

# INTERNAL REGULATION

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

- 1) All of **Thermal Spa'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) Accommodation rates do not include any **Thermal Spa** services;
- 3) On Saturdays from 3:15 pm and on Sundays until 12:30 pm, the **Thermal Spa** services are exclusive for Hotel guests;
- 4) Children under the age of 16 are not permitted to use the **Thermal Spa** services;
- 5) Use of the **Thermal Spa** services when pregnant is restricted. Ask one of our therapists for advice;
- 6) 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;
- 7) If the customer does not arrive for their booked treatment, they will have to pay 50% of the value of the treatment reserved;
- 8) It is mandatory to fill out a customer form before using any of the **Thermal Spa** services and it is the customer's responsibility to inform us of any relevant changes;
- 9) If the customer is late, the length of the treatment will be limited due to other existing bookings;
- 10) For Hotel guests, dressing gowns and slippers are available in your room. You must go to the **Thermal Spa** already wearing these. Thermal Hydrotherapy Circuit users will be provided with a towel at the Spa reception. When leaving, leave the towel in the designated area;
- 11) **Thermal Spa** 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 **Thermal Spa** reception when leaving. Customers must leave the items provided inside the locker;
- 12) The items used during treatments are for internal use only, it is compulsory to hand them back to **Thermal Spa**;
- 13) In order to use the Thermal Hydrotherapy Circuit, you must wear a swimming cap, swimming costume/shorts or bikini. You can also purchase these items at the **Thermal Spa** reception;
- 14) The consumption of food, alcoholic or soft drinks is prohibited in the Thermal Hydrotherapy Circuit;
- 15) 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;
- 16) **Thermal Spa** 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;
- 17) 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;
- 18) As one of the characteristics of **Thermal Spa** is a calm and serene atmosphere, we ask you to please keep the noise down. Provide yourself and other customers with a suitable environment;
- 19) **Thermal Spa** may make changes to the Treatments Menu without prior notice;
- 20) All of **Thermal Spa** services include VAT at the applicable rate;
- 21) All the services of the **Thermal Spa** have a purpose of well-being and relaxation. In order to carry out thermal treatments with a therapeutic/medicinal aspect, is mandatory a medical appointment with our hydrologist. For more information, consult the Thermal Treatments Menu at Termas da Piedade.

**Opening hours:** Monday to Saturday: 9 A.M to 8 P.M. | Sunday: 9 A.M. to 05 P.M.

THERMAL SPA

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www.yourhotelspa.com



YOUR HOTEL & SPA  
ALCOBACA  
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