HOUSE RULES

For a safe, respectful and relaxing wellness experience

Status	Official version
Version	1.2 - August 2026
Scope	All guests, visitors and companions at Sãrana
Contact	www.sarana-wellness.be

> By entering Sãrana, guests accept these house rules.

1. Purpose and scope

These rules ensure a safe, hygienic and peaceful wellness experience. They apply in all indoor and outdoor areas of Sãrana, including the car park and the restaurant and bar areas.

1.1 Acceptance. Booking at reception or online, holding an admission ticket or visiting Sãrana implies acceptance of these rules.

1.2 Instructions. Instructions from staff and those responsible for safety must be followed immediately.

1.3 Right of admission. Sãrana may refuse admission or ask a guest to leave if safety, health, peace and quiet, privacy or operations are put at risk. In the event of a serious or repeated breach, this may happen without a refund, within the limits of the law. Services used, food and drinks consumed and proven damage remain payable.

1.4 Changes. The most recently published version applies.

2. Admission, booking and identification

2.1 Booking. Guests respect their arrival and departure times. Admission requires a valid booking and payment and remains subject to availability.

2.2 Identification. The lead booker and any guests whose age needs to be checked must show valid ID on request. Admission may be refused without ID.

2.3 Age. Guests must be at least 12 years old. Minors are only admitted when accompanied by, and under the responsibility of, an adult. A higher age limit may apply for specific activities.

2.4 Discounts and vouchers. Discount codes are applied in advance in accordance with their conditions. Original vouchers must be presented on arrival. Copies are only accepted with explicit permission.

2.5 Wristband. Your personal wristband must be worn throughout your stay and is used for admission, your locker and/or food and drinks. Report a lost wristband immediately; a replacement fee may be charged.

2.6 Leaving during your visit. If you leave Sãrana temporarily, let reception know and settle your bill. Re-entry is only possible with permission.

3. Health and personal responsibility

3.1 Medical information. Let us know in advance about any conditions or limitations that could pose a risk. If in doubt, seek medical advice.

3.2 Illness. Do not use the facilities if you have a fever, a contagious condition, open or inflamed wounds, diarrhoea, vomiting, severe dizziness or any other risk to safety or hygiene.

3.3 Pregnancy and medical risks. Seek medical advice in advance if you are pregnant or have heart or vascular problems, epilepsy, diabetes, breathing problems or have recently had surgery. Please also inform your therapist.

3.4 Know your limits. Use the heat, cold and water facilities according to your own abilities. Leave them if you feel unwell and inform a member of staff.

3.5 Alcohol and drugs. Drugs and narcotics are prohibited. Sãrana may refuse to serve alcohol and deny access to facilities in the event of drunkenness, risky behaviour or suspected substance use.

4. Clothing, bathrobe, slippers and towel

4.1 Swimwear. Swimwear is not allowed, except on announced swimwear days. Please check Sãrana's official channels for these days. On swimwear days, clean and suitable swimwear is compulsory. Burkinis are not permitted.

4.2 Bathrobe. A bathrobe that provides sufficient coverage is compulsory in the restaurant, bar, lounge, relaxation areas and reception, on the terraces and wherever indicated.

4.3 Slippers. Non-slip bath slippers are compulsory outside the saunas. At the sauna, leave them outside the cabin without blocking the way.

4.4 Towel. In dry saunas, your whole body, including your feet, must sit or lie on a sufficiently large towel.

4.5 Restaurant and bar. Towels stay outside the restaurant, bar and lounge. Only hang wet textiles in the designated places.

5. Hygiene

5.1 Showering. Shower before using the baths, saunas and steam rooms for the first time. Shower again before entering a bath after using the toilet, sunbathing, a massage or a warm room.

5.2 Foot disinfection. Use the disinfecting foot shower where provided.

5.3 Personal grooming. Shaving, hair removal, cutting nails, brushing teeth, dyeing hair and similar grooming are prohibited everywhere in Sãrana.

5.4 Products. Do not add anything to baths, water installations, steam generators or sauna heaters. Only authorised staff carry out Aufguss sessions.

5.5 Incidents. Report contamination, injuries, broken glass or any other hygiene risk immediately.

6. Safe use of the baths and facilities

6.1 Moving around. Running, pushing, horseplay, jumping and dangerous games are prohibited. Use the handles and handrails on wet floors.

6.2 Water safety. Diving, cannonballs and jumping from edges or structures are prohibited.

6.3 Glass and sharp objects. Glass, breakable packaging and sharp objects are prohibited in wet areas, wellness facilities and around the pool.

6.4 Eating and drinking. This is only allowed in the restaurant and bar areas. Do not take bottles, glasses or food and drinks into the saunas, steam rooms, baths or showers.

6.5 Your own food and drinks. Bringing your own food and drinks is prohibited, except with prior written permission for medical reasons.

6.6 Instructions. Respect all rules on temperature, capacity, time and use. Technical rooms and staff areas are off limits to guests.

6.7 Swimming goggles. Swimming goggles are not allowed in the pool.

7. Peace, respect and behaviour

7.1 Silence. No talking in the saunas, steam rooms and silent zones. In a designated conversation area, please speak softly.

7.2 Respect. Disruptive, noisy, intimidating, discriminatory, aggressive, indecent or unlawful behaviour is prohibited.

7.3 Intimacy. Consensual or non-consensual intimacy, sexual acts, offensive postures and inappropriate touching are prohibited.

7.4 Aggression. Threats, insults, verbal aggression or unwanted advances may lead to removal and a report to the police.

7.5 Pets. Pets are not allowed, including assistance dogs.

8. Privacy, mobile phones and recording equipment

8.1 Electronics. Mobile phones, tablets, smartwatches, cameras, smart glasses and other recording equipment are prohibited in the wellness and restaurant and bar areas. They may be used at reception.

8.2 E-readers. An e-reader without a camera or recording function may only be used with the approval of reception.

8.3 Recordings. Taking photos, videos and sound recordings is strictly prohibited. Recordings must be deleted under supervision. The guest may be removed without a refund; in the event of refusal or a serious breach of privacy, the police may be called.

8.4 CCTV. Sãrana uses CCTV in the restaurant and bar areas and on the terrace for safety and to protect people and property. Monitored areas are marked with the legally required pictogram. The footage is only accessible to authorised persons and is not kept for longer than legally permitted. There are no cameras in the changing rooms, showers or toilets.

9. Loungers, personal belongings and lockers

9.1 No reserving. Do not reserve loungers, benches, chairs or resting places with towels or belongings. Staff may move items left unattended.

9.2 Bags. Bags and non-essential belongings stay in your locker, unless otherwise permitted.

9.3 Lockers. Make sure your locker is closed. Keep valuables in your locker and report a lost key or wristband immediately. Sãrana is not responsible for the loss or theft of property, whether inside or outside the lockers.

9.4 Lost property. Hand in any items you find at reception. They are kept for two months and are never sent by post. ID may be requested on collection.

10. Smoking, fire safety and emergencies

10.1 Smoke-free. Smoking and vaping, including e-cigarettes, is only allowed in the designated smoking area.

10.2 Fire safety. Keep emergency exits, fire extinguishers, passageways and access routes clear. Candles, your own heat sources, open flames and flammable products are prohibited.

10.3 Alarm. In the event of an alarm or evacuation, follow the instructions of staff and the emergency services immediately. Do not use the lift unless permitted.

10.4 Incidents. Report accidents, injuries, feeling unwell, aggression, suspicious situations and defects immediately. Only move an injured person if they are in immediate danger.

11. Treatments, restaurant and bar

11.1 Treatments. Arrive on time and let us know in advance about any medical information, pregnancy, allergies and skin problems. If you arrive late, your treatment may be shortened without a price reduction.

11.2 Allergens. Let us know about any food allergies before ordering. Sãrana takes precautions but cannot completely rule out cross-contamination unless confirmed otherwise.

11.3 Alcohol. Staff may refuse to serve alcohol. Alcohol may not be taken into the wellness facilities.

11.4 Clothing. A bathrobe and suitable footwear are compulsory in the restaurant and bar areas. Entering without clothing or sitting on just a towel is also prohibited on the terrace.

12. Liability and damage

12.1 Responsible use. Use the facilities with care, according to the instructions and taking your health into account. Sãrana's statutory liability continues to apply.

12.2 Personal belongings. Within the limits of the law, Sãrana is not liable for the loss, theft or damage of unattended belongings.

12.3 Damage. Guests are liable for damage caused by their own wrongful, reckless or intentional behaviour, or by persons under their responsibility. Report any damage immediately.

12.4 Availability. Closure or limited availability due to safety, maintenance or force majeure does not automatically entitle you to a refund. The booking conditions and Belgian law continue to apply.

13. Bookings, cancellations and prices

13.1 Cancellation. A booking can be cancelled in accordance with the applicable booking conditions. If you cancel within 24 hours of the booked time, no refund will be given. This rule applies to bookings and treatments.

13.2 No-shows. If you do not show up at the booked time, no refund will be given.

13.3 Prices. Higher prices may apply on public holidays, during school holidays and in other periods set by Sãrana. The prices on the website are always the applicable prices.

14. Final provisions

14.1 Precedence. Mandatory Belgian law always takes precedence.

14.2 Validity. If any rule proves to be legally invalid, all other rules remain in force.

14.3 Contact. Please address questions, complaints and incident reports to reception or to info@sarana-wellness.be. The official website is www.sarana-wellness.be.