**VISITOR RULES – WELLNESS CENTER LOVECKÁ BAŠTA**

**1. Purpose and Nature of Operation**
The Lovecká Bašta wellness center is intended for individual relaxation of hotel guests and, to a limited extent, for the public without public promotion.
It is an unattended facility operated remotely, and access is enabled through remote-controlled electronic entry.
The wellness center includes an outdoor cooling tub (Cryo Ice Tub) and a whirlpool.
All equipment (saunas, Cryo tub, whirlpool, underfloor heating) is controlled exclusively by the reception or an authorized person.
Guests are not allowed to change any settings on the touch panels.
Any unauthorized manipulation is prohibited and may result in charges for damages.
The operator is not liable for visitors who disregard these rules, operational and safety regulations, or hygiene standards.
The full documentation (visitor rules, operational rules, HSE & FS, and emergency plan) is available at reception and online at [www.loveckabasta.com/wellness](https://www.loveckabasta.com/wellness).

**2. Opening Hours and Entry Conditions**
• Open daily from 09:00 to 20:30
• Operation in 90-minute time blocks
• Shared access: only with a minimum of 4 persons
• Private access: only with prior reservation
• Whirlpool: available for private reservation only
• Every visitor must have a valid reservation (in person, online, or via reception)

**3. Age Restrictions and Health Condition**
• Children under 3 years old: entry prohibited
• Children 4–12 years: whirlpool only, and only when accompanied by an adult
• Persons 12–18 years: access allowed only with adult supervision
• Persons 18+: entry at own risk

**WARNING:**
Sauna use, Cryo tub, and whirlpool are not recommended for children, pregnant women, individuals with epilepsy, heart or vascular conditions, high blood pressure, or other health issues.
Every visitor is required to inform staff of any serious health condition. Otherwise, they assume full responsibility for any consequences.

**4. Hygiene and Operational Rules**
Every visitor is required to:
• Take a full shower before entering
• Sit or lie in the sauna on a towel or sheet
• Enter the sauna without swimwear, only with a towel or sheet
• Leave the area in the same condition as received

**Prohibited actions:**
• Shaving, cutting nails, dyeing hair
• Use of cosmetics, oils, ointments, exfoliants
• Glass containers and sharp objects
• Consumption of food or alcohol
• Smoking in any part of the wellness center
• Entering the Cryo tub without showering

**5. Conduct and Safety Guidelines**
• Behave quietly and respectfully, do not disturb others
• Running, shouting, jumping into the whirlpool or cooling tub is prohibited
• Recommended stay in the Cryo tub is max. 3–5 minutes
• In case of any issues, use the SOS button
• In the event of power outage, smoke, or fire, leave the area immediately

**Saunas – specific rules:**
• **Finnish sauna** (approx. 90 °C):
 Pouring clean water on stones is allowed, cautiously and only in designated areas
• **Bio sauna** (50–60 °C, humidity approx. 30–60%):
 Equipped with automatic steam control – pouring any liquid on stones is strictly prohibited
 Violations may damage the equipment – costs will be charged

The operator reserves the right to immediately and without compensation remove any person who:
• Violates any rules (of this or related documents)
• Is under the influence of alcohol or drugs
• Behaves dangerously, offensively, or causes damage

**5A. Control Panels and Equipment**
• All touch panels (Finnish sauna, bio sauna, Cryo tub, whirlpool, underfloor heating) are for technical use only and may be operated exclusively by reception or an authorized person
• Any manipulation, reprogramming, or switching off by visitors is strictly prohibited
• Violations may result in full compensation for damages or service call charges

**6. Legal Provisions and Liability**
• Every visitor is required to familiarize themselves with these visitor rules before entering
• By entering the wellness center, the visitor confirms this and enters at their own risk
• The operator is not liable for:
 - Injury or health damage
 - Damage to property
 - Or any harm caused by rule violations or the visitor’s health condition
• Visitors are fully responsible for any persons they accompany
• Deliberate or grossly negligent damage will be fully charged
• Premises may be monitored by CCTV in accordance with GDPR

This document is an integral part of the operational documentation of the Lovecká Bašta wellness center.
It is publicly available at reception and online at [www.loveckabasta.com/wellness](https://www.loveckabasta.com/wellness).
It is linked to the **Emergency Plan**, which defines procedures for extraordinary situations.
Every visitor is required to read these rules before entering.
By entering the wellness center, the visitor confirms this and accepts full responsibility.