



# TERME PREISTORICHE RESORT & SPA

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## HEALTH SERVICES CHARTER 2025 – TERME PREISTORICHE RESORT & SPA

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## CHAPTER 1: PREFACE, INTRODUCTION, AND FUNDAMENTAL PRINCIPLES

### 1.1 Institutional Preface

The Terme Preistoriche Resort & Spa Thermal Facility, guardian of waters renowned for their health-promoting properties and bearer of an ancient tradition of well-being, stands as a custodian of public health and the restorative balance of mind and body. This Service Charter, a formal commitment to our guests, clearly outlines the procedures for access, the types of services provided, and the operational protocols that define our offerings, structured both under agreements with public authorities and under private self-pay arrangements. Every procedure is guided by the core principles of clarity, efficiency, and the utmost personalization of the therapeutic journey.

### 1.2 Message from the Chief Executive Officer

*Dear Guest,*

In an era marked by increasing demands and unprecedented complexity, the right to health manifests not merely as the absence of disease, but as a state of complete physical, mental, and social well-being. It is within this holistic understanding—deeply rooted in constitutional principles and the directives of the WHO—that the Terme Preistoriche Resort & Spa Thermal Facility grounds its *raison d'être* and institutional mission.

This Health Services Charter is therefore not simply an informational document, but a solemn *pactum fiduciae*—a covenant of mutual trust—between our Facility and the Citizen. It embodies our commitment not only to providing highly specialized therapeutic services, but also to ensuring absolute transparency, active participation, and full protection of your rights.

Our mission is realized through unwavering dedication to universal accessibility, continuity of care grounded in scientific evidence, technological innovation in service of the individual, and a profound respect for the environment and territory that host us—true co-therapists in the healing process.

Ultimately, this document formalizes a relationship of shared responsibility: on one hand, our commitment to deliver effective, safe, measurable, and humanized care; on the other, your invitation to become active participants in this journey, through the communication of needs, the proposal of suggestions, and the sharing of your experiences.

With the awareness that this tool can strengthen our bond of trust, I extend my warmest regards.

Angela Stoppato

*Chief Executive Officer*



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### 1.3 Report from the Medical Director

*Dear Guests,*

The evolving regulatory framework of the National Health Service has progressively moved beyond a paternalistic model of care delivery, towards a paradigm centered on the individual, administrative transparency, and perceived quality.

Within this context, the Health Services Charter, established by Decree of the President of the Council of Ministers on May 19, 1995, stands as a cornerstone instrument for clinical governance and health democracy. This document confers upon the user-citizen a set of inalienable rights, foremost among them the right to exercise direct and informed oversight over the quality, appropriateness, and effectiveness of the services provided.

The philosophy guiding our Thermal Facility is grounded in the belief that health emerges from the synergy of excellent clinical competence, empathetic listening, respectful hospitality, and the enhancement of the environmental and socio-cultural context. Accordingly, this Charter is not a static informational brochure, but a dynamic and living tool designed to foster constant and constructive dialogue between caregivers and guests, clearly defining mutual rights and duties and creating a virtuous cycle of continuous improvement, evaluation, and integration.

For decades, Terme Preistoriche Resort & Spa has steadfastly pursued the goal of meeting—and, wherever possible, anticipating—the needs and expectations of its clientele. In support of this commitment, an extensive portfolio of initiatives has been implemented in customer care, transparent information, continuous staff training, and the quality of therapeutic interactions, with numerous other projects at advanced stages of realization.

We are fully aware that the journey towards excellence is an ongoing, never-ending process, requiring not only the active engagement of all personnel but also the critical and constructive collaboration of those who use our services. Every suggestion, observation, or report you provide is an invaluable gift and an essential stimulus for our growth. This Charter, prepared in full compliance with current national and regional regulations, is made available to guide you clearly and comprehensively through the diagnostic, therapeutic, and rehabilitative offerings of our Facility. With the hope that it serves as an effective medium for fruitful dialogue and collective growth, I extend my deepest gratitude for the trust you place in us.

Dr. Maria Chirulli

*Medical Director*



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### **1.4 Fundamental Principles and Service Equity**

#### ***1.4.1 Principle of Universality and Equitable Access***

Terme Preistoriche Resort & Spa operates in full compliance with the constitutional mandate that recognizes health as a fundamental and inviolable right.

Services are provided without any discrimination based on sex, race, language, religion, political opinion, social or personal condition, sexual orientation, or economic capacity. Access to care is governed by principles of equity and clinical appropriateness.

The Facility is committed to removing all barriers—both architectural and communicative—to ensure full accessibility for individuals with disabilities, including the use of assistive technologies and specially trained personnel.

#### ***1.4.2 Principle of Quality, Safety, and Excellence of Services***

The Management is committed to delivering thermal and rehabilitative healthcare services of the highest technical and professional quality, grounded in the best available scientific evidence (Evidence-Based Medicine – EBM) and international guidelines.

This principle is implemented through:

**Clinical Governance:** Implementation of an integrated clinical governance system encompassing institutional accreditation, quality certification (UNI EN ISO 9001:2015), standardized operating procedures (SOPs), and a continuous program of clinical audits.

**Risk Management and Patient Safety:** Adoption of a clinical risk management system aimed at preventing adverse events (AEs) and near-misses, through process analysis, mandatory reporting, and a culture of transparency.

**Technology and Innovation:** Ongoing investment in state-of-the-art technologies for thermal and physiotherapy treatments (High-Power Laser Therapy, Ultrasound Therapy, Tecar Therapy, Analgesic Electrotherapy, etc.).

**Infection Control:** Strict adherence to environmental and equipment sanitization and disinfection protocols, in accordance with the directives of the Ministry of Health, to prevent Healthcare-Associated Infections (HAIs).

#### ***1.4.3 Principle of Appropriateness and Personalized Care***

Each therapeutic pathway is designed not as a standardized service, but as a personalized care plan (Individual Therapeutic Plan – ITP). This plan is developed by the Medical Director, a Specialist in Hygiene and Preventive Medicine, for thermal treatments, and by the Specialist in Physical Medicine and Rehabilitation for physical and motor rehabilitation.



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The ITP:

- ✓ Is defined following a thorough anamnestic, clinical, and functional assessment of the patient.
- ✓ Establishes measurable therapeutic objectives in the short, medium, and long term.
- ✓ Specifies the type, duration, frequency, and sequencing of individual thermal and rehabilitative treatments.
- ✓ Is periodically reviewed and adjusted during the course of care according to the patient's response (follow-up).

### ***1.4.4 Principle of Guest–Environment Integration (NEXUS SALUBER)***

The Facility acknowledges its distinctive role as an intermediary between the guest and natural resources, viewing the thermal environment not as a mere setting, but as an active therapeutic agent.

This principle is articulated through:

- ✓ Protection and Enhancement of the Thermal Source: Continuous monitoring and chemical, physical, and microbiological analysis of hyperthermal waters in accordance with Ministerial Decree of 10 February 2000, to ensure their purity, stability, and therapeutic efficacy, entrusted to the IZSVE of Venice.
- ✓ Environmental Sustainability: Eco-compatible management of water resources (recovery and reuse) and the adoption of waste management policies aimed at minimizing environmental impact.
- ✓ Biophilia and Psycho-Sensory Well-Being: The design of spaces and the provision of services that promote contact with nature, relaxation, and mind–body reconnection, thereby enhancing the biological effects of treatments.

### ***1.4.5 Principle of Hospitality, Humanization of Care, and Personal Dignity***

The Facility is committed to providing care that respects the privacy, autonomy, dignity, and value system of each individual, within a framework of humanized healthcare.

This commitment is reflected in:

- ✓ Therapeutic Relationship: The development of an empathetic care relationship based on active listening, clear communication, and informed consent.
- ✓ Comfort and Hospitality: Comfortable, quiet environments that respect privacy, functional furnishings, and high-level hospitality services that contribute to the individual's overall well-being.
- ✓ Psycho-Social Support: A holistic approach to patient care, with attention to emotional and social dimensions (meditative yoga in the thermal park, mindful walks, and personalized care plans that include psycho-social objectives).



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### ***1.4.6 Principle of Transparency, Participation, and Accountability***

The management of the Facility is guided by the highest standards of administrative transparency, active user participation, and results-based accountability.

Civic Access (Right to Know): Publication and easy accessibility of fee schedules, quality indicators, satisfaction survey outcomes, and administrative documentation.

Participation: Promotion of user engagement initiatives (e.g., forums, focus groups) aimed at the co-design of services.

Citizen Protection: Establishment of a Public Relations Office (URP) and a Complaints Office to ensure the timely and transparent handling of reports, suggestions, and requests.

Corporate Social Responsibility (CSR): Ethical commitment to the local community through initiatives that promote health and enhance the value of the surrounding territory.

These Fundamental Principles constitute the non-negotiable ethos of **Terme Preistoriche Resort & Spa** and serve as the constant reference framework for the activities of the entire professional community operating within the Facility.

## CHAPTER 2: IDENTITY, HISTORY, AND GOVERNANCE

### 2.1 Terme Preistoriche Resort & Spa: Between History, Innovation, and Therapeutic Vision

**Terme Preistoriche Resort & Spa** originated from an enlightened entrepreneurial vision that took shape in the early twentieth century through the foresight of Agostino Braggion, a pioneer in conceiving an integrated model of hospitality and thermal wellness.

From its very beginnings, the Facility has stood as one of the earliest and most distinguished examples of a hotel–thermal spa complex in the Euganean area of Montegrotto, safeguarding a historical and hydrological heritage of inestimable value.

Today, the Facility embodies a harmonious synthesis of the architectural and decorative charm of historic Liberty style—defining its aesthetic identity—and cutting-edge management, technological, and therapeutic innovation.

The Resort presents itself as a dynamic, multifunctional organism set within a century-old park spanning over 50,000 square meters, featuring two indoor and two outdoor thermal pools covering a total surface area of 780 square meters, all fed by warm waters from a deep aquifer, alongside the prestigious Neró Spa, inaugurated in 2019 as an emblem of refined and holistic well-being.

At the very core of its institutional mission lies a structured and constant commitment to health understood in its bio-psycho-social dimension, in full accordance with the principles of the World Health Organization.

By virtue of its dual Institutional Accreditation with the National Health Service and INAIL, the Facility guarantees every Italian citizen the right to annual cycles of accredited thermal and rehabilitative treatments, delivered in strict compliance with the Essential Levels of Care (LEA).

At the same time, it preserves its vocation for international outreach and therapeutic freedom of choice, offering access under private practice arrangements—without the need for medical prescription—as well as direct hospitality for an increasingly discerning and informed international clientele.

This articulated therapeutic offering enables the Facility to meet the needs of a diverse user base, while maintaining the highest standards of scientific and administrative rigor required by accrediting authorities.

As the culmination of a path of continuous evolution, the winter season 2025–2026 will mark the inauguration of a state-of-the-art department dedicated to thermal treatments, physiotherapy, and specialist rehabilitation, developed through a shared design vision with Studio Apostoli, a recognized leader in architectural design excellence.

Within this new center, tradition and innovation converge in a fruitful dialogue: millennia-old hydrothermal expertise—applied to rheumatic, osteoarticular, and respiratory conditions through mud therapy, inhalations, and aerosol treatments—is integrated with aquatic rehabilitation (hydrokinesiotherapy), ideal for functional recovery under reduced gravitational load, and with advanced physiotherapy supported by the latest-generation technologies.



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Design-driven environments, meticulously conceived with ergonomic and perceptual precision, elevate the care experience into a true ritual of well-being, where therapeutic effectiveness aligns with aesthetics and comfort, transforming the healing journey into a deeply regenerative experience for the individual as a whole.

Herein lies the truest essence of Terme Preistoriche: not merely to deliver services, but to cultivate and restore health, blending into a single, exceptional offering the depth of history, the rigor of science, and the elegance of hospitality.

### 2.2 Integrated Corporate Policy of Excellence and Sustainability

**Terme Preistoriche Resort & Spa**, fully aware of its role as custodian of a unique natural, historical, and therapeutic heritage, places at the very core of its purpose a threefold and non-negotiable commitment: the pursuit of exceptional guest satisfaction, the comprehensive and proactive protection of the ecosystem and surrounding territory, and uncompromising structural and occupational safety.

These pillars are not mere statements of intent, but the cornerstones of an integrated, measurable, and continuously evolving governance system, oriented toward the creation of shared value and the generation of a positive and lasting socio-environmental impact.

#### *A STRUCTURED COMMITMENT TO CERTIFIED EXCELLENCE: AN EVOLUTIONARY PATH*

Starting in 2019, **Terme Preistoriche Resort & Spa** embarked on a strategic journey toward *total quality management*, formalized through the adoption and ongoing maintenance of an Integrated Management System (IMS) compliant with the most rigorous international standards. This commitment represents not merely formal compliance, but the tangible expression of a corporate culture deeply rooted in continuous improvement, ethical and environmental responsibility, and the pursuit of operational excellence.

The certifications achieved constitute the accredited foundations of our management architecture:

#### **UNI EN ISO 9001:2015** – Quality Management System

This standard defines the framework to ensure that all processes—from guest reception to the delivery of care, from hospitality services to maintenance—are designed, monitored, and optimized to meet and exceed guest expectations, ensuring consistency, reliability, and continuity of service.

#### **UNI EN ISO 14001:2015** – Environmental Management System

This certification attests to a formal commitment to environmental protection through the systematic management of significant environmental aspects (water and energy consumption, waste management, emissions), compliance with applicable legislation, and the pursuit of continuous environmental improvement objectives.

#### **ISO45001:2018** – Occupational Health and Safety Management System

A non-negotiable pillar of our policy, this standard certifies the creation of a safe and healthy working environment



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through the identification, assessment, and control of risks, continuous staff training, and the implementation of a proactive culture of prevention.

### *STRATEGIC OUTLOOK: TOWARDS GSTC CERTIFICATION 2025*

With a perspective rooted in responsible leadership and a systemic vision, **Terme Preistoriche Resort & Spa** has embarked on the path toward achieving GSTC (Global Sustainable Tourism Council) certification by 2025. This standard represents the world's highest benchmark for sustainable tourism, verifying the full integration of sustainability principles across four fundamental areas:

1. Sustainable enterprise management.
2. Maximization of socio-economic benefits for the local community and minimization of negative impacts.
3. Preservation and enhancement of cultural heritage.
4. Optimization of environmental benefits and reduction of adverse environmental impacts.
5. The attainment of this goal will not mark an endpoint, but rather the international recognition of a model of thermal hospitality that places responsibility toward the territory and future generations at the very heart of its long-term strategy.

### *ADHERENCE TO THE EXCELLENCE MODEL OF FRESENIUS MEDICAL CARE INTERNATIONAL*

In alignment with this systemic approach, and with the aim of implementing its policies on quality, safety, and environmental protection with the utmost rigor, **Terme Preistoriche Resort & Spa** draws inspiration from and adopts the guidelines and best practices developed by Fresenius Medical Care, a global leader in products and services for people with chronic kidney disease and a pioneer in ultra-high-reliability healthcare management models.

These guidelines are operationalized through the following core principles:

1. Patient Safety First: Adoption of a zero-tolerance model for adverse events, derived from ultra-high-reliability clinical protocols, and applied across all services, from therapeutic care to hospitality operations.
2. Standardization of Critical Processes: Implementation of standardized operating procedures (SOPs) for all activities with high impact on quality and safety, supported by frequent and systematic internal audits to verify compliance.
3. Continuous Training and Competency-Based Development: Investment in training programs that are not merely informational but transformative, grounded in the verification of acquired competencies (competency-based training), debriefing practices, and the simulation of critical scenarios.
4. Culture of Transparency and Proactive Reporting: Fostering an organizational culture in which every team member feels empowered and safe to report near-misses, potential risks, or inefficiencies without fear of



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repercussions, transforming each report into an opportunity for learning and systemic improvement.

5. Scientific and Data-Driven Approach: Decision-making grounded in data analysis and evidence (*evidence-based management*), with continuous monitoring through key performance indicators (KPIs) and ongoing benchmarking against international industry standards
6. Guest-Centric Integration: Extending Fresenius' patient-centered care model to the entire guest experience, through a holistic approach that regards every interaction as an integral component of the overall well-being journey.

The adoption of this highly advanced framework positions **Terme Preistoriche Resort & Spa** at the forefront of management excellence, where internationally recognized clinical protocols are applied to define a new, unparalleled standard of quality in global thermal hospitality.

### 2.3 Healthcare Professionals

CHIEF EXECUTIVE OFFICER Dr. Angela Stoppato

GENERAL DIRECTOR Dr. Angela Stoppato

DIRETTRICE SANITARIA Dott.ssa Maria Chirulli

WELLNESS MANAGER Erika Tosato

THERMAL TREATMENTS DEPARTMENT SUPERVISOR Giada Olivetto

SAFETY AND SURVEILLANCE OFFICER (RAV) Yolanda Cruz Navarro

SPECIALISTS IN PHYSICAL MEDICINE AND REHABILITATION (PHYSIATRISTS) Dott.ssa R. Riviezzo;  
Dott.ssa R. Duca; Dott.ssa Masitto

PHYSIOTHERAPISTS Yolanda Cruz Navarro, Lorenzo Convento

THERMAL SPA THERAPISTS Alina Ciuperca, Mirco Busetto, Elena Ruggenenti, Vanessa Guarnieri

## CHAPTER 3: STRUCTURE OF HEALTHCARE AND THERAPEUTIC OFFERINGS

### 3.1 Thermal Spa Facility

#### 3.1.1 Thermal Therapy in the Euganean Context

The Thermal Spa Facility of Terme Preistoriche Resort & Spa is fully integrated within the prestigious Euganean Thermal District, the largest and most specialized thermal spa district in Europe, universally recognized for excellence in mud-balneotherapy and inhalation therapies.

The waters, of meteoric origin, are profoundly enriched by the geothermal energy of the Euganean subsoil, emerging at the spring at a constant and pristine temperature of 87°C, thus constituting a hydro-mineral resource of inestimable value and unique in the world.

By virtue of an unwavering commitment to clinical excellence, our Thermal Spa Facility, in scientific association with the Pietro d'Abano Thermal Research Center, has been awarded the "Level I Super" qualification by the Italian Ministry of Health.

This distinction—the highest level provided for under current regulations—attests not only to the outstanding therapeutic quality of the services delivered, but also to the rigorous compliance with protocols for the protection of thermal resources and patient safety.

Research activities conducted by the Veneto Pietro d'Abano Thermal Research Center have enabled in-depth analysis of the primary components of the thermal resource—water, algae, and mud—and the scientific monitoring of the clinical effects of mud therapy, thereby ensuring the absolute excellence, safety, and evidence-based nature of all treatments offered.

#### 3.1.2 Hyperthermal Salso-Bromo-Iodic Water: Origin and Uniqueness

The waters of the Euganean Basin belong to the category of deep underground waters. Their extraordinary and complex genesis determines their unique and unrepeatable chemical and physical properties.

Their cycle begins in the pristine catchment areas of the Lessini Mountains, in the Venetian Pre-Alps. From there, meteoric waters embark on an underground journey of approximately 80 kilometers, infiltrating through limestone rock and reaching depths ranging between 2,000 and 3,000 meters.

Within this subterranean environment—characterized by high temperatures and extremely elevated pressures—the waters remain in a maturation phase lasting 25 to 30 years. During this prolonged residence time, they progressively enrich themselves with mineral salts and trace elements, acquiring their distinctive composition.

The final outcome of this millennia-long geological process is a water classified as hyperthermal salso-bromo-iodic, with a fixed residue at 180°C ranging between 5 and 6 grams per liter.



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This exceptionally high concentration of dissolved salts—sodium chloride, bromine, iodine, sulfates, and calcium—confers its remarkable and widely recognized therapeutic value.

This precious resource is safeguarded by a stringent national and regional regulatory framework, which governs its use, prevents indiscriminate exploitation, and ensures its preservation, thereby guaranteeing the perpetuation of a centuries-old therapeutic tradition.

### 3.1.3 Overview of Main Treatments

#### A. MUD-BALNEOTHERAPY

Thermal mud is a complex biological system resulting from the symbiosis of three components:

1. Solid: Volcanic Euganean clay, carefully selected for its purity.
2. Liquid: Hyperthermal salso-bromo-iodic water, drawn directly from the spring.
3. Biological: Populations of microorganisms (cyanobacteria) and diatoms that develop during maturation

##### **Maturation Protocol:**

The maturation process lasts 50–60 days and takes place in dedicated tanks (known as maturota), where the mud remains in continuous contact with a steady flow of thermal water. The unique temperature and chemical composition of the Euganean water promote the growth of unicellular algae (diatoms) and the development of cyanobacterial colonies.

These microorganisms, through their metabolism, alter the chemical-physical structure of the mixture, enriching it with active principles and conferring its definitive therapeutic properties.

##### **Therapeutic Properties:**

Mature mud has high thermal capacity and adhesiveness, allowing it to transfer heat and active compounds to the treated area in a prolonged and uniform manner.

##### **Operational Protocol:**

1. Application: The mud, heated to the prescribed therapeutic temperature (typically 38–39°C), is applied as a local or full-body pack for a defined period (approximately 15–20 minutes).
2. Removal: Followed by a cleansing shower to remove the mud.
3. Immersion: The patient then takes a bath in an individual thermal water tub (36–38°C), optionally enriched with medical ozone to enhance vasodilatory and trophic effects.
4. Reaction (Sweating Phase): The treatment concludes with a rest period of approximately 20-30 minutes on dedicated loungers in a thermally controlled environment, allowing complete diaphoresis (sweating) and stabilization of the cardiovascular system.



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**Standard Treatment Cycle:** 12 applications, preferably completed over a 2-week period. Duration may be adjusted according to specific medical instructions.

**Important Operational Notes:**

- Medical prescription is mandatory
- Treatments under the National Health Service (SSN) agreement must be carried out within 60 days of the prescription date
- Treatments should be performed in the morning, preferably on an empty stomach or at least 5 hours after main meals
- After the reaction phase, a minimum acclimatization period of 20 minutes in a protected environment is required before exposure to open air

### B. BALNEOTHERAPY

- Water Temperature: 36°–38°C
- Immersion Duration: 15–20 minutes (followed by 20–30 minutes of reaction)
- Frequency: 1 session per day
- Standard Treatment Cycle: 12 baths
- Method: Full-body or partial immersion in individual tubs

**Notes:** Treatments should be performed in the morning, on an empty stomach or at least 5 hours after main meals. It is recommended to combine the bath with a subsequent therapeutic massage to enhance muscle-relaxing and vascular effects.

### C. MASSOTHERAPY

Massage represents an ideal complementary therapy to enhance the effects of mud-balneotherapy.

- Purpose: Therapeutic (muscle relaxation, drainage), relaxing, toning
- Synergistic Benefit: Heat induced by preliminary thermal treatments makes the muscular tissues more receptive to manipulation, maximizing contracture-relieving effects and promoting psycho-physical relaxation and peripheral circulation
- Duration: 25 or 50 minutes, depending on medical prescription and the area to be treated

### D. INHALATION AND AEROSOL THERAPY

These techniques exploit the mucolytic, anti-inflammatory, and hygienic properties of nebulized thermal water for the treatment of upper and lower respiratory tract disorders.

**Distinctive Protocols:**

**1. Steam Jet Inhalation**

- Mechanism: Thermal water at 38°C is nebulized into medium-to-large particles (8–10 microns)



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- Anatomical Target: Upper airways (nose, pharynx, larynx)
- Duration: 10 minutes
- Distance: 10–20 cm from the device
- Breathing Technique: Slow, natural breathing, alternating inhalation through the nose and mouth
- Inhaled Volume: 1–1.5 liters of nebulized water per session

### 2. Aerosol Therapy

- Mechanism: Nebulization of thermal water into fine particles (2–4 microns)
- Anatomical Target: Reaches the mid-lower airways (up to the trachea and bronchi)
- Devices: Nasal fork, mouthpiece, or mask (the latter recommended for pediatric patients)
- Duration: 6–10 minutes, progressively extendable
- Technical Note: When using the nasal fork, position it horizontally at the choanae, avoiding trauma to the turbinates

**General Precaution:** At the end of both inhalation applications, due to the warm and humid microclimate of the treatment rooms, patients are advised to remain in adjacent areas for a few minutes before accessing other areas of the facility.

## 3.2 Outpatient Clinic for Physical Medicine and Rehabilitation

### 3.2.1 Philosophy and Mission of the Clinic

The Outpatient Clinic for Physical Medicine and Rehabilitation at Terme Preistoriche Resort & Spa is recognized as a center of excellence for functional diagnosis, rehabilitative therapy, and optimal recovery of motor abilities.

Our mission is founded on the non-negotiable principle of absolute personalization of the therapeutic pathway, acknowledging that each individual represents a unique bio-psycho-social entity with specific and unrepeatable needs. The approach is holistic and interdisciplinary, aimed at reducing acute and chronic musculoskeletal pain, restoring function, and improving the patient's overall quality of life.

The rehabilitation program, established following a specialist psychiatric evaluation (Physical Medicine and Rehabilitation), is planned and implemented by a team of highly specialized physiotherapists, integrating state-of-the-art methodologies in a synergistic manner.

### 3.2.2 Structure and Logistics of the Clinic

The facility is designed to combine therapeutic efficacy with maximum comfort and strict respect for privacy, creating an environment dedicated exclusively to rehabilitation.



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- ✓ **Individual Treatment Rooms:** The clinic features five individual treatment rooms, each equipped with a door and window, adjustable natural and artificial lighting, and advanced ventilation systems. All rooms are furnished with state-of-the-art electro-hydraulic treatment tables, adjustable in height and inclination, to facilitate patient access and ensure optimal ergonomic conditions for the therapist.
- ✓ **Pelvic Floor Rehabilitation Room:** One room is specifically dedicated to uro-gynecological and proctological rehabilitation, equipped with full sanitary facilities (toilet, bidet, sink) and specialized devices for biofeedback and selective electrical stimulation.
- ✓ **Medical Consultation Rooms:** Two separate, soundproof consultation rooms are reserved for specialist psychiatric evaluations, ensuring the confidentiality required for medical history intake, physical examination, and the preparation of the Individual Therapeutic Plan (ITP).
- ✓ **Rehabilitation Gym:** An 80-square-meter area equipped with free weights, elastic mats, mirrors, wall bars, and technologies for postural and proprioceptive re-education.
- ✓ **Hydrokinesiotherapy Areas:** Direct access to the thermal pools allows integration of rehabilitation protocols with hydrokinesiotherapy, leveraging the physical properties of water (buoyancy, viscosity, hydrostatic pressure) and the biological benefits of thermal water.
- ✓ **Reception Area:** A dedicated space manages patient reception and orientation within the department.

### 3.2.3 Overview of Rehabilitation Techniques

#### A. MANUAL THERAPY

Manual Therapy constitutes the foundation of the therapeutic relationship and the hands-on approach to patient care. It encompasses a wide repertoire of assessment and treatment techniques grounded in clinical reasoning.

**Mechanism of Action:** Manipulations and mobilizations of soft tissues (muscles, fascia, connective tissue) and capsulo-ligamentous and joint structures. It operates through local neurophysiological mechanisms (enhancing tissue trophism, myofascial release) and reflex pathways (pain modulation, regulation of autonomic tone).

**Purpose:** To restore joint mobility, reduce muscle tension, alleviate pain, and improve overall function.

#### B. HIGH-POWER LASER THERAPY (HPLT)

Laser Therapy represents the pinnacle of non-invasive biostimulation. Our clinic employs Class IV diode lasers, distinguished by high peak power and deep tissue penetration.

**Mechanism of Action (Photobiomodulation):** The photonic energy of the lasers (with wavelengths between 800 and 1000 nm) is absorbed by intracellular chromophores, particularly Cytochrome C Oxidase in the mitochondria. This triggers a cascade of biochemical events: increased ATP synthesis, modulation of reactive oxygen species (ROS), and activation of gene transcription factors.



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The result is a potent anti-inflammatory, anti-edematous, biostimulatory (at both cellular and vascular levels), and analgesic effect.

Protocol: The treatment lasts 10–20 minutes and can be applied in contact with or at a short distance from intact skin.

A pleasant sensation of warmth is typically felt.

Indications: Tendinopathies (e.g., epicondylitis, Achilles tendon disorders), enthesopathies, osteoarthritis, muscle contractures, peripheral neuropathies, wounds, and skin ulcers.

Absolute Contraindications: Active malignancies, pregnancy, photosensitive epilepsy. Eye protection is mandatory for both the patient and the operator.

### C. ULTRASOUND THERAPY

An instrumental physical technique that employs mechanical waves at frequencies above the threshold of human hearing (>20,000 Hz).

Mechanism of Action:

1. Thermal Effect: Conversion of mechanical energy into endogenous heat in deep tissues (especially at 1 MHz), resulting in vasodilation and increased metabolism.
2. Mechanical Effect (Cavitation): Micro-cellular massage that alters membrane permeability and activates ion exchange processes.

Parameters: Frequencies of 1 MHz (deep tissue penetration) or 3 MHz (superficial penetration). Continuous mode (predominant thermal effect) or pulsed mode (predominant mechanical/anti-inflammatory effect).

Indications: Soft tissue disorders (muscle contractures, strains), post-traumatic conditions, tendon calcifications, joint stiffness.

Contraindications: Areas with metal prostheses, pacemakers, growth plates, ischemic tissues, and pregnancy (over the abdomen and the lumbosacral spine).

### D. TECAR Therapy (Capacitive and Resistive Energy Transfer)

Contact diathermy (TECAR) is a high-frequency electrotherapy technique (0.45–1.2 MHz) that generates endogenous heat deep within the tissues.

Mechanism of Action: A generator delivers a high-frequency current which, by interacting with the resistance of biological tissues (Joule effect), induces an increase in internal tissue temperature.

Two treatment modes are used:

1. Capacitive Mode: Indicated for tissues with a high water content (muscles, blood vessels, lymphatic structures). It primarily enhances tissue trophism and promotes drainage.
2. Resistive Mode: Indicated for tissues with lower water content and higher resistance (bones, tendons, ligaments, joint capsules). It acts deeply on dense structures.



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Effects: Deep hyperemia, increased cellular metabolism, enhancement of venous and lymphatic drainage, stimulation of tissue repair processes, and analgesia.

Absolute Contraindications: Patients with pacemakers or implanted electronic devices, neoplastic conditions, pregnancy, and active thrombophlebitis.

### **E. ANALGESIC AND EXCITOMOTOR ELECTROTHERAPY**

Electrotherapy employs electrical currents with specific parameters to achieve therapeutic effects.

Main Currents and Applications:

- TENS (Transcutaneous Electrical Nerve Stimulation): Low-frequency, high-intensity currents used for pain control through the “Gate Control” mechanism and the stimulation of endorphin release.
- Diadynamic Currents (Bernard currents): Low-frequency unidirectional impulses with a pronounced analgesic effect (via hyperpolarization of nociceptive fibers) and a trophic effect.
- Neuromuscular Electrical Stimulation (NMES): Uses rectangular or faradic currents to elicit muscle contraction. Indicated for the prevention of disuse hypotrophy, selective muscle strengthening, and neuromotor re-education.
- Iontophoresis: Uses direct (galvanic) current to deliver topical medications (NSAIDs, corticosteroids) through the skin barrier via ionic transport, allowing deep penetration without systemic effects.

General Contraindications: Pacemakers, pregnancy, areas of reduced cutaneous sensitivity, and localized infectious or neoplastic processes.

### **F. INDIVIDUAL KINESITHERAPY SESSION IN THE GYM**

At the heart of the rehabilitation pathway, active and assisted kinesitherapy is conducted in the gym under the continuous supervision of a physiotherapist.

Program Content: The program is fully personalized and may include:

- Functional re-education tailored to specific sports movements or work-related activities.
- Post-injury athletic reconditioning.
- Targeted muscle strengthening.
- Proprioceptive training and motor control re-education.
- Core stabilization and postural retraining.

Benefit: Continuous guidance from the therapist ensures correct exercise execution, appropriate workload management, patient safety, and optimal results in terms of both recovery effectiveness and efficiency.



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### 3.3 Specialist Pelvic Floor Rehabilitation Unit

#### 3.3.1 Clinical and Specialist Framework

Pelvic floor rehabilitation is a highly specialized branch of physiotherapy, focused on the functional assessment and conservative management of perineal dysfunctions. The pelvic floor is a complex musculo-fascial system intrinsically connected to the urological, gynecological, colo-proctological, and neuromuscular systems, whose functional integrity is essential for overall health and well-being.

At Terme Preistoriche, a dedicated Specialist Unit has been established, designed to provide a clinical environment of absolute discretion and the highest professional standards. The approach adopted is holistic and integrated, addressing not only the physical aspects of dysfunction but also its emotional, relational, and social implications, ensuring comprehensive care of the patient.

Patients are guided with utmost discretion and expertise throughout the entire therapeutic process, from the initial assessment to the achievement of the agreed rehabilitation goals.

#### 3.3.2 Clinical Areas of Intervention

The Unit manages a wide spectrum of clinical conditions, including:

- Urinary Incontinence: Stress, urgency, mixed, or post-surgical.
- Fecal Incontinence and Gas Incontinence.
- Pelvic Organ Prolapse (POP): Cystocele, hysterocele, rectocele, enterocele of mild to moderate degree.
- Chronic Pelvic Pain Syndromes (CPPS): Dyspareunia (superficial and deep), vulvodynia, vestibulodynia, vaginismus, chronic abacterial prostatitis/prostatodynia.
- Sexual Dysfunction of Musculo-Tensive Origin.
- Chronic Low Back Pain with a pelvic floor dysfunction component.
- Prepartum Preparation and Postpartum Rehabilitation.
- Pre- and Post-Surgical Rehabilitation in the urological, gynecological, and proctological fields.

#### 3.3.3 Advanced Rehabilitation Methodologies and Techniques

Treatments are based on evidence-based protocols and cutting-edge technologies, applied exclusively by physiotherapists with specialized training.

### A. SPECIALIST MANUAL THERAPY

Manual therapy constitutes the cornerstone of the rehabilitation pathway, structured as a logical and progressive sequence of interventions:



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1. Phase 1: Education and Awareness: Through anatomical models, biofeedback, and palpation techniques, patients are guided to correctly identify and perceive the perineal region, often overcoming taboos and anatomical misconceptions.
2. Phase 2: Elimination of Dysfunctional Motor Patterns: Identification and re-education of dysfunctional patterns (e.g., paradoxical hypertonicity, synkinesis, improper Valsalva maneuver) using myofascial release, trigger point therapy, and inhibition techniques.
3. Phase 3: Muscular Function Rebalancing: Application of specific techniques to selectively strengthen hypotonic muscles (e.g., guided Kegel exercises) or to relax hypertonic and painful muscles (intra- and extra-cavitary stretching techniques).
4. Phase 4: Functional Integration: Transfer of motor learning into daily life, work, and sports activities. Re-education of deep abdominal–perineal coordination (transversus abdominis–levator ani synergy) and restoration of proper respiratory dynamics.

### B. BEHAVIORAL AND DIETARY THERAPY

An educational-cognitive approach focused on patient empowerment, aimed at modifying dysfunctional habits and behaviors:

- ✓ **Bladder and Bowel Training:** Structured programs for re-educating urinary and bowel stimuli, designed to restore physiological emptying rhythms and overcome urgency.
- ✓ **Management of Intra-Abdominal Pressure:** Education on body mechanics to avoid pressure peaks on the pelvic axis during daily activities (lifting, coughing, sneezing, defecation).
- ✓ **Dietary Analysis and Modification:** Guidance on fiber and fluid intake to regularize bowel function and reduce bladder irritation caused by acidic or irritating foods.

### C. ELECTROSTIMULATION AND NEUROMUSCULAR CONTROL TECHNIQUES

Instrumental physical therapies serve as effective adjuncts in pelvic floor rehabilitation, synergistically complementing manual and behavioral approaches:

- **Endocavitary Electrostimulation:** Use of sterile, single-use vaginal or rectal probes delivering low-frequency excitomotor currents (typically 5–50 Hz) to elicit reflex muscle contractions. Indicated for muscle strengthening in cases of severe hypotonia and for neuromodulation of the neural pathways involved in bladder-sphincter control.
- **Superficial Electrostimulation:** Applied via cutaneous electrodes placed on the perineal or sacral region, offering a non-invasive approach for functional electrical stimulation.

The synergistic integration of these techniques within a personalized therapeutic protocol enables significant and lasting clinical outcomes, restoring not only muscle function but also overall well-being and quality of life.



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### CHAPTER 4: ACCESS TO SERVICES

#### 4.1 Thermal Treatments Covered by the National Health Service

Italian citizens are entitled, in accordance with current legislation, to an annual course of thermal treatments under the National Health Service (Servizio Sanitario Nazionale, SSN).

##### 4.1.1 Required Documentation

Access to services under the SSN is subject to submission of:

Medical Prescription: Issued by a General Practitioner or an accredited Specialist, specifying the exemption code where applicable, the medical diagnosis, the exact type of prescribed thermal treatment, and the number of authorized mud-bath, balneotherapy, or inhalation sessions.

Identity Document and Health Card: Valid personal documents to ensure correct patient identification.

##### 4.1.2 Patient Contributions

In accordance with legal provisions, the following patient fees (ticket) apply:

Non-Exempt Patients: Payment of €55.00 per treatment cycle, as established from January 1, 2017.

Exempt Patients: Patients exempt due to low income, specific pathologies (as per DM 329/99 and subsequent amendments), or belonging to categories of civil invalids are required only to pay a fixed fee of €3.10 per prescription, as provided by Art. 68, paragraph 2, of Law No. 448 of 23 December 1998.

#### 4.2 Outpatient Clinic of Physical and Rehabilitative Medicine

##### 4.2.1 Access on a Private Basis

Access to services under private practice is direct.

Specialist Physiatrie Consultations: Assessment for diagnostic-therapeutic framing, functional evaluation, and development of individualized rehabilitation plans.

Physiotherapy Treatments: Implementation of manual therapy, hydrotherapy and kinesiotherapy cycles, advanced instrumental therapy, and individualized motor re-education.

Booking: Appointments are made directly, without the need for a prescription, by contacting the Booking Office.

##### 4.2.2 Access under Agreement with INAIL

To initiate a rehabilitation program in agreement with the National Institute for Insurance against Workplace Accidents (INAIL), the following procedural steps must be strictly observed:



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1. **Patient Proposal Phase:** The patient must request their General Practitioner to submit a therapeutic proposal to the Social Security Institution, including a detailed medical report and supporting clinical-diagnostic documentation.
2. **INAIL Review and Authorization Phase:** Upon receipt of the request, INAIL conducts the necessary investigative procedures and issues the authorization, which is transmitted electronically to our Facility. The authorization specifies the approved therapeutic plan and the number of sessions granted.
3. **Active Appointment Phase:** Only after completion of the authorization process and our formal acknowledgment of the approval will the Booking Office schedule the patient, defining the session calendar in strict compliance with the Institution's prescriptions.

### 4.3 Private Treatments (Self-Pay / Private Practice)

For national and international clients seeking a more flexible and personalized approach to wellness, the Facility offers access to its services on a private, self-pay basis.

Scope of Services: Thermal treatments, wellness programs, physiotherapy sessions, and specialist consultations without the need for a medical prescription.

Advantages: Full customization of treatment packages, reduced waiting times, access for non-resident clients, and the option to undertake additional treatment cycles beyond those covered by public agreements.

Booking: The process is direct and free from bureaucratic requirements.

### 4.4 Booking Office and Client Contact Point

The Booking Office serves as the primary interface and administrative hub for the organization of all services provided by the Facility.

#### 4.4.1 Public Opening Hours:

Weekdays (Monday – Saturday): 07:30 – 16:00, continuous service.

Holidays (Sunday): 11:30 – 20:00, ensuring uninterrupted service.

#### 4.4.2 Institutional Contacts

Client relations are managed by highly specialized and continuously trained staff. Booking inquiries may be directed to:

Ms. Giada Olivetto

Ms. Serena Bregolin



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### 4.5 Operating Hours for Healthcare Services

The Facility ensures the following service hours, designed to optimize patient flow and guarantee the highest operational quality:

#### **Thermal Treatment Department:**

Monday to Saturday: 06:00 – 13:00

*Rationale: Optimal utilization of the therapeutic properties of the waters during morning hours and alignment with the body's physiological response times.*

Should there be specific and documented therapeutic needs preventing the patient from receiving treatments during the standard weekday schedule, the Facility may, upon a justified and agreed-upon request, consider providing treatments on **Sunday**. This option is subject to organizational feasibility and mandatory advance booking.

#### **Physiotherapy Outpatient Clinic:**

Monday to Saturday: 07:00 – 18:00

*Rationale: Extended operating hours to accommodate both urgent treatments and structured rehabilitation programs, ensuring continuity of care.*

Patients are strongly encouraged to arrive punctually, allowing sufficient time before the scheduled session.

## CHAPTER 5: QUALITY ASSURANCE SYSTEM, ACCREDITATION, AND CARE STANDARDS

### 5.1 Fundamental Principles and Regulatory Framework

The right to health, enshrined in Article 32 of the Italian Constitution, encompasses the citizen's entitlement to access healthcare services characterized by high-quality standards, defined through parameters of technical performance, comfort, and the humanization of care.

The quality of services provided is not optional but an intrinsic and non-negotiable requirement, whose assurance entails the specification, adherence, and continuous monitoring of precise standards, established through transparent procedures and subject to regular verification.

Terme Preistoriche Resort & Spa operates in full compliance with national and regional regulations—particularly Legislative Decree 502/92, Legislative Decree 229/99, and Veneto Regional Law No. 22 of 2002—which identify Institutional Accreditation as the cornerstone for promoting clinical and organizational effectiveness, efficiency, and appropriateness, while ensuring the quality of care.

Accreditation by the Veneto Region for the provision of thermal treatments represents for the Facility a certification of compliance with the highest required standards and is crucial for:

- ✓ The National Health Service (SSN): Ensuring that patients receive safe, effective, and appropriate healthcare services.
- ✓ The Management Team: Providing an objective and transparent validation of the quality level of services delivered.
- ✓ The Citizen-Patient: Recognizing and safeguarding their right to high-quality, certified care.

### 5.2 Organizational, Instrumental, and Professional Standards

The Facility guarantees adherence to quality standards through an integrated system encompassing resources, processes, and professionals.

Emergency Management: The Facility is staffed with personnel trained in first aid and in the use of Automated External Defibrillators (AEDs), in accordance with Italian Resuscitation Council (IRC) guidelines. The medical outpatient clinic is continuously supplied with medications and medical devices necessary to manage major health emergencies.

Clinical Governance and Health Oversight: The Medical Directorate supervises all clinical activities, ensuring compliance with protocols, maintenance of medical records, and continuity of care. A thermal medical on-call service is provided in collaboration with the Centro Studi Termali Pietro D'Abano, operational from 03:00 to 12:00 (tel. 3384609337), to manage any critical issues arising during the treatment period.



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Access Protocol for Treatments: Every patient undergoes a mandatory preliminary medical consultation before starting any treatment cycle. During this visit, a dedicated electronic medical record is created, documenting the patient's history, defining the hydro-thermal diagnosis, and prescribing an Individual Therapeutic Plan (ITP) in accordance with regional standards.

Specific Quality Standards for Therapy: Each type of thermal therapy provided (mud-bath therapy, balneotherapy, inhalation, aerosol, etc.) is governed by precise technical quality standards established by the Veneto Region. The Facility rigorously upholds these standards, ensuring full compliance at every stage of the treatment process.

### 5.3 Service Access and Delivery Standards

Waiting Times: Terme Preistoriche Resort & Spa is committed to ensuring that the waiting period does not exceed 7 working days between the issuance of the medical prescription and the delivery of the first service within the convention-based treatment cycle, in accordance with performance indicators established by the accreditation system.

Provision of Services under Agreement: The Facility guarantees the provision of thermal treatments under agreement with the National Health Service until the annual budget allocation set by the Veneto Region is fully utilized. Once this limit is reached—which will be communicated promptly and transparently—services under the agreement will be suspended.

Subsequent treatments may only be provided on a private, self-pay basis, following appropriate disclosure to the client/patient.



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### CHAPTER 6: RIGHTS, DUTIES, AND ACTIVE PARTICIPATION OF CLIENTS

#### 6.1 Client Rights Charter

Every user of **Terme Preistoriche Resort & Spa** services is entitled to a fundamental set of rights, which the Facility commits to recognize, promote, and protect under all circumstances, in accordance with the principles established by the Patients' Rights Charter and applicable legislation.

1. **Right to Dignity and Respect:** Clients have the right to be welcomed, assisted, and treated with the utmost respect, courtesy, and attention, fully acknowledging their human value, specific clinical, cultural, and psychological needs, as well as their personal beliefs and religious values.
2. **Right to Clear and Transparent Information:** Clients are entitled to complete, truthful, easily understandable, and scientifically accurate information regarding: the nature and characteristics of the services provided; procedures for accessing diagnostic and therapeutic pathways; professional profiles and qualifications of staff; and fees and contractual terms.
3. **Right to Identification of Personnel:** Clients have the right to immediately and clearly identify all staff members with whom they interact. Personnel are required to wear visible identification badges displaying their name and professional role.
4. **Right to Communication and Comprehensibility:** Clients are entitled to receive clear, thorough, and appropriately tailored explanations from both healthcare and non-healthcare personnel regarding diagnosis, prognosis, proposed treatments, expected benefits, potential risks, available alternatives, and operational procedures.
5. **Right to Privacy and Data Protection:** Clients have the right to full protection of their privacy and confidentiality. The processing of personal data, and especially sensitive data (health information), is conducted in strict compliance with EU Regulation 2016/679 (GDPR), Legislative Decree 196/2003, and relevant professional codes of ethics, ensuring maximum confidentiality, security, and lawful use.

#### 6.2 Client Duties Charter

To ensure excellent, safe, and equitable services for all users and to foster a constructive collaborative relationship with staff, clients are expected to observe the following duties:

1. **Duty of Responsible and Appropriate Conduct:** Maintain behavior appropriate to a healthcare environment, respecting the peace, dignity, and rights of other users, and cooperating with staff without hindering their work.
2. **Duty of Care and Preservation of the Facility:** Contribute to the preservation of premises, biomedical equipment, furnishings, and facilities, avoiding damage, vandalism, or improper use, in respect of the work of staff and the community as a whole.



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3. **Duty to Communicate Cancellations Promptly:** Clients are required to notify the Facility in advance if they are unable to attend a scheduled service, in order to prevent the waste of resources (human, material, and financial) and to allow reallocation of the appointment slot to other users on the waiting list, thereby optimizing service organization.
4. **Duty to Respect Internal Regulations:** Clients must strictly comply with all rules set forth in the Facility's regulations, including the absolute prohibition of smoking in all indoor areas (Legislative Decree 6/2016), punctual adherence to scheduled therapy sessions and consultations, and any other provisions aimed at safeguarding the safety and proper functioning of the Facility.
5. **Duty of Informed and Proactive Engagement:** Clients are expected to take an active role in their own care pathway by seeking timely and informed knowledge about the Facility's organization, services, and methods of service delivery, thereby fully exercising their dual right and responsibility to receive accurate and comprehensive information.

### 6.3 Management of Complaints and Reports

In the event of an alleged breach of regulatory principles or of the provisions set forth in this Charter, clients have the right to initiate complaint and reporting procedures.

1. **Process Owner:** The centralized management of complaints is entrusted to the Quality Department, an independent functional unit responsible for ensuring objective investigation, achieving the best possible resolution, and accurately interpreting the client's expressed needs.
2. **Submission Methods:** Complaints and reports may be submitted through multiple channels:
  - ✓ Orally, at the Dedicated Office.
  - ✓ Via paper *Customer Satisfaction questionnaires*.
  - ✓ By telephone.
  - ✓ In writing, by fax or ordinary mail.
  - ✓ By email.
  - ✓ Through an online digital questionnaire, accessible by scanning the QR code displayed at the Facility's information points.
3. **Submission Deadline:** To allow for effective investigation, complaints and reports should be submitted within 15 days from the date on which the client became aware of the incident or behavior considered prejudicial.
4. **Response Time:** **Terme Preistoriche Resort & Spa** undertakes to provide a formal, written, and reasoned response to all complaints received in writing within 30 days of receipt.

For complaints submitted orally, where immediate resolution is not possible, a response will also be provided within the same timeframe.



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### 6.4 Active Participation and Transparency

**Terme Preistoriche Resort & Spa** promotes and values the active participation of both guests and staff as a fundamental tool for clinical governance and continuous quality improvement.

1. **Satisfaction Assessment:** The periodic distribution of anonymous satisfaction questionnaires, which cannot be traced back to individual respondents, is a systematic practice. The questionnaires are designed to measure perceived quality across multiple dimensions: relational, technical-professional, organizational, and environmental.
2. **Data Analysis and Use:** Collected data are subject to thorough statistical and qualitative analysis, aimed not merely at quantitative measurement but at identifying satisfaction drivers, systemic weaknesses, and priority areas for improvement.
3. **Transparency and Feedback Integration:** Clients' observations and suggestions constitute an invaluable informational resource, systematically used to guide strategic decisions, allocate resources, design new services, and continuously elevate quality standards.

## CHAPTER 7: PERSONAL DATA PROCESSING AND PRIVACY PROTECTION

### 7.1 Regulatory Framework and General Principles

**Terme Preistoriche Resort & Spa**, as Data Controller, operates in full compliance with European and national personal data protection legislation, with particular reference to Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR) and Legislative Decree 196/03, which aligns national law with the GDPR.

The processing of users' personal data—including administrative, demographic, and, notably, health-related data (classified as “special categories of data” under Article 9 of the GDPR)—is carried out with full respect for the rights, fundamental freedoms, and dignity of the individuals concerned, in accordance with the principles of lawfulness, fairness, transparency, purpose limitation, and data minimization.

### 7.2 Technical and Organizational Measures Specific to the Thermal Context

The Facility implements a differentiated, multi-level security system, structured as follows:

- **Physical and Logical Data Separation:** Administrative and clinical data flows are managed on separate systems. Access to electronic medical records is restricted through personalized credentials, profiled according to professional role (physician, physiotherapist, receptionist).
- **Pseudonymization:** The booking system employs unique identification codes that replace directly identifiable personal data in operational communications between departments.
- **Privacy-Oriented Architectural Design:** Spaces are designed to minimize acoustic and visual interference. Treatment cabins, waiting areas, and dedicated pathways contribute to safeguarding the user's physical privacy.
- **Specialized Staff Training:** All personnel, healthcare and non-healthcare, receive mandatory and continuous training on data protection within the thermal context, with a particular focus on managing sensitive information in shared areas.

### 7.3 Data Subject Rights and Their Exercise

In accordance with Articles 15–22 of the GDPR, users are guaranteed the rights of access, rectification, erasure, restriction of processing, data portability, and objection. These rights may be exercised by contacting the Data Controller or the Data Protection Officer (DPO), whose details are provided in the full Privacy Notice, available at reception and on the Facility's official website.



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### 7.4 Disclosure to Third Parties and Data Transfers

Personal data are processed exclusively by authorized personnel of the Facility and by entities expressly appointed as Data Processors. Any disclosure to third parties (e.g., general practitioners, external specialists, Local Health Authorities – ULSS) takes place solely for therapeutic purposes or in compliance with legal obligations, in strict adherence to the principles of necessity and relevance.

No transfers of personal data to non-EU countries are envisaged.

Terme Preistoriche Resort & Spa is committed to harmonizing the long-standing tradition of thermal hospitality with the most advanced legal and technological safeguards, ensuring that care of the body is always delivered within a framework of absolute trust and inviolable confidentiality.



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### CHAPTER 8: FEES, PAYMENT METHODS, AND CANCELLATION POLICIES

#### 8.1 Fees and Price Lists

Fees for all treatment services are published on the official website. Fees for treatments provided under public agreement are set by the National Health Service (SSN).

#### 8.2 Payment Methods

The following payment methods are accepted: cash (within legal limits), credit/debit cards (Visa, Mastercard, Maestro), and bank transfer (for packages and advance bookings)

#### 8.3 Modification and Cancellation Policies (Withdrawal)

Stays and Packages: Free cancellation up to 7 days prior to the arrival date. After this deadline, the deposit will be retained. Individual Treatments: Cancellations must be made at least 24 hours before the scheduled appointment. In the event of a no-show or late cancellation, the patient will be charged a penalty equal to the full cost of the treatment.

#### 8.4 Patients under Public Agreement (ULSS)

For treatments booked under agreement with the National Health Service, the same cancellation terms applicable to private patients apply. In the event of failure to cancel at least 24 hours prior to the treatment or in case of a no-show, the patient is required to pay a penalty equal to the value of the treatment, even if exempt, as provided for by Regional Council Resolution (DGR) 626/2024 and Regional Law 30/2016, Article 38, paragraph 12.



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### CHAPTER 9: PRACTICAL INFORMATION AND CONTACT DETAILS

#### 9.1 How to Reach Us

Terme Preistoriche Resort & Spa is located in the heart of the Euganean Basin, in Montegrotto Terme (PD), and is easily accessible by various means of transport.

##### Address:

Terme Preistoriche Resort & Spa  
Via Castello, 5  
35036 Montegrotto Terme (PD)  
Italia

##### By Car:

- ✓ **From the A4 Milan–Venice Motorway:** Take the “Terme Euganee” exit and follow the signs to Montegrotto Terme. The resort is approximately 3 km from the motorway exit.
- ✓ **From the A13 Bologna–Padua Motorway:** Take the “Padova Sud” exit and continue towards Abano/Montegrotto Terme.
- ✓ GPS Coordinates: 45.3270° N, 11.7858° E (approximate coordinates for Via Castello, 5)

##### By Train:

- ✓ Montegrotto Terme railway station is located on the Venice–Padua–Bologna line.  
The resort is approximately 1.2 km from the station (about 15 minutes on foot or 3 minutes by taxi).

##### By Air:

- ✓ **Venice “Marco Polo” Airport (VCE):** Approximately 70 km away.
- ✓ **Verona “Valerio Catullo” Airport (VRN):** Approximately 90 km away.
- ✓ **Treviso Airport (TSF):** Approximately 50 km away.

**Parking:** The Facility provides guests with complimentary, supervised parking.

#### 9.2 Contacts and Details

Certified Email (PEC): [termepreistoriche@legalmail.it](mailto:termepreistoriche@legalmail.it)

General Email: [info@termepreistoriche.it](mailto:info@termepreistoriche.it)

Booking Office / Healthcare Services Email: [salute@termepreistoriche.it](mailto:salute@termepreistoriche.it)

Website: [www.termepreistoriche.it](http://www.termepreistoriche.it)

Main Telephone Number: +39 049 793 477



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This **Charter of Services** was drafted on 10 October 2025 and entered into force on the same date.

Management undertakes to submit this document to periodic review within 12 months of its publication, and in any case whenever updates become necessary as a result of:

- Legislative or regulatory changes;
- Significant changes in the organisation or in the range of services offered;
- Outcomes of monitoring and complaint management systems indicating the need for additions or amendments.

Each revision will be carried out with the same commitment to the principles of participation, transparency and continuous improvement that inspired the drafting of this document.

### Copyright Notice and Conditions of Use

*This Charter of Services has been drafted and is regularly updated by Hotel Terme Preistoriche Resort & Spa, Montegrotto Terme (Padua), with the aim of safeguarding transparency and the quality of the services provided.*

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Chief Executive Officer  
Dott.ssa Angela Stoppato



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