



SERVICE CHARTER

**SPA in agreement with Italian
National Health Service
and Specialist Health Centre**



CONTACTS

AQUARDENS Terme Verona

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medical.aquardens.it

HEALTH CENTRE OPENING TIMES

Monday to Saturday from 9.00 AM to 6.00 PM

SPA OPENING TIMES

Monday to Saturday from 9 AM to 7.00 PM

Consult the updated "Service Charter" on medical.aquardens.it



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This document officially explains the commitments made by the Spa with Health Centre “AQUARDENS S.P.A.” to its users.

This Service Charter is a “quality agreement” by which “AQUARDENS” pursues client satisfaction delivering quality healthcare services in compliance with the following basic principles.

SECTION I

PRESENTATION AND PRINCIPLES

1.1 THE COMPANY AND ITS SERVICES

“AQUARDENS – Terme Verona”, is an imposing complex of about 60 thousand sqm (of which 35,000 devoted to the thermal park and 25,000 used for the accommodation complex), which is wonderfully integrated in its territory.

Currently the area has been used for the construction of a Spa with a Health Centre within a wider programme comprising other wellness, relax and leisure services (BEAUTY & PRIVATE SUITE and SPA LOUNGE wellness areas, FOOD COURT and RITUAL SAUNA area), which will be completed with a sauna village and a thermal hotel and related services (e.g. a conference centre) – that is a real “wellness city”. These interventions will improve and promote the whole territory thanks to the construction of the first Italian Wellness Spa.



“AQUARDENS” is surrounded by an environmental context of rare beauty (Pescantina, S. Lucia, Valpolicella area), easily accessible (both with public and private means of transport) and connected with the main communication channels (10 km far from Verona and 6 km far from Lake Garda).

The Centre offers a wide private parking.

Since spas are the result of environment protection and preservation, “AQUARDENS” puts great efforts into adopting a number of environment-friendly and energy-saving measures, in order to grant its consistency with the natural product it offers to its users.

Within “AQUARDENS” you can avail yourself of various healthcare services, for further information on this regard, please refer to § 2.1 “Services and healthcare professionals” in this Service Charter.

“AQUARDENS” has already **obtained the legal certificate (as per Italian Health Ministerial Decree dated 06/27/2005), attesting the therapeutic properties of underground thermal water**, namely Goethe mineral water in the Municipality of Pescantina. This water can be used for **“balneotherapies” treating arthro-rheumatic, dermatologic and vascular affections**. During the first years of activity, three different clinical studies have been started, in order to support the clinical effectiveness in arthro-rheumatic, dermatologic and vascular issues. On 8 January 2015, the Italian Ministry of Health acknowledged the therapeutic properties of balneotherapy for the treatment of **mild to moderate psoriasis**.

On 26 July 2016, the Italian Ministry of Health acknowledged the therapeutic properties of balneotherapy for the treatment of **clinical manifestations of psoriatic arthritis**.

On 11 January 2020, the Italian Ministry of Health acknowledged the therapeutic properties of balneotherapy for the treatment of **chronic venous insufficiency**.

“AQUARDENS” has been authorised by the Italian Health Ministry to use thermal mineral water for **hydropinic therapies** according to Ministerial Decree dated 20 April 2017 as well as for **inhalation therapies** as per Ministerial Decree dated 27 June 2017.

With a resolution of the Regional Council of 12/29/2017, the Veneto Region has issued **institutional accreditation to the Spa since 2018 for balneotherapy, inhalation treatments, rhinogenous deafness, hydropinic treatments and motoric rehabilitation (for policyholders INAIL)**. With a resolution of the Region Council of 07/16/2020 n.1361 was renovated to 12/31/2022.



1.2 CENTRE OPENING TIMES

HEALTH CENTRE

Monday to Saturday from 09.00 AM to 18.00 PM

Tuesday and Friday from 09.00 AM to 20.00 PM

Monday to Friday from 09.00 AM to 17.30 PM and Saturday from 09.00 AM to 16.30 PM by appointment for visits and inhalation therapies.

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Monday to Saturday from 9.00 AM to 19.00 PM

Users can contact the Centre by phone dialling 045 6706878, sending a fax to 045 470079, or writing an email to medical@aquardens.it

1.3 THE FACILITY

SPECIALIST HEALTH CENTRE

The multi-speciality health centre covers one floor and comprises:

- reception - secretary's office;
- waiting area;
- three speciality doctor's offices;
- a doctor office in the healthcare management area;
- a gym;
- utility rooms (toilets, changing rooms, files, etc.).

Worth mentioning is also the water area (supplied with thermal water), which comprises several swimming pools, pools and paths to be used for motor rehabilitation exercises.

SPA

The spa uses the facilities of the health centre and offers its users pools and swimming pools, as well as dedicated treatments based on certified thermal water, which has been officially approved by the Italian Health Ministry to be used for balneotherapies treating, in particular, arthro-rheumatic, dermatologic and vascular affections.

1.4 THE PRINCIPLES OF THIS SERVICE CHARTER

The principles guiding "AQUARDENS" when corporate decisions are taken and established by this Service Charter are the following:

- **EQUALITY:** the Centre undertakes to guarantee an equal treatment with regard to the services offered to all citizens, with no distinctions.
- **NEUTRALITY:** this principle aims at further specifying the above equality principle, thus implying that the service providers shall behave in such a way to prevent bias and injustice or the lack of impartiality towards the user.
- **CONTINUITY:** the service provided shall be regular and constant. In case of possible disruptions or breaks, an appropriate organisation shall be planned, in order to minimise any inconveniences caused to the users.
- **INVOLVEMENT:** the Centre offers the users the possibility to cooperate with their complaints and suggestions on the correct provision of the services offered by the structure and their improvement ("User Satisfaction Survey" and "Complaint Form").
- **EFFICIENCY AND EFFECTIVENESS:** the Centre pursues the constant improvement of the services offered implementing any appropriate measures aim at achieving its goals.

SECTION II

SERVICES AND INFORMATION

2.1 SERVICES AND HEALTHCARE PROFESSIONALS

The **chairman** is Dott. Adriano Baso.

The **healthcare management** is Dr. Giuliano Corradini.

SPA

Medical Director Dr. Teresa Lupo – Dr. Gino Faggionato

- **BALNEOTHERAPY (ITALIAN N.H.S.)**

- Balneotherapy aimed at treating mild to moderate psoriasis
- Balneotherapy aimed at treating clinical manifestations of psoriatic arthritis
- Balneotherapy aimed at treating chronic venous insufficiency
- Balneotherapy aimed at treating arthro-rheumatic diseases

- **HYDROPINIC THERAPY (ITALIAN N.H.S.)**

- Hydropinic therapy to stimulate diuresis

- **INHALATION THERAPY (ITALIAN N.H.S.)**

- Inhalation
- Aerosol therapy
- Sonic aerosol therapy
- Atomised shower
- Humages
- Nasal irrigations
- Insufflation endotubal
- Politzer treatments

SPECIALIST HEALTH CENTRE

SPECIALISED EXAMINATIONS

- **THERMAL MEDICINE**

- *Dr.ssa Teresa Lupo*
- *Dr. Gino Faggionato*

- **OTORHINOLARYNGOLOGY**

- Dr. Teresa Lupo
- Dr. Antonio Chiappetta
- Dr. Stelio Mocella

- **PHYSIATRY**

- Dr. Claudio Bulighin

- **COSMETIC MEDICINE**

- Dr. Dario Bertossi

- **DERMATOLOGY**

- Dr.ssa Margherita Fadda

- **ORHTOPEDICS**

- Dr. Alessandro Costanzo
- Dr. Vincenzo Condello

- **CARDIOLOGY**

- Dr.ssa Grazia Ucci

- **SPORTS MEDICINE**

- Dr. Giuliano Corradini

- **VASCULAR SURGERY**

- Dr. Stefano Gandolfi

- **ENDOCRINOLOGY AND METABOLIC DISEASES**

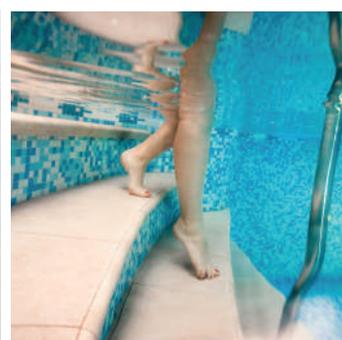
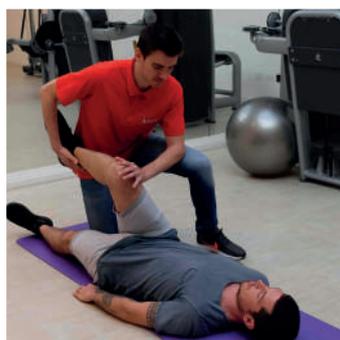
- Dr. Giuseppe Francia

- **FOOD SCIENCE**

- Dr. Alessandro Formenti
- Dr.ssa Silvia Marconi

- **PHYSICAL MEDICINE AND REHABILITATION**

- Resp. Dr. Claudio Bulighin
- Dr. Giuliano Corradini



OTHER HEALTHCARE ACTIVITIES

• HYDROTHERAPY

- Rehabilitation pool
- Baths (vascular hydromassages)
- Kneipp treatments
- Hydrokinesitherapy

• PHYSICAL THERAPY AND PHYSIOTHERAPY

- Global postural rehabilitation
- Functional and motor re-education
- Massotherapy
- Manipulation
- Tecartherapy
- Corrective physical therapy
- Lasertherapy

2.2 HOW TO RECEIVE THE SERVICES OFFERED BY THE CENTRE

Getting in touch with the reception staff, users can get all the information needed on the services offered:

- prices and payment methods;
- waiting times (maximum 7 days except 30 days for physical examination for access to sessions rehabilitation);
- documents needed.

The reception can be contacted in the following ways:

- personally, directly reaching the Centre;
- by phone dialling 045 67068787
- sending a fax to 045 4770079
- writing an email to medical@aquardens.it.

The Centre's staff is at your disposal for any information every day during to the opening time.

HOW TO REACH THE STRUCTURE FROM THE MOTORWAY

- **Arriving from the Milan-Venice motorway, take the Verona Nord exit** (about 8 km far from the structure), continue along the SS12 road heading towards Trento and take the Pescantina Centro/Arcè exit. Turn left and take Via Sacco, proceed on Via San Michele and then on Via Pompea, turn right in order to continue along on Via Pompea, slightly turn left and take Via Secca, proceed on Via Valpolicella.

- **Arriving from the Modena-Brenner motorway, take the Affi - Lago di Garda Sud** exit (about 10 km far from the structure), at the roundabout take the first exit and take Via San Pieretto heading towards Verona, continue along on the SP11 road, at the roundabout take the third exit and take Via Passo di Napoleone/SS12, continue along on SS12, turn right and take Via Valpolicella, then turn left to continue along on Via Valpolicella.

HOW TO REACH THE STRUCTURE BY PLANE

- **Verona Villafranca Airport**, head East on Piazzale Aeroporto, at the roundabout take the first exit to continue along on Piazzale Aeroporto, take Via Aeroporto/SP26a, turn left and take Via Aeroporto, take the junction for the SR62 road, proceed on the SS12 road and take the Pescantina Centro/Arcè exit. Turn left and take Via Sacco, proceed on Via San Michele and then on Via Pompea, turn right in order to continue along on Via Pompea, slightly turn left and take Via Secca, proceed on Via Valpolicella.

HOW TO REACH THE STRUCTURE BY TRAIN

- **Porta Nuova (Verona) Railway Station**, head South on Piazzale 25 Aprile, slightly turn left and then turn right to continue along on Piazzale 25 Aprile. Turn left and take Viale Luciano Dal Cero, keep the left at the crossroads, slightly turn left and take Strada T4- T9, take the SS11-SS12 exit heading towards Brescia/Trento. Take the SR62, take the SR62 exit and proceed on SS12 heading towards Trent and then take the Pescantina Centro/Arcè exit. Turn left and take Via Sacco, proceed on Via San Michele and then on Via Pompea, turn right in order to continue along on Via Pompea, slightly turn left and take Via Secca, proceed on Via Valpolicella.

SERVICE CHARTER

The users can always refer to the “AQUARDENS” Service Charter asking a copy to the staff.

COMPLAINTS AND SUGGESTIONS

In order to improve the services provided, the management of the Spa with Health Centre “AQUARDENS SPA” encourages the users to fill in the “User satisfaction survey”.

PRIVACY AND DATA PROCESSING

The management of “AQUARDENS” has arranged all the measures necessary to guarantee the compliance to the Reg UE 2016/679 on personal data processing.

SECTION III

QUALITY STANDARDS

The Spa with Health Centre “AQUARDENS” undertakes to provide its services in compliance with the above-mentioned basic principles. The management of the Centre undertakes to constantly improving in order to offer high-quality services able to satisfy the users’ needs and expectations.

The management set the following quality standards:

- **INFORMATION, HOSPITALITY AND COURTESY** that are constantly monitored thanks to the “User satisfaction survey”, the results of which are periodically examined and made available to the clients.
- **FLEXIBILITY AND PROMPTNESS**, available by the opening hours of the Centre. During these times the Centre healthcare professionals are always available to provide information to the public and, when possible, try and meet all requests. These standards are monitored, too, by means of the above mentioned “Survey”.
- **RELIABILITY**, guaranteed, on the one hand, by the use of equipment and tools constantly monitored and periodically serviced according to the manufacturer’s dispositions and, on the other hand, by highly qualified personnel, with the educational qualifications provided for by the law.
- **TRANSPARENCY**, guaranteed by the possibility for the users to obtain all the information regarding the services provided by the Centre (prices, mode of use, waiting times, answer time, therapy effectiveness, etc.).
- **IMPROVEMENT PROJECTS**, created planning the users perceived quality goals on a yearly basis (User satisfaction survey). The involvement of the centre staff is guaranteed by periodic meetings.
- **PROTECTION**, of the users, who can report to the Centre management possible disruptions or complaints at any time. The relevant complaint form can be found at the reception desk.
- **SERVICE CHARTER PUBLICATION**, making the Charter available at the Centre reception desk.

SECTION IV

PROTECTION AND INSPECTION

PROCEDURES

The management of the Spa with Health Centre “AQUARDENS SPA” must protect its users from any behaviours that may deny or restrict the availability of the services provided and offer a lower level of quality than specified in this Charter. Any faults or difficult situations may occur in the Centre because of healthcare professionals, patients or visitors against the management will or without their knowing. Protection is guaranteed by means of the following tools:

4.1 CUSTOMER RELATIONS OFFICE (C.R.O.) at the reception desk

It supports the users in all the matters regarding providing information and protecting them, in order to allow them to fully use the services offered and check the efficiency and the quality of such services. Should the users-client not be satisfied, they can file their complaints directly at the C.R.O. (also contactable by telephone on 045 6706878) or use the complaint form. The customer-user response is processed within 30 days.

4.2 USER SATISFACTION SURVEY

This tool can be used to check the quality of the services provided and analyse the customer satisfaction. It comprises several questions on the services used, the expectations, the issues noticed and the quality of the services provided. Its results are used in order to improve the quality level of the services offered focusing on the clients and their satisfaction.

Organisational and information document written in accordance with Italian Prime Ministerial Decree dated 19 May 1995.

STATUS	AUTHORITY	SIGNATURE	DATE
<i>Verified and Approved</i>	MEDICAL DIRECTOR <i>Giuliano Corradini</i>	_____	16/11/2020