

Internal Regulations



Mission:

Thalasso – Nazaré, Portugal – The Nazaré thalassotherapy centre aims to provide a welcoming and serene atmosphere where clients can experience an improvement in their physical and mental well-being through the services and treatments on offer, which utilise seawater and marine elements. It is dedicated to the health and well-being of its users from both a preventative and a therapeutic perspective.

General provisions:

The Nazaré thalassotherapy centre is registered as a healthcare provider by the Health Regulatory Authority (number E121224).

Clinical staff and employees:

The role of Clinical Director is held by Dr Pedro Cantista, a physiatrist, who is deputised in his absence or when unable to attend by Dr Francisco Teixeira, a doctor qualified in General and Family Medicine with expertise in Medical Hydrology and Climatology.

Specialised treatments in Physical Medicine and Rehabilitation are provided by physiotherapist Margarida Ribeiro, who holds a Master's degree in physiotherapy specialising in musculoskeletal conditions.

Opening Seasons and Times

The Nazaré Thalassotherapy Centre is open all year round, except on 25 December.

The Thalassotherapy Centre is open every day from 9.30 am to 9.30 pm, except on Sundays when it is open from 10.00 am to 9.30 pm.

Opening hours may vary depending on the time of year (high season and low season), and any changes will be duly communicated to the public.

Bookings and Admission

To ensure that the Nazaré Thalassotherapy Centre can provide you with the best possible service, your treatment must be booked in advance. You can make your booking by telephone, *email* or in person at the reception of the Thalassotherapy Centre.

On the day of your appointment, you will need to register by completing a personal details form containing the following information:

- Personal details (name, date of birth, address, nationality, telephone number and email address);
- Any other relevant information, in particular whether you have any medical conditions or require special care.

All personal data will be treated with the utmost confidentiality, in strict compliance with the law in force.

The admission of a patient with a high-risk medical condition is subject to the discretion of the Clinical Director or a member of the clinical staff.

Arrival:

We recommend that you arrive at the Thalassotherapy Centre fifteen minutes before your appointment time. Arriving late for your appointment may result in your treatment time being reduced.

If you are a male client and have booked a facial treatment, we recommend that you shave beforehand.

If you are a female client who has recently given birth or is breastfeeding, you should also provide this information in advance.

Once inside the premises, you must take a shower before starting the Thalasso Circuit.

Etiquette:

To ensure that the Nazaré Thalassotherapy Centre provides a calm and serene environment, it is necessary to observe certain rules of courtesy.

The following are prohibited:

- Smoking on the premises;
- Using mobile phones and other electronic devices, including cameras, video cameras, computers and/or *tablets*;
- Consuming alcoholic drinks, soft drinks or food purchased outside the premises;

Please help to maintain a harmonious atmosphere by speaking in a low voice and behaving calmly.

Minimum age

We value family time. Children under the age of 12 are not permitted in the swimming pool unless they have prior authorisation from their parents or legal guardian(s) and are accompanied by an adult.

Children under the age of 16 are permitted access to the other areas of the Thalassotherapy Centre for treatments, subject to medical consent and provided they are accompanied by a legally responsible adult.

Pregnancy and breastfeeding

At Thalasso, we do not accept any bookings (including balneotherapy services and the Thalasso circuit) for healing or wellness services from pregnant women, with the exception of foot and leg treatments and lymphatic drainage, or where expressly recommended by a doctor.

If you are pregnant and fail to disclose this at any time, you will be held responsible for any side effects or contraindications that may arise.

Description of services provided

The treatments and services provided by the Centre are set out in the relevant service menu – price list, which, amongst other promotional materials, is displayed at reception and available for consultation on *the website*.

Prices and/or the range of treatments are subject to change without prior notice and are subject to the availability of facilities.

General operating rules

The client may use all the services listed in the service menu – price list, provided they do not have any medical contraindications and subject to payment, which must be made in advance.

Clients are covered by the professional confidentiality obligations of the Thalassotherapy Centre's staff and must be treated with respect, courtesy and professionalism.

The client must familiarise themselves with the rules of admission and etiquette on the premises and act in strict compliance with them.

During their stay at the Thalassotherapy Centre, guests are entitled to a locker for personal use, and will be given the key to keep. Guests are solely responsible for any loss or misplacement of personal belongings within the premises.

Guests on treatment programmes are provided with a bathrobe, towel and slippers, as well as shampoo for the shower.

Guests using the Thalasso Circuit are entitled to a bathrobe and towel, but must bring their own swimwear, swimming cap and pool slippers (which must not be brought from outside). If they do not have a swimming cap and/or slippers that meet the establishment's minimum hygiene and safety standards, guests must purchase them at reception. Customers using the body treatment area will also be provided with disposable underwear.

On leaving, customers must return the items provided to them to the designated container. Failure to return them will result in a penalty charge of fifty euros.

The management of the Thalassotherapy Centre reserves the right to refuse admission to customers once the facilities have reached their maximum operational capacity.

The use of any machine or equipment requires prior consultation with the professional in charge of that area. Customers must use all equipment to which they have access correctly and with due care.

Given the nature of the environment, which is intended to promote relaxation and tranquillity, it is strictly forbidden to use flotation aids, diving masks and goggles in the pool area. It is also forbidden to swim, run, jump or dive in the activity pool.

Adults are responsible for instilling in the children in their care a spirit of respect for the rules in force.

Cancellation Policy

As unforeseen circumstances may arise, cancellations are permitted up to 24 hours before the treatment, free of charge. After this period, 50 per cent of the total amount will be charged for cancellations made up to 12 hours before the appointment, and the full amount will be charged for cancellations made less than 12 hours before the appointment. Similarly, a no-show will result in the full amount being charged.

For treatments included in packages, if cancellation is made more than 12 hours in advance, the appointment may be rescheduled for another date. If cancellation is made less than 12 hours in advance, or in the event of a no-show, there is no entitlement to a new appointment or a refund.

Final provisions

Any omissions or questions regarding the interpretation of these rules shall be resolved by the Management of the Thalassotherapy Centre.