

Regulations – Blaq Friday Aquagranda 2025

(Traduzione completa e fedele)

1. Validity Period

Black Week runs from Monday 24 to Friday 28 November 2025.

2. Eligibility

Open to all users.

3. Purchase Methods

- Aquagranda website
- Reception

4. Included Products

Admissions, treatments, gift vouchers, selected packages.

5. Discounts

Up to 40% on selected products.

6. Activation of Purchased Memberships

Memberships purchased during Black Friday are valid from 29 November 2025 until the next Black Friday 2026, meaning until Friday 27 November 2026.

7. Membership Personalisation

Aquagranda memberships are strictly nominal.

Once registered, they become personal and non-transferable.

Use of the wristband by anyone other than the registered holder will result in:

- immediate cancellation of the membership, with no possibility of refund or transfer.

In case of non-use, the membership cannot be converted into other services except in cases of illness proven by a medical certificate.

8. Usage Rules

Early rates cannot be combined with other promotions or agreements.

For the Alpine Wellness membership – 2 entries per week (entries cannot be accumulated).

9. General Conditions

Aquagranda may update terms and conditions while always ensuring transparency.

10. Opening Hours

Opening hours may vary throughout the year due to events, operational needs, or seasonal adjustments.

Any changes will always be communicated in advance through our official channels.

11. Clause on Improper Conduct within the Facility and Right of Removal

Users are required to maintain respectful, appropriate behaviour in full compliance with the facility's internal regulations.

The following are considered improper conduct, by way of example and not limitation:

- behaviour contrary to public decency;
- lack of respect towards other users or staff;
- improper use of spaces, equipment, or services;
- behaviour that may disturb, endanger, or inconvenience others;
- repeated violations of the behavioural rules established by the facility.

In accordance with Articles 1175, 1375, and 2087 of the Italian Civil Code, as well as the general principle of the right of admission, Aquagranda reserves the right to take action in the event of reports or verified instances of such conduct.

If a user is reported or found violating the regulations **three times**, and following proper verification by authorised staff, Aquagranda may, at its discretion:

- temporarily remove the user from the facility, or
- in more serious or repeated cases, revoke access and permanently expel the user, with no refunds or compensation of any kind.

Aquagranda also reserves the right to proceed with **immediate removal**, even before the three reports, if the behaviour is deemed particularly serious or dangerous for the safety or well-being of other users or staff.