

INTERNAL REGULATION

Reservations and Availability

- All treatments and thermal spa programs are available to guests of Your Hotel & Spa Alcobaca as well as external clients, subject to prior reservation.

Access and Age

- Clients are kindly requested to arrive at least 10 minutes prior to their scheduled appointment for check-in and preparation for the services;
- Filling out a client form is mandatory before using any Thermal Spa service, and it is the client's responsibility to inform us of any relevant changes;
- Accommodation rates do not include any Thermal Spa services;
- Thermal Spa services are exclusively available to guests aged 16 and over. However, the thermal hydrotherapy circuit is accessible to children aged 12 to 15, when accompanied by an adult, during the 9:00 AM or 1:00 PM time slots;
- On Saturdays from 3:00 PM to 8:00 PM and Sundays from 9:00 AM to 12:00 PM, the Thermal Spa is reserved exclusively for hotel guests. Alternative schedules or restrictions may apply on holidays.

Environment and Technology

- To ensure maximum relaxation, we kindly ask that you switch off or silence all electronic devices before entering the treatment areas and maintain a calm and quiet atmosphere.

Materials provided

- For a complete experience, we provide a bathrobe, slippers and a towel. For the thermal hydrotherapy circuit, wearing a swim cap, swimsuit or bikini and slippers is mandatory (these items can be purchased at the reception desk);
- Hotel guests will find a bathrobe and slippers in their room and should arrive at the Thermal Spa already equipped. A towel for the thermal hydrotherapy circuit will be provided at reception;
- External clients will be given a locker key, which includes access to a bathrobe, slippers and a towel. The key must be returned at the Thermal Spa reception upon departure;
- Upon leaving the Thermal Spa, all provided materials should be returned and placed in the designated area near the reception.

Reservation Policy

- If you are unable to attend your appointment, please inform us in advance. Cancellations made less than 8 hours prior to the scheduled time will incur a 50% charge of the treatment value. In case of no-show, the full cost of the booked treatments will be charged. For hotel guests, this amount will be charged directly to the room. For external clients, treatments will be confirmed only after payment or upon providing credit card details;
- In the event of a late arrival, treatment time cannot be extended due to existing appointments.

Hygiene and Safety

- To ensure everyone's safety and comfort, the Thermal Spa follows all recommended hygiene and sanitation protocols. We kindly ask that you avoid bringing personal belongings into the spa area;
- Food and beverages are not allowed in the thermal hydrotherapy circuit;
- The Thermal Spa is not legally responsible for any damage or injury resulting from the improper use of facilities or equipment, nor for the loss, theft, or damage of personal belongings;
- In accordance with Regulatory Decree No. 5/97 of March 31, issued by the Ministry of Equipment, Planning, and Territorial Administration, the maximum allowed water temperature for heated pools is 30°C;
- We recommend using the rain walk after the sauna and the steam bath, and before entering the hydromassage pool or jacuzzi.

Additional Information

- Pregnant women are advised to consult their doctor before using our services;
- All Thermal Spa services are focused on well-being and relaxation;
- For therapeutic or classic thermal treatments, a diagnostic consultation with our hydrologist is required. Further details can be found in the Thermal Treatments Menu of Termas da Piedade;
- The Thermal Spa reserves the right to change the treatment menu without prior notice;
- All Thermal Spa services include VAT at the applicable rate.

Retail Products and Vouchers

- Take wellness home with you or share it with someone special: extend the benefits of your treatment with our selection of products. All services are also available as gift vouchers. For more information, please contact the reception.

Schedule

- Monday to Friday: 9:00 AM to 8:00 PM
- Saturday: 9:00 AM to 8:00 PM and 9:00 PM to 11:00 PM
- Sunday: 9:00 AM to 5:00 PM

THERMAL SPA

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