# PULSE THERME
# DECLARATION OF PERSONAL RESPONSIBILITY

I hereby declare that I have read, understood, and agree to comply with the terms, conditions, and rules for accessing and using the SPA, Wellness, and Fitness areas of PULSE THERME. I declare that I use the facilities and services voluntarily, according to my own health status, and in compliance with staff instructions and safety regulations.

## I. HEALTH STATUS

1. The Client is responsible for assessing whether their health condition allows the use of the SPA, Wellness, and Fitness facilities.
2. The use of pools, saunas, steam baths, fitness equipment, and other SPA services is not recommended for individuals with high or low blood pressure, cardiovascular diseases, asthma, skin conditions, open or unhealed wounds, infections, contagious diseases, or any other conditions that could be adversely affected by physical exertion, high temperatures, humidity, or mineral water.
3. In the event of an illness, chronic condition, pregnancy, recent surgery, injury, or any other circumstance that could pose a risk, the Client must consult a medical professional prior to use.
4. The Client declares that they have provided accurate information regarding circumstances relevant to the safe use of the facilities and services.
5. In case of pain, dizziness, shortness of breath, palpitations, weakness, nausea, or any other physical discomfort, the Client is obliged to immediately stop using the facility and notify a PULSE THERME employee.
6. If necessary, the Client consents to the staff taking reasonable emergency actions and seeking urgent medical assistance.

## II. PERSONAL RESPONSIBILITY AND RISK

1. The Client uses the pools, saunas, steam rooms, relaxation zones, fitness equipment, and other facilities voluntarily and at their own risk, adhering to all posted rules and staff instructions.
2. The Client is informed that using SPA and Fitness facilities carries inherent risks, including changes in blood pressure and heart rate, physical overexertion, slipping, falling, muscle strains, sprains, and other injuries.
3. The Client must use every facility solely for its intended purpose and comply with all posted limits, instructions, recommended stay durations, and safety rules.
4. The Client is liable for damages caused by intentional acts, improper use of facilities, or failure to comply with established rules, as provided by applicable law.

## III. WET SURFACES AND SAFE MOVEMENT

1. The Client is informed that due to the nature of the SPA area, surfaces around pools, showers, changing rooms, and other wet areas may be wet and slippery.
2. The Client undertakes to move around with caution and wear appropriate anti-slip SPA slippers.
3. Running in the SPA area is strictly prohibited.
4. If a spill, damage, malfunction, or potential hazard is noticed, the Client must notify the staff immediately.

## IV. HYGIENE AND USE OF SPA FACILITIES

1. Before using the pools and SPA facilities, the Client must take a shower and observe established hygiene rules.
2. Clients must wear suitable SPA attire — swimwear and slippers.

# PULSE THERME
# DECLARATION OF PERSONAL RESPONSIBILITY

3. Access to pools and SPA facilities is not permitted for individuals with open/unhealed wounds, infections, or contagious skin diseases.
4. When using saunas, steam rooms, and specialized facilities, the Client must follow posted instructions and recommended stay durations.

## V. ALCOHOL, NARCOTICS, AND INTOXICATING SUBSTANCES

1. Using pools, saunas, steam baths, fitness equipment, and other SPA facilities while visibly intoxicated or under the influence of narcotics or other intoxicating substances is prohibited.
2. Staff members reserve the right to deny or terminate access if the Client's behavior or visible condition poses a risk to their own safety or the safety and comfort of other guests.
3. Bringing or consuming illegal drugs and substances on the premises is strictly forbidden.

## VI. PERSONAL BELONGINGS AND PROPERTY

1. The Client must store personal belongings in the assigned locker and not leave them unattended.
2. PULSE THERME assumes no liability for lost, forgotten, damaged, or stolen personal items, unless liability arises under applicable law.
3. It is strongly recommended not to leave cash, jewelry, documents, phones, electronic devices, or other valuables unattended.
4. The Client is financially liable for any intentional or negligent damage, destruction, or loss of provided property, including wristbands, robes, towels, lockers, equipment, and inventory, according to applicable rules and rates.
5. Robes and towels provided for a fee are for temporary use and must be returned upon departure.

## VII. WRISTBAND, LOCKER, AND CHARGES

1. The wristband issued at reception is personal and non-transferable.
2. The wristband serves for access, locker operation, and charging additional services, food, and beverages, where active.
3. The Client must safeguard their wristband throughout the stay and not pass it to third parties.
4. The Client must settle all balances charged to their wristband for requested services and purchases before leaving.
5. In case of a lost or damaged wristband, the Client must notify reception immediately.
6. The wristband must be returned upon completing the visit.

## VIII. PETS

1. Pets are not allowed in the SPA, Wellness, and Fitness areas of PULSE THERME, including pools, relaxation zones, saunas, steam baths, changing rooms, and adjacent spaces.
2. Exceptions are made only where required by applicable law.

## IX. FOOD, BEVERAGES, AND SMOKING

1. Bringing and consuming outside food and beverages is prohibited, unless explicitly permitted by management or required for medical reasons.
2. Smoking, including the use of electronic cigarettes and similar devices, is forbidden in indoor SPA and Fitness areas and is permitted only in designated outdoor areas.

# PULSE THERME
# DECLARATION OF PERSONAL RESPONSIBILITY

## X. ACCESS, TIME, AND DURATION OF STAY

1. Access to SPA and Fitness areas is granted upon accepting this declaration and fulfilling applicable access conditions.
2. The Client pays for their chosen access type and duration.
3. For timed access passes, the Client must leave the SPA area within the paid timeframe.
4. Exceeding the paid period may result in an overtime fee per the active price list.
5. Operating hours are not extended due to late client arrivals.

## XI. AGE POLICY AND CHILD ACCESS

1. PULSE THERME BANYA is primarily a 14+ SPA complex.
2. During the summer season, children under 14 may be admitted exclusively to the designated outdoor area and outdoor pools under conditions set by PULSE THERME.
3. Access for children under 14 to the outdoor area depends on suitable weather conditions for safe facility use.
4. In adverse weather conditions (rain, thunderstorms, high winds, low temperatures, etc.), staff may restrict or deny access to children under 14.
5. Access decisions are made for guest safety regardless of prior reservations.
6. Outdoor access for children under 14 does not grant access to indoor 14+ SPA areas.
7. Children under 14 must be accompanied by an adult who assumes full responsibility for their conduct and safety rule compliance.
8. PULSE THERME BANSKO has a strict 18+ age limit without seasonal exceptions.

## XII. RESERVATIONS

1. Making a reservation confirms that the Client accepts visit conditions, age policies, and usage rules.
2. For online bookings, Clients should arrive at least 15 minutes before the reserved time for check-in.
3. Late arrivals do not extend the reservation period; lost time is at the Client's expense.
4. No-shows are subject to applicable cancellation and refund policies.
5. Access without a reservation is not guaranteed and depends on capacity and operational conditions.
6. If a service is purchased for an individual who does not meet age/access criteria, PULSE THERME may deny access under standard booking policy guidelines.

## XIII. CONDUCT ON PULSE THERME PREMISES

1. Clients must act respectfully toward other guests and staff.
2. Aggressive, threatening, abusive, or disruptive behavior is prohibited.
3. Serious or repeated rule violations entitle staff to terminate access and request the Client to leave.
4. Bringing backpacks, large bags, or suitcases into the SPA area may be restricted for safety and comfort.

## XIV. EMERGENCY AND UNFORESEEN SITUATIONS

1. In case of fire, evacuation, technical failure, or medical emergency, the Client must follow staff instructions immediately.
2. The Client must not obstruct staff or emergency response teams.
3. Sections or facilities may be temporarily restricted or closed for safety, maintenance, or force majeure events.

# PULSE THERME
# DECLARATION OF PERSONAL RESPONSIBILITY

4. PULSE THERME is not liable for service interruptions caused by third-party utility suppliers (power, water, telecom) beyond its control.
5. In the event of utility outages, staff will take measures to ensure safety and provide available updates.
6. Facilities may be paused until safe operational conditions are restored.

**XV. ACCEPTANCE OF TERMS** By accepting and/or signing this declaration, I confirm that:

- I have read its contents carefully;
- The information provided by me is accurate;
- I understand the rules for using the SPA and Fitness areas;
- I am informed of the inherent risks involved;
- I undertake to follow staff instructions and safety rules;
- I accept these conditions voluntarily.

Name: Izabela Helena Phone: +400770221635

Email: izabellla.helena@gmail.com

Date: 1.11.2026 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").

Pulse.therme@grandhotel.bg phone.: 0800 20 201