

Best practices of the sauna center

We wish you a pleasant and safe stay in the sauna center and pool. Read the information sheet carefully and follow the instructions to have an enjoyable and memorable stay.

Purchasing the ticket and paying for services

- With the purchasing of the ticket you confirm that your health and skills allow you to safely enjoy the sauna center and pool and you are obliged to be aware of all of the safety rules and follow them. Adults are responsible for the children that they are accompanying.
- The sauna center is not responsible for any personal belongings that are left unattended.
- The family ticket can be used by two adults and up to two children between the ages of 4 and 12. Children younger than 4 years can enter the facilities for free. The adult is responsible for the behaviour and safety of the children during the visit.
- The visitation time starts from the moment of purchasing the ticket and lasts for 2 hours. If you plan to use the service for a longer period, please pay for the extra time in advance.

Rules for visiting the sauna center and pool

- Please move around slowly in the sauna center, dressing rooms, and the pool. Rushing while moving on the wet floor is dangerous for both you and the other guests.
- If you start feeling unwell, please rest and request help from the spa administrator or nurse.
- **Dying hair, shaving, and using exfoliants** in the sauna center and washing rooms is **not allowed**.
- Bringing your own alcoholic drinks or food to the sauna center or pool is not allowed. No drinks are allowed inside the saunas and any alcohol brought to the premises can be confiscated by the staff.
- Intoxicated guests are not allowed into the pool or sauna center. Medical Spa staff have the right to remove any guests that are bothering other visitors or are dangerous to themselves or others from the premises.
- Narva-Jõesuu Medical Spa supports a healthy lifestyle, therefore smoking is not allowed in the sauna center or pool.
- To ensure the safety of visitors, there is video surveillance in the sauna center and swimming pool.

- NB! Narva-Jõesuu Medical Spa is not responsible for valuables or any injuries or other health problems suffered by visitors, nor will it compensate for any damages resulting from this.

Rules for the changing rooms

- Please use only flip-flops in the pool and sauna center. Footwear is not allowed inside the saunas, leave them outside the sauna door.
- You can select the locker of your choice in the changing room and use the key provided at the spa administrator's desk to close it. Attach the key on your wrist to avoid losing it. In case of loss or damage to the key, the damage fee is 32 euros and the administration is not responsible for items left in the locker.
- Shower without any clothes prior to going to the sauna center and pool and remove any cosmetics from your face. Be sure to dry yourself thoroughly when you shower prior to leaving.
- Please be careful as the floor may be wet and slippery! Move slowly both in the changing room and other areas to prevent falling or injuries.

Reminders for the sauna center and pool

- You can enjoy the sauna and pool in traditional sauna- and swimwear.
- Children under the age of 3 must wear swimming diapers. If necessary, these can be bought from the spa administrator.
- Jumping into the water and bothering other swimmers is not allowed.
- If you have long hair, please tie them up or use a swimming cap.

We wish all the guests of Narva-Jõesuu Medical Spa and sauna center a lovely holiday and stay! If you have any questions, please call the reception at **+372 3599 523**.