

THE PRINCIPE DI PIEMONTE HOTEL SPA

RULES AND REGULATIONS 2021

SPA REGULATIONS

Privacy and Relaxation

We kindly ask you to keep all noises at a low volume. This ensures comfort for all our clients who are enjoying their sessions in a peaceful and relaxing environment.

Please turn your mobile phones off while in the spa.

Contraindications, precautions and suggestions:

Our treatments are solely intended to regenerate and energize your mind and body. Please ask your doctor for medical therapies and diagnoses.

The Sauna and Turkish bath revitalize your mind and body but there could be counterindications. We recommend not using them unless you have a health certificate from your doctor.

The sauna and Turkish bath are not suitable in the following cases:

Pregnancy (even if in the very early stages);

Allergies, skin diseases or skin inflammations;

High or low blood pressure;

Cardiac and circulation diseases;

Respiratory problems (such as asthma, bronchitis, etc.);

Neurological diseases;

General acute infections (such as fever, colds, influenza, etc.);

Rheumatism and rheumatic arthritis;

Diabetes;

Menstrual cycle;

Children going through puberty.

In all the above cases, please ask your doctor before reserving a treatment or a sequence of treatments.

Admission to the Spa is only allowed to children under 16 if they are accompanied by an adult who assumes responsibility.

Admission to the sauna and Turkish bath is not allowed to children under 16.

Reservations for the Thermarium and Spa

We recommend booking in advance to ensure that you get a time that is most convenient for you. All our treatments are based on the Spa's availability to guarantee the services and the number of people allowed.

Cancellations:

Cancellations are free up to 12 hours before the scheduled appointment.

The total cost of the treatments will be charged if cancellations are made on the same day of the scheduled appointment.

Appointments

Please arrive 10 minutes early to relax and begin your treatments on time.

In case you are late, your session cannot go over the scheduled time as we must accommodate our next client. This may lower the desired effect and the level of satisfaction and enjoyment expected. However, please keep in mind that the entire cost of the session will be charged.

You may ask the staff members to extend your session who will do so if there is availability. You will be charged for the extra time.

What to wear

We suggest coming to the Spa with your bathrobe, towel and the hotel's slippers placed in your rooms.

You must wear your bathing suit or the disposable bathing suit provided by us during your sessions.

How to make the best of your Spa Experience:

Our therapists will respect your privacy by treating only the areas of the body requested.

Please inform your therapist if you have any preferences, doubts and expectations and if you have any requests (such as firmer or more gentle pressure applied, the volume of the music and the temperature of the room).

Rules and Regulations for SARS-Cov-2 prevention and risk management

Access is not allowed if:

- ° Your body temperature exceeds 37.5 degrees;
- ° You have Sars-Cov-2 symptoms;
- ° You have been in contact with a person positive to the virus in the 14 days prior to your arrival;
- ° You are coming from a country that is on the Italian Ministerial List of Countries at Risk according to national and international norms and guidelines;
- ° You have not yet received your swab results.

Access to the spa is only by reservation.

All the members of the staff wear personal protection equipment.

All the spa staff members wear personal protective equipment.

You must wear a face mask to enter the spa (you must wear the face mask when you enter and when you change rooms).

Access to the spa is only for 1 client at a time, except for members of the same family and/or partners up to a maximum of 4 people.

Social distancing by at least 1 meter is required for all clients waiting for their turn in the spa, except for members of the same family and/or partners.

Once the clients have entered the changing rooms, they must wash their hands with warm water and soap for a minimum of 40 seconds and/or use the available hand cleansers before entering the spa area.

Clients must wash their hands each time they move from one area to another.

The relax area is only for a maximum of 3 people at a time if they share the same room or if they are members of the same family and/or partners.

The living room is only for a maximum of 4 people at a time if they share the same room or are members of the same family and/or partners.

The time spent in the living room is only limited to the moment before and after treatment except in the case of a different package/plan bought and reserved beforehand.

The recommended number of people in the living room is maximum 2.

The thermarium is not available due to SARS-CoV-2 prevention norms, except for two people who share the same room.