PULSE THERME
DECLARATION OF PERSONAL RESPONSIBILITY

By signing this declaration, I declare that I have been informed of, understand, and accept the terms and conditions for using **PULSE THERME**, as follows:

I. HEALTH CONDITION

1. The use of the SPA and fitness facilities is **not recommended** for persons suffering from high or low blood pressure, heart diseases, asthma, skin diseases, open or closed wounds, infections, contagious diseases, or any other medical conditions that may be adversely affected by physical exertion, heat, or humidity.
2. The Client declares that prior to starting any training sessions or SPA procedures, they have undergone the necessary medical examinations and consulted a qualified medical professional regarding their health condition.

II. PERSONAL RESPONSIBILITY AND RISK

3. The Client uses all SPA and fitness facilities, pools, equipment, and installations **ENTIRELY AT THEIR OWN RISK**.
4. The SPA and Fitness Center, as well as the company operating it, its management, employees, and trainers, **BEAR NO RESPONSIBILITY** for accidents, injuries, discomfort, bodily harm, or death resulting from the use of the facilities.
5. The Client understands that physical activity and SPA procedures may lead to changes in blood pressure, heart rhythm, muscle strains, sprains, dislocations, or other injuries.
6. In the event of pain, dizziness, shortness of breath, or any physical discomfort, the Client is obliged to **IMMEDIATELY** inform the staff and stop using the facilities.
7. By signing this declaration, the Client gives prior consent for the SPA and Fitness Center staff to take necessary emergency measures and, if required, to seek emergency medical assistance.

III. PERSONAL BELONGINGS AND PROPERTY

8. The SPA and Fitness Center **DOES NOT BEAR RESPONSIBILITY** for lost, forgotten, damaged, or stolen personal belongings of the Client, including but not limited to money, jewelry, documents, electronic devices, or other valuables.
9. The Client bears **FULL FINANCIAL RESPONSIBILITY** for damaged, destroyed, or lost items belonging to the SPA and Fitness Center, including but not limited to:

- access wristbands;
- bathrobes;
- towels;
- lockers;
- equipment and inventory.

In such cases, the Client is obliged to pay their value according to the approved price list.

10. Leaving personal belongings unattended on the premises is strictly prohibited.

IV. ACCESS, TIME, AND USE OF SERVICES

11. Access to the SPA and Fitness area is allowed **ONLY AFTER EXPLICIT AGREEMENT** with this declaration.
12. The Client pays for a **SPECIFIC TIME PERIOD** in the SPA area.
    If the paid time is exceeded, the Client must pay an **EXTENDED STAY FEE** according to the current price list.

PULSE THERME
DECLARATION OF PERSONAL RESPONSIBILITY

13. Clients must wear **APPROPRIATE SPA ATTIRE** – swimwear and slippers.
14. Bringing food and beverages not purchased on the premises is prohibited.
15. Bathrobes and towels provided for a fee are for **TEMPORARY USE ONLY** and must be returned after use. They do not remain the property of the Client.
16. The access and locker wristband provided at reception must be returned after the end of the stay.

V. RULES OF CONDUCT AND SAFETY

17. Smoking is **PROHIBITED** throughout the SPA and Fitness Center, except in designated smoking areas.
18. Entering pools and SPA facilities with open wounds, infections, or contagious skin diseases is prohibited.
19. Bringing backpacks, large bags, or bulky luggage into SPA areas may be restricted or prohibited at the discretion of the staff.
20. Clients must behave in a **RESPECTFUL AND APPROPRIATE MANNER** toward staff and other guests. Aggressive, offensive, or inappropriate behavior **WILL NOT BE TOLERATED** and may result in immediate removal from the premises **WITHOUT REFUND**.
21. In the event of malfunction or damage to facilities, the Client must **IMMEDIATELY** notify the staff.
22. In case of evacuation or emergency, Clients must **STRICTLY FOLLOW** staff instructions and emergency procedures.

VI. AGE POLICY, RESERVATIONS, AND ACCESS

23. **THE AGE POLICY OF THE SPA LOCATIONS IS AS FOLLOWS:**
    – PULSE THERME BANYA – ACCESS 14+
    – PULSE THERME BANSKO – ACCESS 18+
24. By making a reservation, the Client **DECLARES THAT THEY ARE AWARE OF AND AGREE** to the age policy, children policy, and terms of use.
25. For **ONLINE RESERVATIONS**, the Client must arrive **AT LEAST 15 MINUTES EARLIER** than the reserved time.
26. **NO REFUNDS ARE PROVIDED IN CASE OF NO-SHOW FOR A RESERVATION.**
27. In case of late arrival, the stay duration **WILL BE SHORTENED AT THE CLIENT'S EXPENSE**, without compensation.
28. If a prepaid reservation is made for children and non-compliance with the age rules is established, **NO REFUND WILL BE ISSUED**, and staff may deny access.
29. The SPA and Fitness Center reserves the right to **DENY ACCESS WITHOUT REFUND** if non-compliance with the rules is identified.
30. Access **WITHOUT A RESERVATION IS NOT GUARANTEED**. Entry is subject to staff discretion based on availability, capacity, and weather conditions.

VII. OTHER CONDITIONS

31. In case of violation of these rules, management reserves the right to restrict or terminate the Client's access to the SPA and Fitness Center **WITHOUT COMPENSATION**.

PULSE THERME
DECLARATION OF PERSONAL RESPONSIBILITY

32. When necessary due to safety, technical reasons, force majeure, or operational needs, **MANAGEMENT RESERVES THE RIGHT TO CHANGE THE RULES AND OPENING HOURS**.

VIII. ACCEPTANCE OF TERMS

By signing this declaration, I confirm that:

- I have carefully read all terms;
- I fully understand their content;
- I accept them voluntarily and without objection.

Name: Jade Boyle Phone: +353873308598

Email: jadealexboyle@hotmail.com

Date: 12.3.2026 r. Signature:…… ….

This Privacy and Personal Data Protection Policy of Grand Hotel Management ('Personal Liability Statement') is based on the requirements of Regulation EU 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC ("EU Regulation 2016/679").

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