

LLC «Grand Peterhof Corculi»

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The present Rules are developed in accordance with the Civil Code of the Russian Federation, the Law of the Russian Federation «On Consumer Rights Protection» from 07.02.1992 2300-1, the Federal Law «On Personal Data» N 152-FZ from 27.07.2006, "GOST 32670-2014. Interstate standard. Household services. Sauna and shower services. General technical conditions" (introduced by the Order of Rosstandart from 28.04.2014 N 420-st) (ed. from 23.04.2021), "GOST R 57015-2016. National standard of the Russian Federation. Services to the population. Services of pools. General requirements" (utv. and introduced by the Order of Rosstandart from 20.07.2016 N 860-st); sanitary rules SP 2.1.3678-20 "Sanitary and epidemiological requirements for the operation of premises, buildings, facilities, equipment and transport, as well as the conditions of activity of economic entities that sell goods, perform works or provide services" and other normative legal acts.

There is video surveillance in the SPA (except for private rooms, toilets, showers and locker rooms) to ensure safety and to monitor the quality of services provided.

This Policy is binding on all Visitors within the SPA Complex, including Hotel Guests.

For guests who do not stay at the hotel before entering into a public contract for reimbursable services (payment for a visit to the spa complex) The visitor must carefully read these Rules, which are part of it, The accompanying person shall be obliged to acquaint himself or herself with these Rules of the minors accompanying him or her.

Concluding a contract with «Grand Peterhof Corculi» LLC, the Visitor according to Article. 428 The Civil Code of the Russian Federation subscribes to these Rules and undertakes to comply with them in full and in a proper manner during the entire stay in the spa complex.

Receipt of a check and Electronic Bracelet, as well as access to the SPA complex is confirmation that:

- The visitor is acquainted with these rules and they are clear to him;
- The visitor fully agrees with these Rules and undertakes to comply with them, bearing the risk of adverse consequences in case of their violation;
- The accompanying person has made these Rules fully known and explained to the minors.

The rules of visiting the Spa complex of «Grand Peterhof SPA hotel»

1.General provisions

1.1 The present rules of conduct (hereinafter - Rules) in the spa complex «Grand Peterhof SPA Hotel» (hereinafter - SPA complex) apply to all users of the SPA complex (hereinafter - Visitor), as well as to persons located on the territory of SPA-complexthe complex, and are aimed at ensuring a safe and comfortable stay of the Visitors in the spa complex. To this end, the Rules establish the rights and obligations of the Visitors to the SPA complex, determine the mechanism for the realization of these rights, and also establish a number of prohibitions and restrictions that prevent such actions of citizens, which may cause harm or inconvenience to other Visitors or Administration of the SPA complex, as well as damage to the SPA complex in general.

1.2 The territory of the SPA complex includes an area with a separate entrance and exit.

1.3 These regulations contain:

- rules of efficient and safe use of services in the SPA complex (hereinafter - SPA complex services or services);
- rules of swimming pool visit (Aqua complex);
- rules of use of saunas and saunas in the territory of the spa complex;
- rules for visiting the children's pool;
- rules of visiting the gym;
- rules of visiting the VIP sauna;
- the necessary and reliable information about the potentially dangerous and harmful properties of the services, which can further adversely affect the health of the Visitor;

- other complete and reliable information on the service provider, services and all essential terms and conditions of serv1.4 The Limited Liability Company «Grand Peterhof Corculi» (OGRN 1127847255656, INN 7819315687 , legal address: 198510, St. Petersburg, Peterhof, Gofmeister St, D, A 2) (further - Administration of the SPA complex, performer, organization - performer of services).

1.4 The Limited Liability Company «Grand Peterhof Corculi» (OGRN 1127847255656, INN 7819315687 , legal address: 198510, St. Petersburg, Peterhof, Gofmeister St, D, A 2) (further - Administration of the SPA complex, performer, organization - performer of services).

1.5 These Rules are posted for review at the reception of the SPA complex, at the relevant information stands of the SPA complex, the hotel and (or) on the website - www.grandpeterhof.ru.

1.6 Servicing of visitors of the SPA complex is carried out on the basis of the Agreement on the provision of services, the offer of which is placed at the reception desk of the SPA complex for familiarization. At the same time, an unconditional confirmation of the acceptance of the terms of the offer by the Visitor is payment for the services of the spa complex.

1.7 The SPA complex operates according to the work schedule, information about which is placed at the entrance to the SPA complex (on the hotel side) and at the reception desk of the SPA complex, as well as on the hotel's website.

1.8 The visitor of the SPA complex has the opportunity to use the services provided by the present Rules in the days and hours of operation of the SPA complex according to the mode of operation of the SPA complex indicated on the relevant information stands of the SPA complex.

1.9 The operation of the SPA complex is established by the Administration of the SPA-complex independently, and the Administration of the SPA-complex has the right:

- To open and/or close for the use of visitors each specific pool and (or) baths and saunas or to restrict the provision of services (including in a separate pool or bath/sauna) on technical, maintenance, organizational, sanitaryhygienic and others. causes (accidents of equipment and software, not caused by the contractor, temporary disconnection of the relevant services of electricity, water, training, group exercises, etc., the occurrence of force majeure);
- make changes to the schedule (mode) of operation of the SPA-complex, related to technological, technical, organizational, sanitary and other reasons, as indicated on the relevant information stands of the SPA-complex, hotel and (or) on the website of the Internet: www.grandpeterhof.ru.

1.10 Each visitor to the SPA complex who wishes to use the services of the SPA complex, must pay the cost of services in accordance with the current Price List, any convenient for him way (cash, bank card). When paying with a bank card, the visitor is obliged (the Administration has the right to demand) to show a certificate confirming his identity.

1.11 Multiple Electronic Bracelets (hereinafter referred to as Electronic Bracelet) are used to allow visitors to access the spa complex. An electronic bracelet is issued at the entrance to the reception of the SPA complex, after visiting the SPA complex must be handed over at the exit. The aforementioned Electronic Bracelet is also the key to the personal locker. The Electronic Bracelet records the time spent in the SPA complex, as well as information about orders deposited in the fito bar of the SPA complex.

1.12 After receiving the Electronic Bracelet, the visitor is responsible for the preservation of the bracelet and must present it at any request of the Administration Spa Complex. In case of loss or damage of Electronic Bracelet, the visitor is obliged to pay the cost of lost or damaged Electronic Bracelet, according to the current price list. It is forbidden to take the bracelet outside the spa.

1.13 In case of loss of the key of the individual safe deposit box, the visitor is obliged to pay the cost of the lost key according to the price list.

1.14 Every visitor, receiving an Electronic Bracelet in the SPA complex or a key card when checking in to the hotel, undertakes to comply with the present rules of visiting the SPA complex «Grand Peterhof SPA Hotel», comply with safety rules, and maintain order and cleanliness.

1.15 Children under the age of 18 may enter the SPA complex only if accompanied by a person (hereinafter referred to as the Accompanying Person) who is the child's legal representative by law or accompanied by a close relative by proxy. The accompanying person is fully responsible for the life and health of the accompanied children throughout the stay in the spa complex (swimming pools, sauna area, fitness bar, locker rooms, showers, toilets, gym, reception area, summer terrace SPA complex) as well as the consequences of using the services of the SPA complex child.

1.16 The accompanying person independently determines the physical capabilities of the child to use the services of the SPA complex and bears full responsibility for the legitimacy of the child's access to the equipment of the SPA complex, for the consequences of the child's use of the SPA complex and for compliance with all the requirements of these Rules during the stay of the child in the SPA complex.

1.17 The accompanying person is obliged to explain to the child these Rules of Conduct in the water and is obliged to constantly monitor the child, as well as to prevent the child from entering the pool water without the child's swimming skills, a must under no circumstances leave the child unattended in the spa complex.

1.18 In order to avoid accidents, visitors who cannot swim and children under the age of 18 are only recommended to be in the swimming pool with life-saving swimming appliances selected according to the child's age.

1.19 The cost of services of the spa complex depending on the day of rendering services (weekday, weekend), the age of the visitor (children before the age of 12 and adults) is indicated in the price list, which is located at the reception SPA-in accordance with the current price list of the executing organization. Weekends are any public holidays (weekends and public holidays), as well as days on which the management of the SPA complex determines that the rest day is open. In order to avoid misunderstandings, we recommend to clarify the cost of services at the reception of the SPA complex, having familiarized with the cost of services up to the moment of payment for services, as well as to save a cash receipt on payment for services until the end of use of the service. The Administration reserves the right to set a uniform tariff for visits to the spa complex, regardless of the day of the week, holidays or weekends.

1.20 Children up to the age of 4 have the right to free access to the spa area together with its accompanying person, after payment of services of the spa complex.

1.21 When paying for services at the rates set for children from 4 to 12 years old, the Administration of the SPA-complex has the right to require the Visitor to show established documents confirming the age of the child, as well as the direct presence of such a child in the payment of services.

1.22 If there are doubts in the child's age and the visitor does not have the above documents or the child's absence, as well as if the Visitor refuses to show the documents on the cash register, the service provider has the right to refuse the visitor the right of free access to the territory of the spa complex for children under the age of 4, as well as to sell a ticket at a rate for children from 4 years to 12 years.

1.23 The paid service of the SPA complex, the information about which is recorded on the Electronic Bracelet, entitles 1 (one) session (hereinafter - Session) for 1 (one) person. Session duration is 3 hours according to the mode of operation of the SPA complex and includes the right to use swimming pools, baths, auxiliary rooms (showers, changing rooms, toilets intended for visitors) and property of the SPA complex (deck chairs, etc. property intended for visitors) during the Session (3 hours). In case of exit of the visitor on his initiative from the territory of the SPA-complex repeated access to the territory of the SPA-complex is not allowed, and the service is considered fully provided from the moment of exit of the visitor from the SPA-complex. Re-entry of the visitor to the territory of the spa complex after its exit from the territory of the spa complex is possible only after making a new payment for the cost of services of the spa complex in the cashier.

1.24 If the Visitor is in the SPA complex for more than one session, a surcharge is required for each additional hour (60 minutes) starting from the first minute after the end of the basic tariff, in accordance with the approved price list for services.

1.25 The paid service of the SPA complex is valid for one Session (3 hours) or more, in case of additional payment (within the time limit of the SPA complex) and on another day is not transferred. After the Visitor has passed to the territory of the SPA complex, no refund of the cost of paid services to the Visitor is not carried out.

1.26 Due to the limited number of sun loungers on the territory of the SPA complex, at times of high load, Visitors are not guaranteed to provide a deck chair for temporary use. Newly vacated deck chairs are provided to Visitors on a first come first served basis. In days of high load, visitors with children before the performance of 4 years are placed on the same deck chair.

1.27 It is not permitted to use loungers and chairs to store things. To do this, the Visitor can use hooks around the perimeter of the pool, individual lockers or safe deposit box at the reception of the SPA complex, as well as the room number at check-in.

1.28 In case of not using the services of the SPA complex on the initiative or fault of the Visitor, the fee for unused services is not returned.

1.29 By paying the cost of services of the SPA complex and/or making the entrance to the SPA complex, the visitor confirms that he is fully acquainted with and agrees with these Rules, the visitor (child Visitor) has no medical contraindications for swimming (bathing) in the pool, in the baths, has the necessary initial swimming skills. The visitor should independently assess the capabilities (functional condition) of his body (the body of his child) and its compliance with physical conditions. The visitor is warned that too long a stay in baths and saunas causes an increase in body temperature, which can be dangerous to health. Each Visitor is personally responsible for the state of his health and for the health of children with him during his stay in the spa complex and takes all the risks of injury.

1.30 The visitor, until the moment of payment of the cost of services and the beginning of use of the SPA-complex, independently determines the acceptable condition of the water in the pool, the temperature in the SPA-complex, the number of visitors, etc., having received the necessary information from the Administration of the SPA complex. The Visitor is allowed to enter the spa complex without paying the Electronic Bracelet to familiarize with the SPA complex (if there is a free Administrator) for up to 5 minutes.

1.31 Visitors are allowed to the territory of the SPA-complex after payment of services of the SPA-complex. Visitors can enter the spa complex on the basis of a common queue. In case of a high load of the SPA complex, the Administration of the SPA complex has the right to restrict or suspend the access of Visitors to the SPA complex.

1.32 To use the individual wardrobe, the visitor should check the availability of the cabinet, fold all things, bring the Electronic Bracelet for 1-2 seconds to the device reading the bracelet (antenna), located on the cabinet door, wait for the sound signal, Make sure the cabinet is closed.

1.33 The administration of the SPA complex is not responsible for the Visitor's property left in the open locker.

1.34 The Administration of the SPA-complex reserves the right to refuse to use the services of the SPA-complex and to stay on the territory of the SPA-complex to any Visitor who violates the requirements of these Rules, without refund of the cost of paid services.

1.35 In order to use the services efficiently and safely, every Visitor must strictly comply with the requirements of these Rules, the instructions of the staff, as well as the requirements of the relevant information, warning signs, signs (stands, plates, announcements, etc.), having familiarized with them before the start of services.

1.36 The administration of the SPA complex is not responsible for the loss/damage/destruction of the property of the Visitor left unattended.

1.37 Prior to visiting the saunas/saunas and swimming pools located in the spa area, visitors are advised to:

- remove makeup, contact lenses, metal jewelry (chains, rings, bracelets, watches, earrings, etc.);
- take a shower

1.38 Professional filming, photo and video on the territory of the spa complex is prohibited, without the permission of the Administration of the spa complex.

1.39 According to the federal act of 23.02.2013 N 15-F3 "On the protection of public health from exposure to ambient tobacco smoke and the effects of tobacco consumption" (with changes and additions), smoking is prohibited throughout the SPA complex. Smoking is possible only in designated areas of the hotel, which are marked by appropriate smoking signs.

1.40 Mode of operation of the SPA complex: from 8:00 to 22:00. Access to the SPA complex from 21:00 to 22:00 is available only for adults. For children under 12 years old, the SPA complex is available until 21:00.

1.41 Visitors must leave the SPA complex (pool bowls and sauna/sauna rooms) no later than 15 minutes before the SPA complex closes, i.e. until 21:45. Exit from the SPA locker rooms is until 22:00.

1.42 The behaviour of the Visitors of the SPA-complex should not interfere with the third parties, pose a threat to the safety of their life and health or in any way restrict their freedom. For the above actions, visitors bear the responsibility stipulated by the current legislation of the Russian Federation.

1.43 The spa complex includes, but is not limited to:

– Gym - equipped with professional sports equipment. Available for all Visitors of the SPA complex (on a single visit, on a pass) in compliance with the Rules of the gym (replacement sports shoes, sports dry form, etc.).

- Aqua complex:

- Large swimming pool 20 m, depth 1.3 m.

The swimming pool is equipped with a relaxing zone with hydro- and aero-massages for legs, lumbar and back, cervical-collar zone (waterfalls, underwater geysers). On the «island» there are waterfalls and built-in backflows;

Children's swimming pool (for children 1-7 years old) with mushroom fountain, depth 0.6 m. Designed for swimming;

- Thermal zone:

- Finnish sauna with dry hot air (temperature 80-100°C, humidity 10-20%). Designed for simultaneous stay of no more than 8 Visitors;

– Hammam - Turkish steam (temperature 40-50°C, humidity 100%). The temperature remains low, making it very attractive for people who do not tolerate high temperatures. Designed for simultaneous location of no more than 8 Visitors;

– Juniper sauna, the health effect of which is based on the saturation of air with essential oils of natural juniper. Temperature regime 60-80°C, humidity 50-60%. Designed for simultaneous location of no more than 8 Visitors;

– Infrared sauna - air is not heated. Sauna works at natural humidity. Temperature 35-50°C, humidity 10-20%. Designed for simultaneous location of no more than 6 Visitors;

– Salt sauna. Through special ventilation holes is supplied dry aerosol. Air temperature does not exceed 45°C, humidity reaches 40%. Salt enriched with minerals, when the temperature rises, has a beneficial effect on the body and strengthen immunity. The recommended time of stay for an adult is 30-40 minutes (1 session), for children - 20 minutes (1 session).

Designed for simultaneous location of no more than 6 Visitors;

- Greek sauna (laconium). Soft sauna where the whole body is evenly warmed by ceramic seats. Visiting time is not limited, taking into account individual features of the body. Temperature up to 45°C, humidity 15-20%. Designed for simultaneous location of no more than 8 Visitors;

And also:

- Pouring Bucket (Ushat) - available to all Visitors after visiting the baths/saunas in order of turn.
- Shower of impressions - available to all Visitors in order of turn;
- Tables/tables with chairs are available to Visitors using the SPA bar;
- Support rooms (showers, changing rooms, toilets intended for visitors).

2. Visitor's rights

2.1 The visitor has the right:

- visit the spa complex in accordance with these Rules;
- to visit the spa complex only after check-in at the reception desk and payment for a one-time visit, multi-pass.
- to use the subscription for visiting the spa complex only during the period of time set therein;
- to inform the Administration of the SPA-complex about all deficiencies in the SPA-complex, poor quality of service and express their wishes for improvement of its work;
- to use, in accordance with the established procedure, individual locker rooms for storing things;
- to make payments for services rendered in the manner established by these Rules.
- Contact the administration of the SPA complex (staff) for clarification of these Rules and for all matters relating to the provision of services in accordance with these Rules.

2.2 In all disputes, questions, claims and disagreements arising during the use of the services of the SPA-complex, the visitor has the right to immediately apply for their resolution to the administration of the SPA-complex. All disputes or disagreements are settled by negotiation between the parties, including through written claims. The written complaint of the Visitor can be submitted directly on the day of rendering the service and considered by the host (Administration of the SPA complex) with a written reply within 30 days of its receipt, if other terms of consideration and satisfaction of the consumer's claim are not established by the current legislation of the Russian Federation. In case of no written complaint by the Visitor on the day of rendering services, the services of the SPA complex are considered to be provided with the proper quality and in the appropriate quantity and fully accepted by the Visitor of the SPA complex without comments.

2.3 In the event that it is not possible to settle disputes on disputed issues by negotiation, including by submitting written claims, they shall be examined by a court of general jurisdiction in accordance with the legislation of the Russian Federation.

3. Duties of visitors.

Visitors must comply with the following requirements:

3.1 Get acquainted in detail with the price list for services, with these Rules, as well as with other necessary information materials placed at the reception of the SPA complex or stands «Grand Peterhof SPA Hotel» and (or) on the site in the Internet - www.grandpeterhof.ru

3.2 Respect the rules of public order, behave respectfully towards other visitors, staff of the spa complex, and do not take actions that may endanger the life and health of others.

3.3 Comply with the Rules of Visit of the SPA-complex, in order to prevent injuries, comply with all safety regulations and exercise caution during your stay in the SPA-complex, fire safety, hygiene requirements, fulfill the requirements of the staff of the SPA complex.

3.4 Inform the Administration of the SPA complex about all dangerous situations and objects that may threaten the safety of people in the SPA complex.

3.5 Return used set of textiles (towels, bathrobes) when leaving the spa complex.

3.6 Respect the total time spent in the SPA complex (visit time or procedures according to the period specified in the price list)

3.7 Comply with the following hygiene requirements when visiting the pool, sauna/sauna and gym:

- take off the outer clothes in the locker room and enter the spa complex (swimming pools and baths/saunas) in rubber slippers with anti-slip sole, and on the territory of the gym - only in clean replacement shoes suitable for visiting the gym (gym shoes);

- visitors should have a bathing suit, a cap (optional), a towel (issued by the administrator of the spa complex), hygiene items;

- solid or liquid soap is recommended for body washing;

- hygienic articles shall only be in unbreakable packagings (plastic, polyethylene, etc.), the use of hygienic accessories in glass packagings is prohibited;

- take a thorough shower for 5-7 minutes (without bathing suit with washcloth and soap);

- after the end of use of the shower, be sure to close the taps of hot and cold water;

- at the end of the session, visitors should rinse under the shower for 3-5 minutes, squeeze out swimming gear and only then go to the locker room.

3.8 Attendance of classes (individual or group) /services in the SPA complex is allowed strictly by prior appointment through the coach. Please arrive in advance and leave the spa complex no later than 30 minutes after completion of the training (pre-booking). You must pay for the service until the moment of rendering the service (lessons), or within 30 minutes after the time of rendering the service (lessons). In case of a delay of more than 30 minutes after the end of the service (lessons), as well as at the entrance more than 30 minutes before the beginning of the service (classes), the SPA administrator has the right to include a visit to the SPA complex (for 3 hours) in the check for payment complexes

3.9 Visitors of the SPA-complex must treat the property of the SPA-complex with care, preventing its damage or loss.

3.10 The visitor of the SPA-complex is obliged to fulfill all requirements of the Administration of the SPA-complex, related to security and observance of rules of conduct in the SPA-complex.

3.11 In case of irritating action of the pool water on the mucous and skin immediately leave the pool;

3.12 In the event of injury while in a swimming pool or bath/sauna, pain in the joints, muscles of the extremities, cramps, severe eye and skin redness, bleeding, as well as in case of ill-feeling immediately to inform the service staff or other visitors about the need to call an ambulance;

3.13 Behave in accordance with the rules of public order, maintain cleanliness and order in the territory of the SPA complex, is careful to property of the SPA complex, to ensure the safety of electronic bracelets and issued accessories;

3.14 Ensure the safety of their property;

3.15 Monitor the behaviour of unaccompanied minors

3.16 To keep documents about payment of services (cashier's cheque), Electronic bracelets until the end of service.

4. Visitors to the spa complex are prohibited:

4.1 Visit the SPA complex, use swimming pools and baths/saunas if there are medical contraindications for health reasons, skin diseases, infectious diseases, bleeding, ill health, as well as drug users, which have a depressing effect on the central nervous system and reaction;

4.2 It is prohibited to dress boys over the age of 4 in the women's locker room and girls of the same age in the men's room;

4.3 Enter the SPA area wearing outerwear and street shoes;

4.4 Being under the influence of alcohol, drugs or toxic substances in the SPA complex;

4.5 Bring to the SPA-complex firearms and cold weapons, piercing objects, glass objects, explosive, flammable, poisonous and toxic substances, as well as gas cartridges. And also bring to the territory of the SPA complex and use explosive and flammable substances (including pyrotechnic products, fireworks, etc.), to ignite fire, bonfires, barbecues, etc.;

4.6 Smoking, drinking alcohol and eating in the SPA complex, with the exception of specially designated places (catering points and places for drinking water and beverages);

4.7 Throwing foreign objects into the pool and littering on the territory of the spa complex;

4.8 Make noise, use obscene language that provokes behaviour;

4.9 Use detergents, perfumes and other liquids in glass containers in the shower;

4.10 Rub cosmetics into the skin (creams, ointments, etc.) before visiting the pool;

4.11 Independently perform any cosmetic procedures in the premises of the SPA complex (manicure, pedicure, peeling, hovering, etc.);

4.12 Walk barefoot in the spa;

4.13 Swimming in the pool and in the baths/saunas and in the public area of the SPA complex without a swimsuit; children: stay in the spa complex and swim without bathing suits and special panties (diapers) for swimming;

4.14 Run in the spa complex and around the pool bowl;

4.15 Access and occupancy in office, utility and auxiliary spaces for SPA and SPA staff;

4.16 Touch, switch on, off and adjust any engineering equipment;

4.17 To throw garbage, regardless of its size, in places not allocated for its storage; to contaminate the premises, equipment and other property of the SPA complex;

4.18 Use cosmetics and brooms in baths/saunas, use various creams and ointments, perfume products, essential oils, honey, cosmetics before using swimming pools and baths/saunas;

4.19 Pour water on the sauna/sauna heater/sauna heater (sauna/sauna oven) with foreign objects and fill the heater with water;

4.20 Leave children under the age of 18 unaccompanied by accompanying persons who have reached the age of 18;

- 4.21 Borrow free sun loungers for reservations to third parties, as well as for storage of things;
- 4.22 To bring and receive food in the territory of the SPA complex, to eat and drink in the bowls of the pools, except for specially designated places;
- 4.23 To carry and drink beer and beverages made on its basis, as well as alcoholic and alcoholic products on the territory of the SPA complex;
- 4.24 To obstruct other Visitors, to perform any act that interferes with or threatens other Visitors; to damage Electronic Bracelets, as well as any property located within the SPA complex;
- 4.25 Damage to SPA facilities, equipment and equipment;
- 4.26 Use electronic bracelets paid at a tariff for children under the age of 12, for the passage of others (adults and children over the age of 12);
- 4.27 Ignore the requirements of the staff of the SPA complex, show disrespect or rudeness to the staff and other visitors of the SPA complex;
- 4.28 Enter or enter the SPA premises without authorization;
- 4.29 Use the territory of the SPA complex without the permission of the Administration of the SPA complex to engage in commercial, advertising and other activities, regardless of whether it is due to income;
- 4.30 Leave your property, including things, shoes, backpacks, bags, valuables (phones, tablets, precious jewelry, etc.) in unexpected places, on lockers, benches, deckchairs, in aisles, etc. It is recommended to use lockers in the locker rooms or rent a safe deposit box at the reception of the spa complex for an additional fee. The administration of the SPA complex is not responsible for the safety of property left by the visitor at the SPA complex;
- 4.31 Bring animals to the territory of the SPA complex;
- 4.32 Take away from the SPA complex the property received (towels, bathrobes, bracelets, inventory, etc.) and any other property of the SPA complex;
- 4.33 Misuse of sports equipment (for games and free swimming);
- 4.34 Use brought equipment (quadcopters, water, land and air type electrical equipment).

When imposing prohibitions and recommendations, the Administration of the SPA complex is based solely on the need to ensure the safety of visitors in the SPA complex.

The SPA administration does not recommend:

- *Swim in the pool on an empty stomach or earlier than 1.5 - 2 hours after meals (especially children!);*
- *Use in the shower to wash the body gels (due to special chemical properties - the use of gels on the human body creates a film that requires thorough and long rinsing; poor-quality body washing using the gel impairs the quality of water).*

5. Requirements and conditions of medical supervision:

5.1 Children of pre-school and primary school age (up to 10 years of age) must have an enterobase certificate. If the gap between the visits of the child of the pool more than two months, the certificate of parasitology should be provided again. The validity of such certificate is 3 months.

In accordance with No. 3.12.2 SanPiN 2.1.2.1188-03, a certificate of treatment and prevention institution, allowing a visit to the pool, is necessary in the event of an adverse health-epidemic situation in a given locality (city, district) for diseases listed in annex 1, paragraph 4. In such cases, in order to prevent the

spread of infectious diseases, the authorities responsible for the State sanitary and epidemiological surveillance order the swimming pool authorities to stop allowing visitors, They have not been examined and tested.

Regardless of the health situation, children of pre-school and primary school age are required to certify the results of a parasitological examination of enterobiosis:

- *before admission to swimming group (section) of the pool, in the future at least once every three months;*
- *for one-time visits - before each visit, if the gap between them is more than two months.*

5.2 Certificate should be presented to the administrator of the spa complex before visiting the pool.

5.3 The visitor must independently assess the state of his health when using any services of the SPA-complex and take into account any condition of his health, which are contraindications for using the services of the SPA-complex. Liability for any adverse consequences, including damage to health, caused by the visitor's improper assessment of their health and/or due to the visitor's use of SPA servicesThe complex despite the existing contraindications for health reasons, bears only the visitor. Accompanying persons, who are the legal representatives of the child, are responsible for the health and life of children in the spa complex.

ATTENTION! FOR SECURITY REASONS, THE SPA ADMINISTRATION HAS THE RIGHT TO REFUSE TO PROVIDE SERVICES TO THE VISITOR:

- Having pronounced signs of alcohol, drug, toxic intoxication.
- Violating public order, endangering the life, health and recreation of other visitors, not complying with the requirements of these Rules of visit the SPA complex.
- In case of violation of these Rules and failure to respond to reasonable requirements of the Administration of the SPA complex, the visitor may be removed from the SPA complex by police officers, a security officer or a representative of the SPA Administrationthe complex, without compensation for the cost of services paid by him.

6. The Rules of visiting the gym of SPA complex.

In addition to the general rules of visiting the SPA complex, the visitor is obliged to observe the Rules of visiting the gym «Grand Peterhof SPA Hotel» (further - Rules of the gym).

6.1 These Gym Rules are mandatory for all Visitors when visiting the gym.

6.2 The cost of a visit to the gym is included in the price of a one-time visit (visit) of the SPA complex or a subscription according to the current Price list of the SPA complex, approved by LLC «Grand Peterhof Corculi».

6.3 The services of the gym shall be provided to Visitors in accordance with these Rules, unless otherwise specified separately by the Parties and/or the legislation of the Russian Federation.

6.4 Attendance of the gym by minors is permitted only when accompanied by persons (hereinafter referred to as «Accompanying person»). The Accompanying Persons are solely responsible for the safety and security of the health and life of minors when visiting the gym.

6.5 Form of Gym Wear:

- It is strictly forbidden to wear outerwear and street shoes in the gym.
- Gym workouts require sportswear.
- It is forbidden to be in a gym with a naked torso or in a bathing suit.

– It is also necessary to have a dedicated shoes (interchangeable shoes) for training in the gym. For your safety, it is forbidden to train without sports shoes. It is not allowed to be in the gym in shoes, which can harm the property of the gym.

6.6 The visitor is obliged to pay attention to the state of his health and immediately notify the staff of the SPA-complex about any cases of deterioration of health that occurred during the visitor's stay in the gym. Visitors are personally responsible for their health. Visitors are advised to consult their general practitioner and/or other doctor about their state of health and to find out about possible limitations and/or recommendations for sports before starting classes.

6.7 Attendance at the gym is prohibited for persons exhibiting inappropriate behaviour and for persons under the influence of alcohol or drugs.

6.8 The SPA complex shall not be responsible for the health condition and possible injuries of visitors in the following cases:

- If the Visitor violates these Rules.
- In cases where the Visitor has not used orientation instructions.
- If the visitor violates the recommendations of the medical report.
- For injuries sustained by a visitor outside the gym.
- For injuries caused by unlawful acts of third persons.
- for injuries caused by the Visitor himself on the territory of the gym.

6.9 Rules for visiting the gym.

– Before starting training on simulators, the visitor is obliged to familiarize and strictly follow the instructions of each simulator. The SPA complex is not responsible if the use of exercise equipment by the Visitor in violation of the instructions is the cause of the damage to health.

It is recommended to use the equipment, to choose the intensity and duration of training according to the level of preparedness of the Visitor.

- In order to maintain personal hygiene, please make sure to use towels when exercising, as well as disinfecting disposable napkins.
- After the exercise, sports equipment (weights, dumbbells, pancakes and other loose equipment) should be returned to the designated area.

In order to ensure your safety, it is recommended to use a partner to exercise with maximum weights in the gym.

– To avoid injury during exercises with a dismantlable bar, it is necessary to evenly remove and put on the pancakes from both ends of the neck of the bar, to avoid cases of its overturning, as well as securely fix pancakes locks. Exercises must also be performed under the supervision of a partner.

- When working on block simulators, the retainers of weights, seats and cushions must be inserted to the stop, checking the reliability of fixation.

7. The rules of visiting the Aqua complex (swimming pools) SPA complex.

In addition to the general rules of visiting the SPA complex Visitor is obliged to follow the Rules of visiting the pools of the SPA complex «Grand Peterhof SPA HOTEL» (more - Rules of the Aqua Complex)

7.1 These Aqua Complex Rules are mandatory for all Spa Visitors when visiting any swimming pools located within the SPA complex;

7.2 Visitors are allowed to use the swimming pools only during the opening hours of the spa complex, as scheduled;

7.3 Guests are aware that the floor surface may be slippery in some places. Care should be taken;

7.4 Being in the Aqua-complex and directly in the pool is possible only in swimsuits: swimming trunks, shorts, swimsuits (for women), swimwear for children of any age, replacement shoes for the pool. It is also recommended to wear swimming caps, goggles (optional). Children up to 3 years old can visit the pool only in special swimming diapers (in case of absence, the visitor can purchase them at the reception of the spa complex for an additional fee);

7.5 In order to ensure sanitary and epidemiological safety, it is necessary to take a thorough shower before each entrance to the water, as well as to use the bathroom for foot disinfection, located at the exit from the thermal zone to the Aqua Complex;

7.6 When using creams, oils or other cosmetics, it is necessary to take a shower before descending into the pool bowl;

7.7 Use deck chairs and chairs to store things;

7.8 Move deck chairs, chairs, tables and other equipment located (installed) within the Aqua Complex;

7.9 It is necessary to remove the replacement shoes before descending into the basin;

7.10 For descent into the basin bowl and for lifting from the pool bowl, use the handrail, holding onto it;

7.11 Long hair shall be covered with a barrette or rubber band;

7.12 For safety reasons in the pool, it is prohibited to:

7.12.1 Wear jewellery during swimming (chains, bracelets, rings, etc.);

7.12.2 Run, jump, push, jump, make unnecessary noise, give false signals of help, play in the water and perform other actions that may interfere with or endanger the life and health of the Visitor, other Visitors and employees of the SPA complex;

7.12.3 Dive and immerse in water while breathing without proper preparation;

7.12.4 Create an obstacle on the water to other Visitors and employees of the SPA complex;

Enter water with chewing gum;

7.12.6 Be present in the Aqua Complex without bathing clothing and/or special shoes provided for in this Regulation;

7.12.7 Visit the swimming pool with open wounds and other damage to the skin;

7.12.8 Visit the swimming pool for persons with clear signs of impairment, persons exhibiting inappropriate behaviour, as well as persons under the influence of alcohol or drugs;

7.12.9 Take advantage of the natural needs in the pool. Please use the toilets in the SPA complex;

7.12.10 Persons who cannot swim are prohibited from swimming without life-saving swimming equipment;

7.12.11 Bring to the territory of the Spa-complex:

Animals, birds, reptiles and insects;

- all weapons, explosive, flammable, poisonous, radioactive and toxic substances, personal protective equipment (gas cartridges, electric shocks, etc.);
- audio equipment and other sources of loud noise;
- piercing objects, glass objects and other fragile objects giving fragments;
- alcohol and drugs;

Medicines and medicines;

- drinks in glass containers and food.

7.12.12 Stay in and around the pool with food and drinks from the phyto-bar, except water in disposable plastic cups;

To avoid injuries and threats to the life and health of people, the SPA-complex instructor can remove from the pool visitors who do not follow the rules of the pool.

7.13 It is not recommended to visit the swimming pools of the SPA complex:

Pregnant women in the late stages of pregnancy;

Persons with infants;

Persons with pacemakers and heart disease;

Persons with increased sensitivity to chlorinated water;

- presence of contraindications to visit swimming pools for health reasons;
- with other diseases that may be exacerbated by prolonged exposure to water.

7.14 The administration of the SPA complex is not responsible for the loss/damage/destruction of the property of the Visitor left unattended;

7.15 Visitors to the Aqua Complex are required to follow the rules of general and personal hygiene, including maintaining a clean body and taking showers before entering the pool in the hotel room, either in the showers locker rooms or in the spa complex;

7.16 Water temperature, chlorine content, PH level in the basin is maintained within the established sanitary and epidemiological norms and cannot be changed at the request of the Visitor.

7.17 Features of use of swimming pools by minors (children):

7.17.1 Dive and dive while breathing;

7.17.2 The use of all the basins of the aqua-complex by minors is permitted only in the presence of accompanying persons, who are obliged to continuously monitor the behaviour of minors in the swimming pools of the aqua-complex and the spa complex as a whole.

7.17.3 Escorts are solely responsible for the safety and security of the health and life of minors in the Aqua Complex and the SPA complex as a whole.

7.17.4 Visits to the Aqua Complex by minors under 18 years of age and under 150 cm (if any of the above criteria are met) are recommended only in lifejackets/armbands and other swimming equipment, according to the age of the minor. The Accompanying Persons shall be solely liable for any harm to the health of minors caused by the failure of the Accompanying Persons to perform their obligation to wear a life vest/armband on minors.

7.18 In case the administration of the SPA-complex receives sports equipment or other property the visitor is responsible for the preservation of this property of the SPA-complex. Sports equipment (provided by the Visitor) is the property of the Administration of the SPA-complex. Before leaving the spa complex, the visitor must return the property (sports equipment) provided by the Administration to the Administrator or the instructor of the spa complex.

8. The rules of visiting baths and saunas of the SPA complex.

In addition to the general rules of visiting the SPA complex, the visitor must comply with the rules of visiting baths and saunas in the SPA complex.

8.1 To visit baths/saunas, it is necessary to have clothes: swimsuit, swimsuit (for women), swimming trunks (for men);

8.2 It is forbidden to stay in a sauna/sauna with a bare torso - without the top of the swimsuit (for women);

8.3 Head coverings (sauna/sauna caps) are recommended to protect the head from heat;

8.4 Please follow the rules of personal hygiene. Before visiting baths/saunas, a shower is mandatory;

8.5 Shaving accessories are prohibited.

8.6 When visiting baths/saunas, it is forbidden to use creams, strong perfume aromas, masks, scrubs, hair dye, other spray objects;

8.7 For personal hygiene purposes, use a towel (additional towel or sheet-can be purchased for rent at the reception of the SPA complex for an additional fee) and lay it on the bench in the bath/sauna;

8.8 While in the bath/sauna, contact with the surface of the heater should be avoided - this may cause severe burns;

8.9 It is prohibited to eat and drink in locker rooms, baths/saunas;

8.10 It is forbidden to visit a sauna/bath while under the influence of alcohol, drugs, and the presence of a residual state of alcohol intoxication;

8.11 Intimate activities in saunas/saunas and spa facilities are generally prohibited;

8.12 Water and fragrances (essential oils, other oils) shall not be splashed into the stone compartment in baths/saunas;

8.13 It is prohibited to carry plastic utensils into baths/saunas;

8.14 It is prohibited to cover the heater with foreign objects (towels, swimsuits, etc.) - this can lead to fire;

8.15 It is prohibited to change/change the temperature of baths/saunas on your own;

8.16 According to the Technical Regulation, the temperature cannot be changed (reduced/increased) at the request of the visitor of the SPA complex;

8.17 Do not leave children unattended in baths/saunas! Children under the age of 18 are allowed to visit baths/saunas only when accompanied by adults.

8.18 Attention! Staying too long in a hot tub/sauna causes your body temperature to rise, which can be dangerous for your health. It is recommended to stay in baths/saunas for a maximum of 15 minutes at a time, and it is also necessary to monitor the child's recommended length of visit to baths/saunas - not more than 3 minutes;

9. The rules of visiting the children's pool of the SPA complex.

9.1 The children's pool is open to children from 2 months to 7 years of age;

9.2 It is recommended to visit the children's pool not earlier than 1.5-2 hours after eating;

9.3 Accompanying persons are fully responsible for the safety of the children as well as for the harm caused to the children they accompany;

9.4 The SPA does not provide care, supervision or maintenance for minor children;

9.5 The children's pool shall not include:

- Run, jump, dive from the sides into the pool;
- Speak loudly, shout, make noise;
- To carry dirty items, food into the shower and swimming pool;
- Walk barefoot;
- Swimming with grown-up guests

9.6 Before visiting the pool, you must take a shower with hygiene products (baby soap), without bathing clothes;

9.7 Only one of the Accompanying Persons shall accompany the bottomless children in the children's pool;

9.8 To keep the child, the accompanying person is allowed to stand or sit on the side of the children's pool;

9.9 If there is no or insufficient development of swimming skills, it is mandatory to use life jackets/armbands and (or) other swimming equipment, according to the age of the minor child;

9.10 Respect the facilities, equipment and sports equipment of the SPA complex;

9.11 Access to the pool is only permitted if:

- swimsuit (swimsuit or bathing suit);
- in special replaceable shoes with anti-slip sole;
- in special waterproof diapers for swimming pool (for children up to 3 years).

9.12 Escorts are solely responsible for the safety and security of the health and life of minors in the spa complex.

10. The rules of visiting VIP sauna of the SPA complex

10.1 Access to the VIP sauna is subject to prior appointment through the SPA Administrator. You must pay 50% of the full cost of the service. Full payment is made according to the price list of the SPA complex prior to the event. In case of refusal of service less than two hours, 50% of the service fee is withheld.

10.2 The minimum rental time for a VIP sauna is 3 hours. For each subsequent partial hour, the fee is charged as full. VIP sauna is designed for 1 to 10 people.

10.3 Children under the age of 18 must be in the VIP sauna only when accompanied by an accompanying person. Use of the Jacuzzi, sauna and all swimming pools of the SPA complex by minors is permitted only in the presence of Accompanying Persons, who are obliged to continuously monitor the behavior of minors in the swimming pools of the SPA complex in general. The responsibility for the safety and safety of the health and life of minors in the territory of the VIP sauna (Jacuzzi, sauna, billiard room, shower, toilet, reception), is borne exclusively by the Accompanying Persons.

10.4 The guest has the right to use free available equipment: billiards, hot tub, hair dryer, TV, towel, bathrobe. For an additional fee, guests can buy a sauna broom from the reception. The guest can also use the services of the Restaurant «Mikhailovsky», the menu is in the VIP sauna.

10.5 The guest must be careful of the property provided for his use, otherwise the guest is responsible for the preservation and damage of property or equipment. In case of damage, a certificate shall be drawn up and the Guest shall pay the full value of the damaged property or equipment to the Administrator of the SPA complex. If any defects are found before the beginning of the session, the guest must immediately inform the SPA administrator.

10.6 The guest is obliged to keep the premises of the VIP sauna clean and orderly. You may only visit the VIP sauna if you have a swimsuit and slippers with an anti-slip sole. It's forbidden to go barefoot.

10.7 The administration of the SPA Complex is not responsible for the personal belongings of the guest left unattended (jewelry, phones, watches, money, etc.) during the visit to the VIP sauna. At the reception of the SPA complex there is an opportunity to use an individual safe deposit box for an additional fee according to the current Price List.

10.8 The time of dressing is included in the paid visit. 15 minutes before the end of the VIP sauna rental time the administrator has the right to warn the guest about the end of the time in the sauna. Guests must leave the VIP sauna after the end of the session. For exceeding the time spent in the sauna, an additional fee is paid as for a full hour of stay. The guest may extend the stay in the sauna by notifying the administrator, paying for the next hour, only if the time of the subsequent session remains free.

10.9 The Administrator has the right to exercise control over the sauna.

10.10 The Administration has the right to refuse a guest a visit to the VIP sauna without explaining the reason for the refusal.

10.11 Payment of the cost of renting a VIP sauna at the cashier's office and access to the territory of the VIP Sauna and SPA complex by the visitor is a full and unconditional consent (acceptance) with these Rules, as well as with the general Rules of visiting the SPA complex.

10.12 During a visit to a VIP sauna it is prohibited:

- Entrance to the VIP sauna to guests under the influence of alcohol and drugs;
- Bring alcoholic beverages and food to the VIP sauna;
- Smoking in the VIP sauna area;
- Use rose petals, rub creams, ointments, honey, scrubs, masks, etc.;
- Carry firearms, gas, pneumatic and cold weapons, piercing and cutting objects, as well as explosive and flammable (candles, crackers, sparklers), toxic and strongly smelling substances;
- Use sauna aromatic additives (essential oils, aroma fuzzers), can cause allergies;
- Pouring water on the heater, possible short circuit or fire equipment;

- Leave children unattended in baths/saunas! Children under the age of 18 are allowed to visit baths/saunas only when accompanied by adults.

10.13 Terms of use of the hot tub:

- In the hot tub can be simultaneously no more than 4 people;
- Before visiting the hot tub, use the shower, thoroughly rinse the leaves after steam with brooms;
- Near the bathroom is instructions for managing the hot tub;
- When taking the procedure of hydromassage, after 15 minutes of operation, the timer for engine shutdown triggers, after which it is possible to use the hydromassage mode again.

11. Different conditions.

11.1 The fact of paying for a subscription or a single visit (visit) means that the visitor to the pool is familiar with these Rules;

11.2 The Administration of the SPA Complex in the context of these Regulations shall include:

Head of the spa complex, administrators, instructors, other staff of the spa complex.

11.3 Administration of the SPA complex is not responsible for the safety of valuables, money, jewellery and documents left in the locker rooms and individual lockers in the locker room;

11.4 In the event of accidents caused by circumstances for which the SPA complex is not responsible, as well as situations caused by the activities of public services for seasonal, preventive and emergency work, If these situations hinder the quality of services, the Administration of the SPA complex has the right to unilaterally suspend the provision of services until the termination of the specified circumstances (situations), but for a period not exceeding 30 calendar days. In the event that after 30 calendar days the circumstances (situations) preventing the use of the SPA complex have not changed, the Administration of the SPA complex and the Visitor decide on the termination of the Agreement and the conduct of settlements. The billing process takes into account the cost of services already provided, as well as the period of the circumstances that led to the accident and for which the SPA complex is not responsible;

11.5 The Administration of the SPA-complex ensures that the quality of the SPA-complex service delivery meets the quality standards set for this type of service, including safety, fire safety and sanitary and epidemiological requirements;

11.6 In case if the actions of the visitor have caused property damage to LLC «Grand Peterhof Corculi», the enterprise is entitled to claim damages. An act of damage is drawn up and signed by the Administration of the SPA Complex and the Visitor who caused the damage. The act shall specify the amount of damage agreed by the parties. If the Visitor refuses to sign the act, it shall be recorded in the presence of at least two witnesses who are not employees of the enterprise. In the case of damage caused by minors under the age of 18, compensation shall be paid in accordance with the procedure established by the legislation in force by their legal representatives;

11.7 These Rules have the force of a written contract of services with the Visitor. Payment of the cost of services of the SPA complex in the cashier's office and/or access to the territory of the SPA complex by the Visitor is a full and unconditional consent (acceptance) with these Rules;

11.8 These Rules are mandatory, including when ordering services by individuals (individual entrepreneurs) when ordering services for a group of persons, for organized groups, for sports schools, sections, instructors, coaches, for other users of services, including. Part. for persons with subscription, when providing services on deposits, gift certificates, etc. and when paying for services to intermediary organizations performing services under agency and other agreements;

11.9 The administration of the SPA complex may unilaterally amend these Rules. These changes in the Rules come into force from the moment of their placement on the information stands in the resort complex and «Grand Peterhof SPA Hotel» and (or) on the website - www.grandpeterhof.ru. The visitor undertakes to familiarize himself with these changes of the Rules before the moment of payment for the service;

11.10 Services provided in accordance with these Regulations are not subject to mandatory certification and licensing;

11.11 All ads, as well as information in the public domain «Grand Peterhof SPA Hotel» are an integral part of these rules;

11.12 In case of violation by the Visitor of the provisions established by these Rules, the Visitor is not allowed to enter the territory of the SPA-complex until the violation is eliminated (Electronic Bracelet is removed or blocked), and can also be removed from the SPA-territory complex on the initiative of the Administration of the SPA complex without refund of the cost of paid services (para. 7 of these Rules);

11.13 The administration of the SPA complex, together with the security service of the «Grand Peterhof SPA Hotel», has the right to inspect the Visitors' belongings on a voluntary basis, within the framework of security and control of the passage of things, in accordance with No. 4.5 of these Rules, prohibited to smuggling and use on the territory of the SPA complex, in advance of payment of the entrance ticket to the SPA complex;

11.14 The Administration of the SPA complex is not responsible for the Visitor's failure to use the paid services of the SPA complex on his initiative or the fault of third parties, for the preservation of valuables, documents, electronic bracelets, money and other property of the Visitors, left on the territory of the SPA complex, for consequences connected with violation by the Visitor of these Rules and other mandatory rules, valid on the territory of «Grand Peterhof SPA Hotel», for damage caused to the visitor by actions of third parties, as well as for the state of health of the Visitors and potential accidents on the territory of the SPA complex (injuries, bruises, etc.) that occurred during the use of the services of the SPA complex. The visitor takes all the consequences and risks associated with careless damage to his health during swimming in the pool, staying in baths/saunas, being in the water, and voluntarily undertakes to release the administration of the SPA complex from any claims, related, i.e. claims for compensation for damage to life and health, moral damage, etc. Losses;

11.15 The administration of the SPA complex is not responsible for damage caused to the life, health or property of the consumer, due to his violation of these Rules, as well as the actions of force majeure, including, but not limited to: natural disasters (earthquakes, floods, snow drifts, etc.), riots, civil wars, strikes, decisions of competent state authorities, emergency situations (power outages, repairs and reconstruction and other emergency works and actions by power supply organizations), etc.;

11.16 The administration of the SPA complex in accordance with these Regulations shall not accept any pre-agreed obligations and warranties to the Visitor related to the condition of swimming pools, baths/saunas, depending on the factors on which the SPA AdministrationThe complex cannot be influenced (adverse weather conditions, unsuitable water and air temperature conditions, large number of visitors, swimming skills and style of Visitors, etc.).

DEAR VISITORS, OBSERVANCE OF THESE RULES WILL ALLOW US TO MAKE YOUR STAY IN THE SPA COMPLEX AS PLEASANT AND SAFE AS POSSIBLE. HAVE A NICE HOLIDAY!

Administration of the Spa complex

LLC «Grand Peterhof Corculi».