

# HOUSE RULES

**By visiting, you are agreeing to the HOUSE RULES mentioned below, in order that your stay and that of other guests may be safe and pleasant. In the case of an offence being committed, the police will be involved at all times.**

## GENERAL

- The instructions of the personnel must be followed at all times.
- Verbal and non-verbal violence, wanted or unwanted sexual advances, physical contact (embracing, kissing, et cetera), offensive behaviour and/or indecent behaviour are not permitted, such behaviour to be assessed at the discretion of the personnel of Scandic Sanadome Nijmegen.
- Cases of destruction, theft and violence, et cetera, will always be reported to the police.
- The use of both soft drugs and hard drugs is forbidden.
- Our guests appreciate a quiet and relaxed atmosphere, so please do not run, shout or disturb the peace in another way. The use of laptops, I-pods and other noise-producing items is not allowed.
- The personnel is authorized at all times to remove guests from the accommodation and to deny access or further access to Scandic Sanadome Nijmegen if they behave obstructively (including being in a drunken state or under the influence) and/or if they do not observe our House Rules. In that case, the guest does not have a right to a refund of the entrance price.
- Guests who make use of Scandic Sanadome Nijmegen on an individual basis must be in the possession of a valid entrance ticket and are obliged to show this ticket upon request.
- Guests at Scandic Sanadome Nijmegen must be in possession of a valid proof of identity and are obliged to show this upon request.
- Guests at Scandic Sanadome Nijmegen must show proof of identity if they wish to claim back lost property.
- In the Spa area (including the mint room and steam room), guests are obliged to wear swimwear (bathing costume, bikini or swimming trunks). Other items of clothing with the exception of bathrobes and bath slippers are not permitted.
- In the Spa, we prefer guests to wear bathrobes and bath slippers, but this is not obligatory. However, in the 'Marina' Spa Restaurant and the 'Breeze' Spa Lounge & Terrace, guests are obliged to wear bathrobes and bath slippers.
- Guests are not permitted to take clothing and other items with them to our Spa. Lockers are available in the changing rooms for storing any items.
- We would ask you not to keep seating areas, deck-chairs or facilities unnecessarily occupied so that other guests can also make use of them.
- Guests are not permitted to use their own oils, herbs, or other items or liquid items.
- Scandic Sanadome Nijmegen reserves the right to close or put out of operation the facilities (or parts thereof) of the hotel and the Spa in the case of maintenance, malfunctions and special activities. In that case, Scandic Sanadome Nijmegen is not bound to provide a refund for the complete or partial entrance price or package price.

## HEALTH & LIABILITY

- A visit to Scandic Sanadome Nijmegen takes place completely at the guest's own risk. We would point out to you that the use of the facilities within the Spa area (including the mint room, steam room and the Beauty & Wellness department) might have adverse consequences for certain medical indications such as pregnancy, heart complaints, skin conditions, et cetera. If you are in doubt about the effects of the facilities on your health, we would advise you to contact your family doctor beforehand.
- The use of all the facilities on the grounds of Scandic Sanadome Nijmegen is entirely at the guest's own risk. Scandic Sanadome Nijmegen is not responsible for any damage of whatever nature, regardless of the way in which this damage occurred and the person(s) causing this damage, with the exception of damage as a result of deliberate or wilful recklessness on the part of Scandic Sanadome Nijmegen or its employees. In that case, Scandic Sanadome Nijmegen is only obliged to compensate for the damage to the amount of the payment made by its insurer at the most.
- A medical advice cannot and may not be given by anyone other than a doctor, general practitioner or attending physician. Employees of Scandic Sanadome Nijmegen are therefore not authorized to answer any questions whatsoever to do with medical matters.

## FOR YOUR SPA VISIT, WE RECOMMEND THE FOLLOWING:

- Do not stay for longer than 15 minutes in the Jacuzzi, mint room or steam room; afterwards, take the time to cool down and rest.
- Take enough rest.
- Drink sufficient water.
- If your health is not good or you are pregnant, consult a doctor.
- Valuables can be stored in the lockers or safes. Scandic Sanadome Nijmegen is not responsible for damage that guests suffer as a result of loss or theft, or damage to guests' property, with the exception of damage as a result of deliberate or wilful recklessness on the part of Scandic Sanadome Nijmegen or its employees. In that case, Scandic Sanadome Nijmegen is only obliged to compensate for the damage to that amount of the payment made by its insurer at the most.

## PREGNANCY

In general, it is advisable to visit Scandic Sanadome Nijmegen, especially the Spa and/or to have certain treatments. Generally, swimming in warm spa water has a very relaxing effect, which is of course also very beneficial for pregnant women. However, baths and

'hot' facilities (such as thermal baths, mud treatments and seaweed treatments, Rasul, saunas and solaria) could have adverse effects on pregnant women. Again, a comprehensive (binding) advice can only be given by a doctor.

## CHILDREN

### Children are very welcome if the following criteria are met:

- The children are aged 8 or older.
- Children up to 14 years are under the supervision of an adult, with one supervisor to a maximum of 3 children.
- Children are at least 150 cm tall, have a valid swimming diploma or wear a life jacket; this also applies to children aged 14 to 18.
- Children must be completely toilet trained.
- Children are expected to be able to observe our House Rules, especially with regard to desirable responsible behaviour. Our guests very much appreciate the peaceful atmosphere in general.

## THE DISABLED

Scandic Sanadome Nijmegen is accessible to the disabled and has various facilities available, such as lifts in the baths, changing room, et cetera. You can contact our personnel for more information.

## HYGIENE & SAFETY

- Hygiene is important! Guests must therefore shower before using the facilities.
- In the mint room, guests are obliged to use a towel to sit on.
- We advise you to shower after using the mint room, steam room or after a treatment.
- In the case of thunder and lightning or approaching thunder and lightning, the outside bath will be closed, but you can make use of all the inside facilities.
- For safety reasons, it is forbidden to dive, jump or run in and around the baths.
- Guests are not permitted to take along breakable items to places where this could pose a risk to the guests or the personnel.
- Guests are not permitted to remain in or near the changing rooms without a valid reason.
- A maximum of 1 person is allowed in each changing cubicle at one time.
- First Aid: guests can go for medical help to the personnel on duty, who will accompany them to the First Aid post.
- Evacuation: everyone located in the building must leave the building or a part of the building immediately when the evacuation alarm goes off, or when instructed to do so by members of the In-house Emergency Service (recognizable by the orange/yellow waistcoat with the letters 'BHV') and/or by personnel of Scandic Sanadome Nijmegen.

## CCTV

CCTV cameras support the personnel in the building with regard to maintaining order and safety. If necessary, CCTV footage can be used to trace any breaches of the peace and/or offences.

## FOOD & DRINK

- Guests are not permitted to consume food and drinks that they have brought along themselves, nor are they permitted to do so outside or in the changing rooms.
- Guests are only permitted to eat and drink in the 'Marina' Spa Restaurant and the 'Breeze' Spa Lounge & Terrace.

## SMOKING

A smoking ban applies throughout the whole building. Smoking is only permitted outside in the places allocated for this purpose.

## FINAL PROVISIONS

- These House Rules became effective as of 1 March 2009.
- Should any provision of these House Rules be not applicable or in conflict with public order or the law, in the opinion of the competent court, then only the provision in question will be considered as not written. However, the rest of the House Rules will remain completely in force.
- Dutch law applies to the legal relationship between Scandic Sanadome Nijmegen and its guests.
- All disputes that might arise between Scandic Sanadome Nijmegen and its guests will be judged exclusively by the court in Arnhem, without prejudice to the right of Scandic Sanadome Nijmegen to summon the guest to appear before the court competent according to law or treaty.
- These House Rules were deposited on 6 March 2009 at the Chamber of Commerce for Centraal Gelderland under number 10143700.

**We would be most grateful if you could pay attention to the House Rules mentioned above and observe them properly.**

**We wish you a relaxing and pleasant stay.**