**EMERGENCY PLAN – WELLNESS CENTER LOVECKÁ BAŠTA**

**1. Purpose of the Document**
This emergency plan outlines procedures for dealing with extraordinary situations such as technical malfunctions, injuries, sudden illness, fire, power outages, or crisis situations during the operation of the Lovecká Bašta wellness center.
The aim is to ensure the highest possible level of safety for visitors and enable a prompt response in the event of any threat to health or property.

**2. Nature of Operation**
The wellness center operates as an unattended facility, controlled electronically and remotely.
In emergencies, SOS buttons are available to connect the visitor with the hotel resort staff.
Immediate physical assistance is not guaranteed. Visitors enter at their own risk and responsibility.
Selected areas of the wellness center may be monitored by a CCTV system.

**3. Location of Safety Features**
• **SOS Buttons:**
 - Finnish sauna – left side near the exit
 - Bio sauna – right side near the exit

• **Emergency Exits:**
 - Wellness exit doors are always unlocked from the inside

• **Main Switches:**
 - Accessible only to authorized personnel

• **Cryo Tub:**
 - Heating function is permanently deactivated and operates in constant cooling mode
 - Maximum temperature is technically limited to 40 °C and cannot be changed by guests

**4. Types of Emergency Situations and Recommended Procedures**

**Nausea, Collapse, Fainting**
• Move the person to a safe area and ensure fresh air
• Activate the SOS button
• If the person is unresponsive: call 155 – Emergency Medical Service
• In case of cardiac or respiratory arrest: begin resuscitation

**Smoke, Fire, Overheating Smell**
• Evacuate the area immediately
• Do not use electrical devices, switches, or equipment
• Activate the SOS button
• Call 150 – Fire Department
• Move to a safe area outside the building

**Device Malfunction (sauna, whirlpool, Cryo)**
• Do not intervene manually or turn off equipment
• Report the issue using the SOS button or contact reception
• Do not use the equipment until professionally inspected
• In case of injury (e.g., sharp ice) – provide first aid, seek medical help

**Water Leakage / Contamination**
• Report via SOS button
• Prevent water from spreading if it does not pose a safety risk
• Leave the area if slipping becomes a danger

**Power Outage**
• Stay calm
• Do not interfere with any equipment
• Exits remain freely accessible
• Wait outside the wellness area until operation resumes

**Hypothermia / Adverse Reaction in Cryo Tub**
• Immediately discontinue use
• Move to a relaxation zone
• If fainting occurs, activate SOS or call 155
• Do not continue without medical consultation

**5. Visitor Responsibilities**
Every visitor is required to:
• Familiarize themselves with this emergency plan, available online or at reception
• Follow the Visitor Rules, Operational Guidelines, Health & Safety instructions, and staff directives
• Act calmly and responsibly during emergencies
• Avoid endangering themselves or others

By entering the wellness zone, the visitor acknowledges they do so at their own risk and bear full responsibility for their health, conduct, and any potential damage.

**6. Operator Responsibility**
The operator is not liable for any harm to health, life, or property caused by:
• failure to follow this emergency plan,
• disregard of instructions,
• overestimation of physical capabilities,
• or dangerous or irresponsible behavior.

**7. Emergency Contacts**
**Emergency numbers:**
• Emergency Medical Service: 155
• Fire Department: 150
• Czech Police: 158

**Operator Contact:**
• Reception: +420 778 726 778
• Email: recepce@loveckabasta.com

This document is part of the publicly accessible documentation of the Lovecká Bašta wellness center.
It is linked to the Visitor Rules, which govern general usage conditions.
Available both physically at reception and online at [www.loveckabasta.com/wellness](https://www.loveckabasta.com/wellness).
Every visitor is obliged to read this plan and follow its procedures in the event of a crisis.