to Saturday: 10:00 to 20:00 | Sunday: 9:30 to 17:00

