

## General conditions of the SPA

### OPENING HOURS AND ACCESS

The fitness and relaxation areas (swimming pool, fitness room, sauna, hammam) are open every day from 7 am to 8 pm and are only accessible to guests of the Hotel and to persons holding a SPA membership or a SPA Day package.

Children up to 13 years old have to be accompanied by an adult. Access to the swimming pool for children up to 13 years of age is not authorized between 9 am and 11 am and between 6 pm and 8 pm., in order to be able to offer moments of tranquility to other users.

The fitness area and the wet zone are not accessible to children under 16 years of age.

### CHANGING ROOMS

The SPA provides you with a locker and linen while you are at the SPA.

The SPA Management reserves the right to open any lockers that may have remained closed at the end of the day and to remove any items found within, since the lockers are not assigned by name.

You can store valuables in individual safes made available to you at the hotel reception while you are enjoying the SPA.

Under no circumstances can the Crans Ambassador SPA be held responsible for any loss, forgetfulness, damage or theft of items within the establishment.

### TREATMENTS

Treatments are available every day, by appointment, between 10 am and 8 pm.

Thank you for advising us of any health problem, allergy or injury that could interfere with the smooth running of your treatment.

We advise you to arrive at least 20 minutes before the time of your appointment in order to prepare yourself calmly for your experience and your treatment. In the event of a late arrival, we will do our best to postpone your treatment if the schedule allows, otherwise it will be shortened and invoiced in full.

For customers not residing at Crans Ambassador, a credit card will be required as a guarantee at the time of booking.

Any service cancelled less than 24 hours in advance will be invoiced in full.

## **GOOD CONDUCT, HYGIENE AND SAFETY**

Wearing a mask is mandatory in all areas of the SPA.

The rules against the spread of COVID call for controlling the flow of customers in the pool area and in the SPA. All customers are requested to respect the instructions given by the SPA staff and, if necessary, to wait to access the SPA area if too many guests present.

Bathing of babies is only permitted if they are equipped with waterproof diapers specially adapted for swimming.

Wearing a swimsuit is compulsory throughout the SPA area.

Shoes and street clothes are not allowed inside the SPA.

All users are personally responsible for their own health and must consult a doctor before undertaking certain exercises or treatments.

The SPA is a place dedicated to calm and relaxation. The use of mobile phones and other multimedia devices is therefore strictly prohibited inside the SPA.

It is forbidden to run and shout in the SPA.

It is forbidden to dive in the pool or to use balls or other accessories that could affect the tranquility of the place.

It is forbidden to smoke or consume alcoholic beverages within the SPA.

Glass containers and any type of food are not allowed inside the SPA.

Animals are not allowed in the SPA area.

## **CONTACT US**

In the event of a problem and in the absence of the SPA staff, we invite you to contact 7001 from the telephone located at the reception of the SPA.

The hotel reserves the right to prohibit access to the SPA to anyone who does not respect the rules and tranquility of our spaces.