



BEACH SERVICES CHARTER

WHO WE ARE

The company Bagno Teresa Sas di Pezzini Cristiano & C. was established in 1981 to manage the bathing establishment called Bagno Teresa, with concession number 18.

Bagno Teresa Sas di Pezzini Cristiano & C. is committed to sustainability in environmental, social and economic aspects.

Bagno Teresa Sas di Pezzini Cristiano & C. is part of the 'Osterie d'Italia' slow food circuit and is certified 'Eco Spiagge per Tutti' by Legambiente. The food supply chain uses local products.

VALIDITY OF THE SERVICE CHARTER

The commitments contained in this charter are valid from 04/04/2022 and are updated at least annually; all information on services (telephone numbers, hours, contact details, etc.), as well as all forms in use at the beach, can be downloaded from our website at www.bagnoteresa.it

THE FOUNDING PRINCIPLES

The services offered by Bagno Teresa Sas di Pezzini Cristiano & C. are provided in compliance with the principles of equality, impartiality, simplification, continuity, efficiency, participation, and protection of privacy rights with the aim of pursuing continuous improvement, identifying appropriate qualitative and quantitative performance standards.

The Establishment wanted to base its activities on the concept of sustainable development, and with this in mind, has committed to an Environmental Management System and beach protection, considering not only environmental aspects, but also connections with social and economic aspects, with the aim of achieving excellence.

The Establishment also promotes the Customer's participation in the performance of the Services by guaranteeing him/her all the information required and the right to make proposals, suggestions and to lodge complaints.

The aim of the Service Charter project is to enable the implementation of these principles under the control of the local authorities, which assume the role of guarantors vis-à-vis customers and citizens.

The Service Charter is a document signed by the Establishment that formally commits it to this path.

MINIMUM REQUIREMENTS

The Establishment, by signing this document, undertakes, in carrying out its activities, to guarantee a minimum level of environmental and service quality defined by the minimum requirements indicated in this paragraph. The commitment entails the obligation to put the following into practice with concrete and verifiable actions and is subject to periodic verification by the Municipalities and Provinces.

The Establishment therefore undertakes to:

1. guaranteeing the total absence of discrimination towards all customers without distinction of nationality, sex, race, language, religion, political opinion and social class;
2. ensuring the cleanliness of the premises, toilets and beaches and the efficiency of rescue and first aid equipment;
3. establish ways for customers to make complaints and observations on the quality of services and environmental quality related to the Establishment;
4. adequately explain to customers how to avoid waste and misuse of water, soap and detergent in toilets, showers and washrooms and at all other points of use;
5. have an adequate waste bin in each toilet and guests should be encouraged to use it, where possible, instead of flushing the toilet;
6. Involving and co-responsibility of any parties to whom the services of the Establishment have been entrusted for compliance with the commitments made by signing this Service Charter (catering, etc.);
7. discharge waste water into the sewerage system to which it is regularly connected;

8. have a sufficient number of waste containers, including those for extinguishing cigarette butts and the like, rationally positioned, fitted with lids and periodically washed and disinfected and emptied daily;
9. keep the sandy shores under concession clean at all times;
10. avoid water clouding, foam formation and damage to posidonia meadows and psammophilous vegetation during beach maintenance;
11. purchase, in the case of replacement, new household appliances that are energy labelled at least class A;
12. inform customers about its environmental performance and initiatives related to this document;
13. collaborate in the dissemination of information material provided by local authorities;
14. collaborate in environmental educational activities promoted and organised by local authorities, allowing them to take place within the plant;
15. collaborate in any surveys promoted by local authorities, at their clients' premises.

SERVICES PROVIDED IN THE BATHING ESTABLISHMENT

- surveillance and bathing assistance
- cleanliness of premises and beach
- maintenance of life-saving and first aid equipment
- hot and cold showers
- swimming pool
- whirlpool
- swimming course
- water aerobics course
- canoe and pedalo hire
- bar-restaurant-gastronomy-asport
- B.B.Q.
- football, volleyball and beach-tennis court
- table tennis
- children's playground
- relaxation area
- clothesline area
- picnic area/sack lunches
- cabin storage
- summer centre
- separate waste collection
- parking
- dog beach

PUBLIC OPENING HOURS

The Bathing Establishment will be open from 19 April to 21 September.

BEACH ACCESS

from 8 a.m. to 8 p.m.

POOL

1 June to 31 August from 10 a.m. to 6.30 p.m.

RESTAURANT OPENING

12:30 p.m. to 3 p.m.

from 7.30 p.m. to midnight (only Friday)

(For bookings from 19:30 to 20:30)

TARIFFS

TARIFFS can be found at: www.bagnoteresa.it/tariffe/

Information and reservations for subscriptions can be made directly at the reception of the establishment where an operator is present, or by e-mail info@bagnoteresa.it, or by telephone on +39 0584 396482.

Free access is guaranteed:

- disabled persons with certification under Law 104, excluding accompanying person. Reservations are required on Saturdays and Sundays.
for children aged 0 to 4 (accompanied).

PERFORMANCE INDICATORS

Indicator #1: Notification to users of planned or unforeseen maintenance work that could cause temporary inefficiency

Guaranteed value: Notification 36 hours in advance by billposting.

Indicator #2: cabins and equipment on offer

Guaranteed value: No. 50 cabins.

Indicator #3: Number of opening hours bathing establishments, bathing cash desk and bar-restaurant

Guaranteed value: As per the timetable indicated in the resolution of the Municipality of Viareggio.

Indicator #4: Cleanliness of toilets, showers and beach of bathing establishments

Guaranteed value in high season: toilet No. 4 cleaning per day, cold showers No. 1 cleaning per day, hot showers No. 1 cleaning per day, beach No. 1 cleaning per day.

Guaranteed value in low season: toilet no. 1 cleaning per day, hot showers daily cleaning where necessary.

Indicator #5: Placement of waste bins, with a focus on waste separation and placement of cigarette butt extinguishing receptacles adjacent to each umbrella.

Guaranteed Value: Daily emptying of waste containers.

Indicator #6: Swimming pool bathing water treatment

Guaranteed Value: Daily control of water quality in both manual and automatic modes.

Indicator #7: Rental of canoes and pedal boats to adult users or minors accompanied by an adult

Guaranteed value: No. 2 canoes and No. 1 pedalo.

Indicator #8: Significant incidents

Guaranteed value: No. 0 in the last summer season

Indicator #9: Recovery of people at sea

Guaranteed value: Lifeguard and lifeguard assistant always present.

Indicator #10: Restoration and maintenance of the native environment

Guaranteed value: Dune project.

Indicator #11: Use of energy from renewable sources and energy saving

Guaranteed value: Installation of photovoltaic panels and LED lights.

Indicator #12: Reduced water consumption

Guaranteed value: Installation of flow meters and timers.

CONTINUOUS IMPROVEMENT

The Management of the Bagno Teresa Establishment, in addition to complying with the above-mentioned minimum requirements, recognises the importance of operating with a view to the continuous improvement of its environmental performance and the quality of its services. In order to implement these principles, it identifies and pursues improvement objectives to allow a gradual and continuous improvement of the environmental and quality management of its Establishment, until excellence is achieved. Improvement objectives will be chosen from year to year.

The Establishment is also obliged to maintain the chosen improvement targets in subsequent years.

The objectives will be in line with the principles of sustainable development and comply with current legislation; in particular, they are aimed at

- Improving the well-being of customers by making the bathing establishment more pleasant and cleaner;
- Meeting customers' expectations by optimising environmental and service quality standards;
- Create a relationship of trust with customers by using environmental protection as a competitive advantage against competitors;
- Contributing to the environmental improvement of the Tyrrhenian Coast.

The bathing establishment also undertakes to allow inspections by the competent personnel identified by the Viareggio Municipality, regarding compliance with the minimum requirements and the actual achievement of the improvement objectives.

In accordance with these principles, the following improvement actions are planned for the year 2025:

#1: Routine and extraordinary maintenance of structures, favouring ecological products (wood, natural wall paints, ecological paints).

#2: Awareness-raising among customers to avoid wasting water, soap in toilets, showers, by posting information signs and adapting showers with a timing system.

DISSEMINATION AND COMMUNICATION OF THE SERVICE CHARTER

This Service Charter, in excerpts, is posted in the reception area of the Bagno Teresa bathing establishment and published on the company website.

A hard copy of this Card may be requested at the beach establishment's cash desk.

RIGHTS AND OBLIGATIONS OF USERS

Beach Users have the right to formulate requests, proposals, reports and observations, as well as breaches of the commitments undertaken in this Service Charter, and to receive a reply within a maximum of 10 working days.

A prepared form is available at www.bagnoteresa.it

The report must be returned to the reception desk or forwarded by e-mail to: info@bagnoteresa.it

It is the obligation of users to comply with the Beach Regulations posted prominently at the entrance and inside the bathing establishments, and delivered to all users when they sign the subscription contract.

Users are obliged to respect the bathing ordinances issued by the Municipality of Viareggio and the Harbour Master's Office posted in the bathing establishment's cash desks.

It is the User's obligation to ensure that the disservice report is delivered/sent in the form indicated in this Service Charter.

PENALTIES, REFUNDS AND OTHER FORMS OF COMPENSATION

The Service Charter commits Bagno Teresa Sas di Pezzini Cristiano & C. to the principles and rules contained therein.

The following provisions are defined in accordance with Law No. 69/2009, the Consumer Code and Law No. 27 of 24 March 2012.

In the event of non-compliance with the standards laid down in the Service Charter, the following service levels are expressly identified as standards subject to indemnification at the user's request:

1. response time to written requests and/or complaints;
2. non-compliance with the opening and closing times of the establishments excluding unforeseeable causes or atmospheric events;
3. failure of the hot shower delivery system;
4. failure to clean the toilets/showers according to the indicated shifts.

Reports must be submitted by filling in the form available at the cash desks and reception, or downloadable at www.bagnoteresa.it.

Reports must be handed in at the reception/management desk during the opening period of the bathing establishment.

Upon delivery of the report, the user will receive a copy of it stamped and dated.

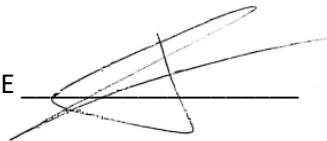
Bagno Teresa Sas di Pezzini Cristiano & C. undertakes to provide a written response to the complaint within 10 working days.

Furthermore, if an actual inefficiency is recognised, Bagno Teresa will provide:

1. free recovery of an entry
2. free recovery of a missed hot shower
3. replacement cabin

Viareggio, 15/04/2025

DGE

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right, positioned over a horizontal line.