

## **Internal rules or order**

### **at the Bath-house and SPA at AS “Skrundas muiža”**

#### **General provisions:**

1. The internal rules of order of AS “Skrundas muiža” shall be binding to all visitors of the bath-house and SPA centre of AS “Skrundas muiža”.
2. The internal rules of order define the procedure how the services are rendered for the visitors of AS “Skrundas muiža”, set the safety, hygiene and other requirements, which shall be met by the visitors, as well as provide for the rights, obligations and liabilities of AS “Skrundas muiža”.
3. Terms used in the Rules:
  - 3.1. Customer - a private individual or a legal entity visiting AS “Skrundas muiža” and receiving any of the services provided by the Company;
  - 3.2. Company - owner of AS “Skrundas muiža”.
  - 3.3. Service - services offered by the bath-house and SPA centre, including massages.
4. The internal rules of order have been prepared to regulate the mutual relationships, ensure the relaxation of Customers and to avoid unpleasant misunderstandings, trauma or losses.
5. The internal rules of order shall be observed by all Customers regardless of their age. Prior to the visit to the bath-house and SPA centre the customers shall carefully read the internal rules of order and undertake to observe them during the visit and while using the services. The internal rules of order have been prepared in accordance with the effectual legal regulatory enactments of the Republic of Latvia.
6. The internal rules of order are placed at Skrunda Manor at Pils street 2, Skrunda, Skrunda county and are published at the website [www.skrundasmuiza.lv](http://www.skrundasmuiza.lv). Upon the commencement of services the Customer affirms that he/she has read the internal rules of order and undertakes to observe them.
7. In the event the Customer incurs losses or causes damage to third persons due to the failure to observe these rules or ignoring the instructions of the staff of AS “Skrundas muiža”, AS “Skrundas muiža” shall not be held liable for such losses.
8. Prior to receiving the service or during it the Customer shall assess his/her physical abilities, health condition and swimming skills.
9. In compliance with the requirements for the personal data protection AS “Skrundas muiža” is processing personal data by performing video surveillance on the territory of the bath-house and SPA centre to prevent or resolve any criminal offence in relation to the protection of the property of AS “Skrundas muiža” and to protect the persons’ vitally significant interests, including their life and health. Administrator - AS “Skrundas muiža”, address: Pils street 2, Skrunda, Skrunda county, contact information - +371 22113355; [office@skrundasmuiza.lv](mailto:office@skrundasmuiza.lv).
10. The Customers shall be entitled to verify their personal data and their rights at the administrator - AS “Skrundas muiža”, address: Pils street 2, Skrunda, Skrunda county, contact information - +371 22113355; [office@skrundasmuiza.lv](mailto:office@skrundasmuiza.lv).

#### **Obligations of the Customer:**

11. To observe the internal rules or order of AS “Skrundas muiža” and to behave politely towards other Customers and the staff.

12. To maintain his/her health condition constantly.
13. Immediately stop receiving service if during the service person feels unpleasant pain, dizziness, discomfort and to address the staff for assistance.
14. To refrain from any action that might harm the health and life of him/her or other persons.
15. To fulfil the requirements of the staff to ensure the internal order.
16. To inform the staff about the damages of equipment/ inventory.
17. To use stairs slowly and with caution.
18. To avoid touching the equipment for heating the steam bath.
19. The temperature at the steam bath premises may be increased up to 90°C.
20. Prior to showering to cautiously check the tap whether the water is not too hot.
21. While at the swimming pool, do not swim in the part of the pool which exceeds the height of the Customer, if the Customer does not have sufficient swimming skills. The depth of the pool is up to 190 cm.
22. To maintain order in the dressing room. To store personal items and clothes in the lockers in the dressing room.
23. To observe personal hygiene and cleanness when using the service or being at the premises.
24. To shower before and after the use of the swimming pool.
25. Observe the indications placed on the equipment.
26. To use towels while sitting on a sweating shelf in sauna, steam bath.
27. Parents or other persons supervising children not to leave children under 16 years of age unattended.
28. To smoke only in the designated areas.
29. To reimburse losses for the damage caused to the Company's property.

**The Rights of the Customers:**

30. To address staff in the event of not feeling well, trauma etc, and to request to call a qualified medical assistance immediately.
31. To use one's own towel.
32. To submit a complaint and receive a written reply by sending it to the office of the Company at Pils street 2, Skrunda, Skrunda county, via e-mail: office@skrundasmuiza.lv or via telephone +371 22113355.

**The Customer shall be responsible for:**

33. His/ her health condition, i.e. if the health condition is appropriate for the chosen service.

34. Safety and health of the children under his/her supervision.
35. His/her personal belongings.

**The Customer shall be forbidden:**

36. To use the service if he/she suffers from fungal or purulent skin infections.
37. Damage or ruthlessly treat the inventory, equipment and premises available at the venue.
38. Shave legs, beard, armpits, dye hair etc., leave hygiene items or otherwise violate hygiene rules at the premises, including dressing room and shower.
39. To pour water or other substances on the sauna/ steam bath heating elements.
40. To use honey, coffee-grounds and other body scrubs in sauna or steam bath.
41. To enter SPA centre (sauna, swimming pool, SPA bathtub) and to receive massage services and SPA treatments while being under the influence of alcohol, drugs and/or toxic substances.
42. Use drugs and other intoxicating substances.
43. To perform commercial activities.
44. To behave aggressively, non-adequately, loudly, offensively or otherwise disturb other Customers and staff.
45. To jump into the swimming pool.
46. To arrive at the premises with pets.
47. To bring food and beverages as well as glass plates and objects.
48. To spit on the floor or in water, to relieve oneself outside toilets.
49. It is forbidden to disturb the relaxation of other Customers by loud or otherwise inappropriate behaviour beyond the social norms.
50. It is forbidden to re-enter SPA after exiting it without taking a shower.

**Company's rights:**

51. To indicate the inappropriateness to receive the services and to forbid receiving the service to:
  - 51.1. persons with fever, conjunctivitis, skin diseases or other infectious diseases, open scars, bandages, hemangiomas or other skin malformations or other diseases that may threaten the life and health of the Customer him/herself and other visitors;
  - 51.2. persons in bad health condition (heart and blood vessel diseases, cold, head trauma, diarrhoea etc.);
  - 51.3. persons under the influence of alcohol, drugs or other toxic substances;
  - 51.4. animals (pets);
  - 51.5. any person, including the person, whose visit may threaten the order, safety and hygiene conditions and/ or whose behaviour is against the moral and behavioural principles accepted in the society.

- 51.6. The customer, who does not observe these rules, warning signs placed in the premises, notices, instructions of the staff, may be immediately expelled from the premises without returning back the paid fees.
52. The Company shall not be held liable for damage, loss, trauma suffered due to accidents and other reasons as a result of the Customer's negligence or failure to observe reasonable caution, carelessness or in the event of not observing these rules, including failure to follow the instructions by the staff.
53. The Company shall not be held liable for damages and losses of the Customer, if such damages and losses were caused by the action of third persons or other circumstances for which the Company is not liable in accordance with these rules and other legal enactments.
54. Any staff member shall be entitled to give instructions to the Customers regarding the observance of these rules and the Customers shall observe such instructions.
55. In case of necessity to close separate premises.