



RULES FOR USING THE CENTRE

1. GENERAL RULES

These rules concern all areas of CENTRO SPA MERCEDES and all users must abide by them.

- ✓ Centre staff (Directed Activities instructors, Fitness instructors, reception staff, spa staff, etc.) are responsible for ensuring compliance with the centre's behaviour and operations rules and are empowered to use its right to **refuse admission**.
- ✓ The **use of any electronic device** (mobile phones, tablets, etc.) is prohibited within the spa and Directed Activities areas.
- ✓ The centre's **opening and closing hours must be adhered to**, and all users must have left the centre by closing time. To this end, SPA MERCEDES staff will notify users over the PA system approximately 15 minutes before closing time. (OPENING HOURS: M-F 7 am - 10 pm; Sat 9 am - 2 pm/5 pm - 9 pm; Sun 9 am - 2 pm)
- ✓ For reasons of privacy, **taking photos or videos** inside the facilities is not allowed without permission of the Centre's management.
- ✓ **It is compulsory** for all users to comply with the **informative posters** placed in different areas of the centre on the proper use of its facilities.

1.0 FITNESS AND DIRECTED ACTIVITIES RULES

These rules are in addition to the General Rules (Section 1) and concern the Fitness and Directed Activities areas. All users of these areas must abide by them.

1.1.1 FITNESS ROOM RULES

- It is compulsory to use a **towel in the room** for placement on the different machines and mats and to clean up any possible drops of sweat that users may leave.
- Using a small bottle of water is highly recommended.
- The use of clean **footwear exclusively** for the Fitness room is compulsory.
- **Eating is not allowed** in the Fitness or **Directed Activities** rooms.
- Fitness room users must **leave the room 10 minutes before the** Centre closes.
- The music equipment is for the exclusive use of Centre staff. Should you need it, inform the instructor, who will be happy to assist you.
- You will **always find the room's materials** (discs, bars, dumbbells, etc.) properly **stored away**; when you have finished using them, return them to their proper storage places.
- **Access to the Fitness room is not allowed with bags, backpacks, coats** and personal objects; these must be stored in the lockers located in the locker rooms.
- Take care of the materials so that we can all enjoy using it.
- Users may not access to the Fitness room without the proper attire.

1.1.2 AADD ROOMS RULES

- **Five minutes** after the activity begins, **access to the room will NOT be allowed** in order to prevent possible injuries and out of respect for the rest of the students and the teacher.
- Access to group classes will not be allowed without the proper attire required by each group or activity. **It is compulsory to use a towel** in all groups and **a bottle of water in the spinning class**.
- If there are no students 15 minutes after an activity's scheduled starting time, the class will not be held.
- The maximum number of clients per class will depend on the room used and the type of activity. (Information in the Fitness room or Reception)
- Access to the Directed Activities room is not allowed with bags, backpacks, coats and personal objects; these must be stored in the lockers located in the locker rooms.
- We ask all clients to kindly return the materials used to their correct places once the activity is over.
- Take care of the materials so that we can all enjoy using them.
- Advance notice will be given of any changes to these rules.

1.1.3 SPINNING ROOM RULES

- Try to arrive five minutes before the class starts so you can properly adjust the bike, warm up, etc.
- **Five minutes after** the activity begins, **access to the room will NOT be allowed** in order to prevent possible injuries and out of respect for the rest of the students and the teacher.
- The **use of towel and water bottle** is compulsory; without them, access to the class will not be permitted.
- It is **compulsory to clean the bike**, floor, etc. after use and to set its resistance to minimum.
- The booking schedule begins at 11 am and ends at 11 am the next day.
- The appointment may be cancelled one hour before the activity begins, except the 7 am classes, in which case the cancellation will be done the previous day.
- If there is no prior **cancellation** and the class is not attended, there will be a **penalty** that will consist of being unable to book a bike for the other classes that week.
- Once the class has begun, **no one gets off the bike**. If you arrive late and the class has begun, you lose your bike even if you booked it in advance.



1.2 SPA AREA RULES

These rules are in addition to the general rules (Section 1) and concern the Spa area. All users of this area are must abide by them.

1.2.1 RULES FOR SPA AND WET AREAS

- Access to the Spa area with outdoor footwear is **NOT** allowed. If you need to access it, they will provide you with leggings in Reception if you ask.
- It is necessary for all users to keep the **relaxed atmosphere** typical of this area.
- To access wet areas, a towel, swimsuit and shower shoes are necessary. If you need a towel, they can be rented at the centre's Reception. If you need a swimsuit, you should also consult with Reception
- The use **of electronic devices** (mobiles, tablets, etc.) is NOT allowed in the entire Spa area (dry saunas, wet saunas, pools and showers).
- It is necessary **to comply with all the instructions** and specifications that Spa staff transmit to you during the entire circuit in the wet areas (wet saunas, pools and showers).
- Before entering the locker rooms when the circuit is completed, you **must dry off**.
- Users must **leave the Spa area 15 minutes before closing time**.
- Towels provided by the centre for use with the circuit will be deposited at the exit of the locker rooms in the bin located in the Reception area.

1.2.2 DRY SAUNA RULES

- It is necessary for all users to keep the **relaxed atmosphere** typical of this area.
- To access the **dry saunas**, **cotton** shorts and t-shirt, towel, swimsuit and shower shoes are necessary, clothing made of Lycra or any other non-cotton material may not be used. Should it be necessary, the cotton supplies and towels may be rented at the centre's Reception.
- The use of **metal objects** (earrings, bracelets, watches, necklaces, etc. or electronic devices (mobiles, tablets, etc.) are NOT allowed.
- It is necessary **to comply with all the instructions** and specifications for use that Spa staff transmit to you during the entire circuit of the dry saunas due to their high therapeutic temperature.
- **It will NOT be possible to access the spa's dry area** (dry Korean saunas) with **wet** skin and clothes after having used the wet areas (wet saunas, pools and showers).
- Users must **leave the spa area 15 minutes before closing time**.
- The clothes the centre has provided to users for the circuit will be deposited in the bin located in the Reception area outside the locker rooms.

1.2.3 JUICE BAR RULES

- The bar area of the juice bar is for the **exclusive use of** centre staff. If you would like to enjoy a drink or any other product should, please speak with them.
- It is necessary for all users to keep the **relaxed atmosphere** typical of this area.
- The coffee machine located in the juice bar area is available to all users. If you need change for the machine, ask our staff.

1.2.4 TREATMENT AREA RULES

- To enjoy a spa treatment and/or guided circuit, you must **book an appointment with** Reception staff.
- All users must arrive **on time to the appointments** previously requested at Reception in order to maintain the planned work schedule. Otherwise, **times will be reduced** in order to prevent other users from being negatively affected.
- **The use of electronic devices is NOT recommended** during the estimated in-booth treatment time.
- Once the treatment in the booth has been enjoyed, the clothes the centre has provided to its users will be deposited in the bin located in the Reception area outside the locker rooms.