



GENERAL RULES

- For your own safety, all users must identify themselves at reception before using the facilities.
- Access is prohibited to children under 16 years of age. Those aged 16 to 18 may only enter when accompanied by an adult (+18).
- Spa opening hours are from 11:00 to 19:00, with prior reservation at spacio10@atlantic-hills.es.
16:30 is the last admission time. Exceptionally, and provided all rules are respected, access may be allowed until 17:00 at the latest. In this case, usage time will be reduced, and guests must leave the spa circuit by 18:30 to proceed to the changing rooms.
- The maximum stay in the area is two hours.
- Guests are entitled to one daily access to the spa circuit. Once inside, re-entry is not permitted.
- Clients with monthly passes may book by phone only for the same day. If they arrive without a reservation, access is subject to availability.
- Monthly and weekly passes are personal and non-transferable. Their validity dates cannot be extended or modified.
- Due to maintenance, some facilities may be temporarily closed. This does not entitle guests to refunds or changes.
- Towels and locker keys must be returned to reception. Towels should be placed in the designated area, and locker keys must be handed to the receptionist.
- Access requires, at minimum, footwear and a T-shirt.
- Smoking is not permitted, including tobacco and electronic cigarettes/vaping.
- Food and drinks are not allowed.

SPA RULES

- Showering before entering the pools is mandatory. Hair must be tied up or a swim cap worn.
- The use of hygiene products, cosmetics, sunscreens, or razors is not permitted.
- Silence is requested throughout the area.
- Shoes are not allowed; clean flip-flops must be worn at all times.
- Bags, food, and drinks are not permitted.
- Smoking is not allowed, including tobacco and electronic cigarettes/vaping.
- The use of cameras and mobile phones is not permitted in the spa.
- Glasses, beach accessories, or diving equipment are not allowed.
- It is recommended not to enter the pool with jewelry or similar items.
- Running, jumping, or diving is prohibited.
- Swimwear must be worn at all times.
- Guests are expected to behave appropriately and respect other users and staff.
- Upon entry, please inform staff if you have any health conditions or if you are pregnant. Use of the spa is at your own risk.

ADMISSION POLICY

Access to and use of the facilities is restricted to persons over 16 years of age (those aged 16–18 must be accompanied by an adult +18), and registration at reception is mandatory. Access or continued stay will be denied to anyone who:

- Fails to comply with the establishment's rules.
- Is not up to date with payment of their membership or service.
- Shows signs of intoxication or carries, consumes, or shows signs of having consumed drugs or psychotropic substances.
- Carries weapons or objects that could be used as such.
- Displays violent or inappropriate behavior towards staff or other users.
- Wears clothing or symbols that incite violence, racism, or any form of discrimination.
- Violates current smoking regulations.
- Does not meet minimum hygiene standards.