



SPA ODYSSEY'S
FLOWER

SPA FACILITY RULES

1. General rules for visitors to the thermal zone

- 1.1. The Rules define the general rules of conduct for visitors to the thermal zone and swimming pool area.
- 1.2. The Rules shall be binding to all visitors of the thermal zone and swimming pool area without exception. The visitor is to read the Rules carefully. Receipt of a cashier's check and/or an electronic bracelet is a confirmation that the visitor is aware of the Rules, fully agrees with them and undertakes to comply with them, bearing the risk of adverse consequences in case of their violation. When visiting the thermal zone and swimming pool area by an organised group of persons, the group leader is responsible for compliance with the Rules by all members of the group.
- 1.3. The right to visit the thermal zone is included in the price of the guests staying at the hotel, all other guests are charged (according to the valid price list). The entrance fee includes the use of the water and thermal areas. If necessary, a towel will be provided to the visitor.
- 1.4. Pursuant to Article 32 of the Russian Law on Protection of Consumer Rights and Article 782 of the Russian Civil Code, no refunds will be given for services provided in the thermal zone.
- 1.5. When paying for the visit the guest shall be given an electronic silicone or plastic key bracelet, for which the guest is financially responsible. In case of loss (damage) of the bracelet, a fine shall be paid in accordance with the valid pricelist.
- 1.6. Loss or damage of towel shall be charged in accordance with the valid pricelist.
- 1.7. Opening hours of the Thermal Zone are from 10:00 (10 a.m.) to 22:00 (10 p.m.). The maintenance break is from 17:30 (5.30 p.m. to 6 p.m.) to 18:00. During non-working hours of the thermal zone from 10:00 (10 a.m.) to 22:00 (10 p.m.) the SPA premises are not serviced by the personnel. In case of violation of this paragraph by the visitors of the rules and in case of dangerous situations the administration of the Grace Cruise Hotel (hereinafter referred to as the management of the facility) will not be responsible.
- 1.8. While on the territory of the thermal zone the visitors must independently monitor the time of their stay.
- 1.9. Visitors are obliged to leave the thermal zone and go to the changing rooms 20 minutes before the end of the business hours.
- 1.10. When leaving the thermal zone, the visitor is obliged to make full payment for the additional services received during the rest period, hand over the wristband and sheets/linen received for the recreation.
- 1.11. The total number of visitors staying in the thermal zone at the same time is limited. If the maximum possible number of visitors is reached, the management of the facility has the right to refuse all other visitors to the thermal zone.



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1.12. In case of unforeseen, emergency or urgent situations, the visitors must leave the thermal zone immediately at the request of the SPA administrator.

1.13. If the services cannot be provided due to the force majeure, i.e. extraordinary and inevitable circumstances (force majeure), i.e. prohibited actions of authorities, civil commotion, epidemics, blockade, embargo, earthquake, flood, fire or other natural disasters, as well as unforeseen technical failures (for which the provider is not responsible) resulting in inability to continue the services, reduction of prices during the stay in the thermal zone is not provided.

1.14. In case of the slightest ailment or injury, the visitor should contact the staff of the thermal zone and follow the recommendations of the SPA personnel.

1.15. Visitors should be respectful to each other and not disturb the other spa guests.

1.16. Professional photography and video recording on the territory of the thermal zone is allowed only with the consent of other visitors and in agreement with the SPA administrator.

1.17. The management has the right to unilaterally:

1.17.1. To close the swimming pool or its separate areas for repair and/or maintenance works;

1.17.2. Change the opening times of the swimming pool or its individual areas and limit the use of the swimming pool equipment during repair and/or maintenance works;

1.17.3. Change the opening hours of the swimming pool or its individual areas;

1.17.4. In case of violation of these Rules, the administration has the right to deny service to any visitor.

2. Rules of conduct in the swimming pool area

2.1. Swimming pool rules are designed in accordance with the regulations, sanitary requirements and other legal acts of the Russian Federation.

2.2. Before entering the swimming hall, it is necessary to take a shower, put your hair in a "bun" or wear a swimming cap, and wear special footwear with rubber soles.

2.3. 2.3. For personal safety, visitors must follow the rules of conduct on the water:

2.3.1 Do not dive into the pool from the pool deck.

2.3.2 When swimming, circular movement rules shall be adhered to.

2.3.3 Follow the instructions of the staff of the thermal zone.

2.4 Visitors must comply with any requests of the thermal zone staff regarding safety and the maintenance of order and tidiness of the thermal zone.



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3. Information for parents

- 3.1. Children under 14 years of age may only enter the swimming pool with an adult and must be supervised at all times. One adult may accompany no more than 2 children.
- 3.2. Parents or accompanying adults are responsible for the safety of minors and are responsible for determining the degree of risk and possible consequences (temperature of steam rooms, use of water attractions).
- 3.3. It is prohibited to be on the SPA premises without swimming suit and swimming trunks (depending on the gender of the visitor). Children under 4 years old and children older than 4 years who can not use the toilets by themselves shall visit the swimming pool only in waterproof swimwear (nappies).
- 3.4. If it is determined that children under 14 years old unaccompanied by their parents or adult guardians are in the swimming hall, the management has the right to refuse the child to enter the swimming pool area.

4. Rules for using the steam bath services in the thermal zone

- 4.1. The thermal zone contains: a Finnish sauna, an aroma steam room and a hammam.
- 4.2. Entrance to the steam bath must be strictly in swimming costumes.
- 4.3. For a comfortable stay in sauna it is necessary to wear headgear.
- 4.4. If you feel uncomfortable or feel unwell, you should leave the steam baths and contact any member of staff nearby for medical assistance.
- 4.5. Recommended time in the steam bath: 15-20 minutes.
- 4.6. It is mandatory to take a shower before and after visiting the steam bath.
- 4.7. It is necessary to monitor your condition in the steam bath. Using the steam bath without proper preparation and in case of any health risk is dangerous! Remember that you are responsible for your own health!

5. Recommendations for visiting the steam baths of the thermal zone

- 5.1. Do not use the steam baths in case of:
 - high blood pressure;
 - feeling unwell (unsatisfactory state of health);
 - pregnancy (any stage);



5.2. The following illnesses:

- acute illnesses of an infectious or other nature;
- cardiovascular diseases;
- hypertension;
- coronary artery disease;
- all types of chronic diseases in the acute stage;
- open wounds on the body.

6. The following is strictly FORBIDDEN to:

- 6.1. Enter the territory of the thermal zone without a special change of shoes, or without shoe covers and wearing outerwear.
- 6.2. Persons under the influence of alcohol or drugs shall not enter the territory of the thermal zone.
- 6.3. Consume alcoholic beverages in the entire territory of the thermal zone.
- 6.4. Enter the staff area.
- 6.5. Apply cosmetic products (including ointments, creams, sprays, honey, etc.) to the skin before visiting the thermal zone.
- 6.6. Use the showers for personal hygiene purposes (shaving, washing and drying clothes, etc.) and bring personal cosmetics to the thermal zone and use them.
- 6.7. Run around the thermal zone.
- 6.8. Bring firearms, gas, pneumatic and cold weapons, stabbing and cutting objects, as well as explosive and flammable, toxic and strong smelling substances into the thermal zone.
- 6.9. Enter the territory of the thermal zone (outside the changing room) with bags, handbags, etc.
- 6.10. Visit the thermal zone with open wounds, infectious, skin and other types of diseases, as well as wearing any medical bandages (plaster, bandages) and adhesive plasters. The administration of the facility shall have the right to recommend additional medical examination or remove visitors who violate this clause of the Regulations from the territory without refund of the visit fee.
- 6.11. Visit the thermal zone without bathing equipment.
- 6.12. Take out of the thermal zone the material values belonging to the SPA complex.
- 6.13. Smoke in the entire SPA, except for specially designated smoking areas in the territory of the Grace Cruise Hotel.
- 6.14. Take food brought to the territory of the thermal zone (in any way).
- 6.15. Use chewing gum in the territory of the thermal zone.
- 6.16. Enter the territory of the thermal zone with animals, birds, reptiles, etc.



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- 6.17. Damage the inventory, equipment and property located on the territory of the thermal zone.
- 6.18. Bring in any glassware, including glassware which is not used in the SPA.
- 6.19. Pour water on electric cookers in the territory of saunas and steam baths.
- 6.20. Touch metal parts of the equipment installed in the steam baths.
- 6.21. Switch on and off any equipment located on the territory of the SPA.
- 6.22. Bring brooms and to carry out independent procedures on the territory of steam baths.
- 6.23. Create conflicts, use obscene words, use abusive language and hooliganism towards other persons.
- 6.24. Swim with hair down.
- 6.25. Swim on inflatable mattresses and large inflatable toys that obstruct the view of the pool.

7. Liability for violation of the rules

- 7.1. In case of loss or damage to the property of the thermal zone caused by the visitor, the visitor shall compensate for the damage caused, as well as be liable for other violations committed by him in accordance with the applicable laws of the Russian Federation.
- 7.2. If due to the visitor's fault the administration of the facility has to perform partial or complete water change in the chamber baths of water attractions or disinfection in the steam rooms, the visitor shall pay for this work according to the approved price list.
- 7.3. The administration of the facility shall not be responsible for the safety of personal belongings and jewelry left in changing rooms and individual lockers, as well as things left unattended.
- 7.4. Failure to comply with the Rules for Visiting the thermal zone or an attempt to disturb other visitors shall be grounds for removing the visitor from the territory without refunding the fee for the visit.
- 7.5. The administration of the facility shall not be liable for injuries, damages and losses sustained by visitors due to non-observance or improper observance of the Rules.
- 7.6. The administration of the facility shall not be liable for damage to the health and life of the visitor caused by non-compliance with the Rules.