



VISITING RULES OF SRIBNI TERMY SPA COMPLEX

To make your stay as comfortable as possible, please follow the rules below.

General terms and conditions:

- These rules are mandatory for all visitors.
- Visitors are entitled to visit Sribni Termy SPA Complex after paying the cost of services and receiving the bracelet.
- The cost of services provided by Sribni Termy Spa Complex is set forth in the price list at www.derenivska-kupil.ua or the Derenivska Kupil SC box office.

When entering the SPA complex, the visitors must pay for the estimated time of stay according to the applied rates and separately pay for additionally ordered/purchased services. No refund is provided in case of incomplete use of the paid time.

- Visit Sribni Termy SPA Complex during the work hours available at www.derenivska-kupil.ua or the Derenivska Kupil SC box office.
- Wear special rubber sole shoes (flip flops, beach slippers) or disposable slippers and bathing suits at the swimming pool.

Rules applied when using the thermal and outdoor pool:

- After receiving the bracelet, the visitor must take a shower.
- Put on a bathing suit/swimming trunks.
- The recommended time of stay in the thermal pool according to the Ministry of Health of Ukraine is no more than 15 minutes each day.
- Minors under 14 years old are **NOT ALLOWED** to visit the outdoor pool without being accompanied by adults!
- Children under 8 years old are **NOT ALLOWED** to swim in thermal water pools according to the Ministry of Health of Ukraine!
- Minors aged 8 to 14 years old may stay in the thermal water pool no more than 5-8 minutes each day while being accompanied by adults.

Find out more regarding the indications and contraindications to being in the thermal water pool with the SPA Complex receptionist.

Emergency rules:

- If you are shivering, quickly get out of the water and rub your body with a dry towel.
- In case of convulsions, dizziness, feeling sick, immediately call for help.
- If necessary, ask the Receptionist to provide a first aid kit.

Note! At our complex, you must not:

- Consume your own drinks and food.
- Consume food and drinks in places not designated for this purpose, including inside the pools.
- Stay in the swimming pool under the influence of alcohol or drugs.
- Make noise, talk loudly, causing discomfort to other visitors.
- Run around the SPA complex.
- Dive from the pool-side into the water.
- Relieve yourself in the pool or shower.
- Wash your body with personal care products in the pool.
- Stay on the territory of the SPA complex with animals.
- Smoke in places not designated for this purpose.
- Swim in the pool and visit the SPA area (steam bath, sauna, etc.) immediately after eating.
- Leave children under 12 years old unattended throughout the SPA complex.
- Visit the SPA complex if you have open wounds, transmissible, skin diseases.

When visiting SPA pools, do not wear glasses, jewellery or any other accessories for your own safety.

NOTE:

- Visitors should not leave their belongings unattended.
- Found lost things are kept at the complex for 30 days and returned to the owner if requested.
- After the expiration of this term, the lost things are disposed of.
- At the complex, wear rubber flip-flops or disposable slippers you can buy at the front desk. Otherwise, you may fall or injure yourself.
- The front office of the SPA complex is not liable for any harm or injuries incurred by the visitors as a result of non-compliance with these rules.
- The front office is not liable for any lost things or the safety of children throughout the SPA complex and at any facilities (structural units) of Derenivska Kupil SC if unattended by parents (custodians, trustees).

We are grateful for your understanding and hope you will have a great time!

Best regards.