

Interior swimming pool Ermo Lofts

Opening hours

Monday to Saturday: 09:30 to 20:00

Sunday: 09:00 to 20:00.

Operating rules:

- Children under 3 years old cannot use the swimming pool.
- Children under the age of 18 should only use the facilities under adult supervision.
- It is mandatory to wear a cap and slippers. -It is mandatory to wear conventional swimsuits, including for children.
- It is not allowed the use of the Pool by children who still wear diapers.
- It is not allowed the use of the Pool by people who have applied oils, creams or bronzers on the body.
- Food and drinks are not allowed in the Pool facilities.
- Smoking is not allowed in the Pool area.
- It is not allowed to run, jump or dive under any circumstances.

-For health and hygiene reasons it is mandatory to take a shower before entering the pool.

-People with warts, athlete's foot, ringworms, injuries or any other contagious problem, are not allowed to use the Pool.

-Do not use the Pool if you have any questions about your state of health or any medical restrictions.

SPA Ermo Lofts

Opening hours

Monday to Saturday: 09:30 to 20:00

Sunday: 09:00 to 20:00.

In order to preserve and offer a calm and relaxing environment to all our guests, the Ermo Lofts Spa allows access for minors up to 12 years old when accompanied by adults until 17:00.

Internal rules

All users are requested to comply with our regulation thus allowing a good functioning of the space with harmonization and hygiene.

The Management of the Spa Ermo Lofts reserves the right to interrupt and refuse the continuation of the contracted service, in the following cases:

- Need for maintenance, cleaning or any other relevant reason that prohibits the proper functioning of its services.
- Of sexual harassment, verbal or non-verbal, charging in full the value of the service initially contracted. In these situations, the therapist should immediately leave the treatment room and report the situation to the person in charge.
- To restrict access to certain areas for pre-booked events.

Prohibitions

- Smoking inside the Spa facilities.
- Run, jump or dive.
- Use of the pool by children who still wear diapers.
- Use of radios, inflatable objects or any other toys.
- People who have contagious problems, visible injuries or mycoses to enjoy the Pool and Water Circuit.
- Ingest food or drinks in the Spa facilities that have not been served by our therapists.
- People under the influence of alcohol or drugs.
- Use of any photographic device or film within the facilities of the Spa.

Obligatory

- All users sign the disclaimer before using the facilities.
- Take a shower before entering the pool.

-Use of conventional swimsuits, including children in the Pool and Water Circuit.

- Use of cap and slippers.

Recommendations

- All users are asked to read the rules of use of spaces and equipment (Sauna, Jacuzzi and Pool).

- All users are asked to respect silence. They should use a low tone of voice during the use of the facilities in order not to disturb the relaxation of other customers.

-It is requested not to use personal props such as watches, bracelets, earrings, rings and necklaces on the premises.

-We advise that mobile phones or electronic devices are turned off or silent. - Children over the age of six cannot remain in clothing of the opposite sex.

The Management of the Spa Casas do Ermo reserves the right to request the withdrawal of its facilities:

- Customers who disturb the calm and relaxing environment, jeopardizing respect for other users.

- Customers who do not respect all rules of proper functioning of the space.

Booking

The services must be scheduled at least 24 hours before the time of their realization.

In case they are booked less in advance, they are subject to the availability of therapists and facilities.

Clients with treatment appointments must attend 15 minutes in advance, so as not to delay the start of treatment.

Delays in the attendance for treatments will imply a proportional reduction of the time of the treatment carried out ending at the scheduled time in order not to prejudice the start time of the next treatment, and the full payment of the same will have to be made.

If the client is taking any medication, has had a recent surgery, has any medical restriction or in the case of pregnant ladies, should consult their doctor before booking any treatment.

Cancellations

If it is not possible to carry out the scheduled treatment, we appreciate that you contact us at least 24 hours in advance.

When the notice is made 24 hours in advance will not be charged the amount of the treatment, up to 12 hours will be applied a cost of 50% of the value of the treatment and with less than 12 hours will be applied the total cost of the value of the treatment.

Dress code

Casas do Ermo Spa will provide you with a bathrobe.

In the pool of the Spa Casas do Ermo, guests must wear slippers and a cap, as well as:

-Men: Swim shorts or thong

-Ladies: Bikini or Swimsuit.

In the treatment area, the use of bathrobe and slippers is mandatory.

Responsibility

Please store your belongings and personal belongings in the individual lockers and always carry the corresponding key.

The Spa Casas do Ermo does not accept responsibility for any damage, theft or loss of personal belongings used or stored in the lockers.

Physical condition

Access to the Spa Casas do Ermo is conditioned to the signing of a term of responsibility by the client and the completion of a form about his physical condition, in order to verify the absence of contraindications regarding the spa service to be provided.

All information provided by the customer regarding his physical condition is entirely confidential and will be treated with the utmost discretion.

It is the responsibility of the client, the veracity and correctness of the information provided regarding their physical condition.

Changing conditions

The Spa Casas do Ermo reserves the right to change rules and rates without prior notice, committing to publicize the changes made in the means of support available.

Other

For your comfort, the SPA Casas do Ermo provides towels and bathrobes according to the use you will make.

When necessary, please request additional towels from the service/reception therapist.

Men, in the case of facials, are recommended to shave at least 2 hours before the scheduled time for treatment.

To make your experience even more special, please inform the therapist about your preferences, whether it is the temperature of the room or the pressure level used in the massage.

If you wish to purchase any product applied in your treatment please consult the reception of the Spa Casas do Ermo or the therapist who performed the treatment.

Contacts

Casas do Ermo, Lda.

Rua do Ermo, 335
4820-035 Fafe Storon
reservas@casasdoermo.com

In-charge

Daniela Magalhães
