

WELLNESS CENTRE CODE OF CONDUCT

1. GENERAL RULES

The internal rules of SIA SEMARAH HOTEL MANAGEMENT (hereinafter referred to as the Company) lay down the rights and obligations of visitors at SPA and Wellness, the fitness centre and the outdoor pool located at 64/68 Bulduru Prospect, Jūrmala, with the aim of ensuring visitor safety during the provision of the services.

1.1. It is the duty of every visitor to read carefully and observe the internal rules (hereinafter referred to as the Rules) prior to visiting the SPA and Wellness centre, the fitness centre or the outdoor pool.

1.2. The Rules (in Latvian, English and Russian) can be found at the SPA and Wellness reception, in the changing room, in the fitness centre and on the website www.lielupe.semarahhotels.com.

1.3. The Company will not be held liable in any way if a visitor fails to comply with the Rules, instructions of the SPA and Wellness staff, safety and warning signs, or if a visitor causes damage to his or her health, endangers the health and life of other visitors, or causes material or moral damage to a third party.

1.4. Each visitor is responsible for his or her state of health, physical fitness, and swimming skills.

1.5. Should a visitor feel unwell during a visit to SPA and Wellness, he or she must immediately contact the administrator of the SPA and Wellness centre.

1.6. SPA and Wellness employees have the right to eject a visitor if he or she does not follow the Rules, warning and safety signs at the SPA and Wellness centre, as well as employees' instructions. In this case, the entrance fee paid by the visitor shall not be refunded.

1.7. For security reasons, the SPA and Wellness staff or security have the right to ask a visitor to show the contents of his or her bag.

1.8. Under the Rules, group leaders and persons organizing a corporate or other event are responsible for all members of their group.

2. GUESTS' ARRIVAL AND DEPARTURE

2.1. By purchasing a monthly membership or a daily pass, the visitor confirms that he or she has read and accepted the Spa and Wellness Rules and will comply with the Rules during the visit.

2.2. Upon arrival, the visitor pays for the services in accordance with the applicable rates, after which he or she is issued a bracelet key.

2.3. Children under 12 years of age may only visit the SPA and Wellness centre under the supervision of adults. The adult accompanying a child must be at least 18 years old.

2.4. Children from 6 y.o. should use changing rooms of their gender.

2.5. A visitor is entitled to use Spa and Wellness services after he or she has received an electronic bracelet.

2.6. Should a visitor lose his or her electronic bracelet, the visitor will have to reimburse the cost of the bracelet, EUR 20, in addition to paying the fee for services received.



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3. PROCEDURE OF VISITING SPA AND WELLNESS

3.1. Access to the Wellness centre and fitness centre is limited to persons wearing electronic bracelets programmed according to the Company's price list.

3.2. Outerwear and outdoor footwear have to be put in a locker. The Company is not responsible for personal belongings left in the cloakroom and in lockers.

3.3. While in the changing room, visitors must put on clean shoes or disposable boot covers.

3.4. Wellness centre visitors must wear flip-flops and swimwear, visitors at the fitness centre must wear sportswear and sports footwear, and visitors at the SPA facilities and salt inhalation room – bathrobes and slippers.

3.5. Adults accompanying children have to make sure that children wear swim diapers if they need to. Children under 3 (three) years of age are not allowed in the Wellness centre without swim diapers.

3.6. Using lockers and safe deposit boxes in the changing room:

3.6.1. Lockers in the changing room are opened and locked with the help of an electronic bracelet. After changing, visitors must make sure that their lockers are locked.

3.6.2. When leaving the Wellness centre, lockers must be left open.

3.7. The administration of the Wellness centre does not accept visitors' belongings for safekeeping, but provides visitors with lockers in the changing room. The administration of SPA and Wellness takes no responsibility for visitors' belongings left and/or lost in a locker, in the changing room, or elsewhere at the SPA and Wellness centre.

3.8. Visitors have to shower before entering the swimming pool.

3.9. Visitors should be aware that floors in showers and changing rooms may be wet and slippery.

3.10. Visitors should not handle hair dryers with moist or wet hands, and a proper distance between the hair and the hair dryer must be observed.

3.11. When visiting the Wellness centre, visitors have to observe hygiene requirements, instructions of the staff and the Rules. Visitors should not wear their hair loose at the Wellness centre.

3.12. Visitors have to use the swimming pool equipment for its intended the purpose.

3.13. Should a visitor feel unwell and/or have other complaints, he or she has to immediately turn to a SPA and Wellness centre staff member.

3.14. Visitors must strictly adhere to the specified time and place of their visit and validity of the pass.

3.15. In the event all lockers are in use, the administration has the right stop visitors from entering the Wellness centre until a locker is vacated.

3.16. Visitors are responsible for their state of health and have to choose themselves the type of sauna they wish to visit, how long they wish to stay in the sauna, Jacuzzi or the pool. Visitors who take medications (antibiotics, antidepressants, diuretics, etc.) may only visit the saunas after consulting their doctor.

3.17. Visitors have to shower each time after visiting the sauna.

3.18. Before visiting the Wellness centre, you need to assess your condition and not stay in the sauna for more than 10 minutes if:



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- 3.18.1. You have had a lot of excessive physical activity for some time
- 3.18.2. You have had troubled sleep
- 3.18.3. You have consumed alcohol or other intoxicating substances last night
- 3.18.4. You have health problems (especially in the case of cardiovascular diseases)
- 3.18.5. You are visiting such type of sauna for the first time
- 3.19. Leave the sauna immediately if you feel a discomfort.
- 3.20. While in the sauna, visitors must refrain from any actions that may endanger their own or other people's lives, health and safety.
- 3.21. visitors may not touch or place any objects or clothes on the sauna heaters.

4. THE FOLLOWING IS FORBIDDEN AT SPA AND WELLNESS CENTRE

- 4.1. Visiting the Wellness centre and the fitness centre without an electronic bracelet.
- 4.2. Bringing food or beverages into the SPA and Wellness centre.
- 4.3. Bringing glassware into the SPA and Wellness centre.
- 4.4. Wearing your hair loose at the Wellness centre.
- 4.5. Persons under the influence of alcohol, drugs or other intoxicating substances are not allowed to enter the SPA and Wellness centre.
- 4.6. Using the pool and saunas under the influence of alcohol or narcotic substances.
- 4.7. Consuming alcoholic beverages at the SPA and Wellness centre.
- 4.8. Spitting on the floor or in the water.
- 4.9. Relieving yourself anywhere except in the bathrooms
- 4.10. Shouting, whistling, hustling and running (for the fear of slipping and/or injuring yourself).
- 4.11. Visiting the SPA and Wellness centre with pets.
- 4.12. Being at the Wellness centre without swimwear.
- 4.13. Visiting the SPA and Wellness centre when ill (having a fever) or if you have eye, skin or other contagious diseases, open wounds, or other ailments that may endanger the safety and health of other visitors.
- 4.14. Leaving children under 12 (twelve) years of age unattended.
- 4.15. Jumping in the pool, running along the pool deck, jumping in any body of water, diving.
- 4.16. Ignoring depth marks in the swimming pools.
- 4.17. Pregnant women may not use saunas and the cascade, or swim in the current.
- 4.18. Using sauna brooms, body cosmetics (honey, coffee grounds, clay, etc.) in any sauna or in other rooms of the Wellness centre.
- 4.19. Pouring water or other liquids on sauna heaters, placing towels or any other objects on electrical appliances, including on sauna stones.
- 4.20. Wearing outdoor footwear at the SPA, Wellness centre, fitness centre and their changing rooms.



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4.21. Visiting the hotel's staff rooms, which have Staff Only signs on the doors, at the Wellness centre and at the hotel.

4.22. Visitors are liable for any damage caused to the Company or third parties as a result of their actions.

4.23. A visitor who fails to observe the rules, safety and warning signs at the SPA and Wellness centre, as well as instructions of the staff, may be ejected from the SPA and Wellness centre. In this case, the visitor will not be refunded the entrance fee paid. The Company's administration also has the right to cancel the visitor's monthly or day pass without refunding the value thereof.

5. VISITING WELLNESS CENTRE WITH CHILDREN

5.1. Visiting the Wellness centre is not recommended for children under one year old.

5.2. Children under 3 years of age are must wear swim diapers.

5.3. Children under the age of 12 may only visit the Wellness centre under adult supervision and remain under close supervision at all times. The accompanying person must be at least 18 years old and be fully responsible for the conduct of the children entrusted to him or her and for the observance of the given Rules.

6. VISITING FITNESS CENTRE

6.1. Please read the instructions carefully before visiting the fitness centre.

6.2. Children under the age of 12 are not allowed to visit the fitness centre and use exercise equipment if they are not accompanied by an adult. The accompanying person must be at least 18 years of age and be fully responsible for the conduct of the children entrusted to him or her and for the observance of the given Rules.

6.3. Visitors at the fitness centre must be respectful of each other and fitness centre property.

6.4. The administration bears no responsibility for visitors who suffer injuries due to incorrect use of equipment.

6.5. Should you have any questions, please turn to the administrator.

7. WELLNESS CENTRE'S WORKING HOURS

7.1. The Wellness centre is open to visitors daily from 8 a.m. to 10 p.m.

7.2. Visitors must arrive not less than 60 minutes before the Wellness centre closes. The Wellness centre must be vacated 10 (ten) minutes before the end of working hours or immediately upon the personnel's request.

7.3. Working hours may change, for instance, when the Wellness centre hosts various events or for maintenance purposes.



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8. RESPONSIBILITIES OF SPA AND WELLNESS CENTRE VISITORS

8.1. Failure to comply with the above rules may result in the visitor being ejected from the Wellness centre without refunding the entrance fee.

8.2. The administration of the SPA and Wellness centre does not accept visitors' belongings for safekeeping, only offers visitors to use changing room lockers. The administration of the SPA and Wellness centre is not responsible for any clothes, documents, mobile phones, jewellery and other belongings left or lost in the Wellness centre's territory, cloakroom or lockers.

8.3. In case lost belongings are found, such as clothes, shoes, valuables, they are kept at the centre for up to two weeks. Forgotten personal care products are discarded.

8.4. The Spa and Wellness centre is not be liable for any damage sustained as a result of an accident, for any injury sustained, or for any other incident caused by the negligence of a visitor or failure to comply with these Rules.

8.5. In the event of injury or and / damage to property, the Spa and Wellness centre's visitor involved must immediately contact the Spa and Wellness centre's administrator to record the location, time and circumstances of the incident. On the other hand, if the Rules were not followed, the claims of the SPA and Wellness centre's visitor are not considered and satisfied.

8.6. The visitor covers the losses caused to the Spa and Wellness centre and / or to the property of third parties.

9. RULES ON SPA AND WELLNESS CENTRE PASSES

9.1. The SPA and Wellness centre's pass is effective from the moment of purchase.

9.2. Information on membership types, prices, visit times can be found at the Spa and Wellness centre's administration and on the [website](#)

9.3. Each time you visit the Spa and Wellness centre, you must present your pass or give the pass holder's phone number. Failure to comply with this provision gives the administration of the Wellness centre the right to refuse the centre's services to the visitor.

9.4. Membership fees are non-refundable, nor can they be exchanged for any other services.

9.5. Your membership expires on a specific date, regardless of how often you use the Spa and Wellness centre. Once your pass expires, it cannot be extended, regardless of the reasons for not coming to the Spa and Wellness centre (illness, vacation, etc.).

9.6. Only the person in whose name the pass was purchased may use the pass. The pass may not be used by another person, only by its owner. (One visit per person). Failure to comply with this provision entitles the SPA and Wellness centre's administration to suspend or terminate the person's membership and to charge a one-time fee.

9.7. In some cases, the administration of the SPA and Wellness centre reserves the right to retain the pass and use its own discretion whether to terminate the visitor's membership and charge a one-time fee.

**We wish you and your family a pleasant stay at SPA and Wellness centre!
The Rules have been drawn up in accordance with Section 4, Paragraph 2 and Section 17 of the
Consumer Rights Protection Law**



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