



# SOP – Hammam Scrub Sessions

NATO Staff Centre – Pool Department

## 1. Before the Session

- SWIMSUIT MANDATORY.
- Shower required before each session.
- A new shower required before any other activity.
- No pool access without prior shower.

## 2. Welcome by the Scrub Coach

- Check participant list via Hi5 Connect or reception list.
- Late arrivals redirected to reception.
- Rules reminder: silence, leave if uncomfortable, hydrate before/after.

## 3. Session Procedure

- Participants enter the eucalyptus steam hammam.
- Guided ritual:
  - Facial scrub: honey, cocoa, olive leaves, sweet almond oil.
  - Body scrub: sea salt, coffee, sweet almond oil, olive leaves.
- Coach assists with application and rinses hands and feet before exit.
- Duration: approx. 15–20 minutes.

## 4. End of the Session

- Full shower required to remove scrub.
- Hydration recommended.
- Thanks and safe exit ensured by coach.

## 5. Hygiene & Cleaning

- Products used pose no issue for drainage:
  - Honey stays liquid in high heat.
  - Coffee, salt, sugar dissolve in water.
- Full rinsing of hammam with clear water by maintenance staff.

## **Additional Information – A Premium Experience**

These Hammam & Scrub Premium sessions combine sensory, physiological, and institutional dimensions.

- Eucalyptus steam + scrubbing = multi-sensory experience.
- Circulation stimulation, cell renewal, detoxification, and protective protein production.
- Tradition and modern wellness science combined in a premium service (under €10).

## **6. Safety remains a top priority for Wellbeing Services.**

- An informative poster with details on temperatures, hydration, shower requirements and guidance in case of discomfort is already displayed next to the sauna and hammam.
- Each session is supervised by a trained coach, able to report and handle incidents immediately.
- Lifeguards on duty are available as back-up to provide rapid medical assistance if required.

To ensure transparency and risk mitigation:

- Aufguss and Hammam Scrub sessions may present risks for certain individuals (blood pressure, heart conditions, asthma, allergies to essential oils, etc.).
- A clear disclaimer will be included in the course description on the Hi5 Connect app: by registering, members confirm they are aware of these risks and accept the terms and conditions.
- Members with existing health concerns are strongly advised to consult their doctor before participating.
- Disclaimer of liability: Hi5 cannot be held responsible for accidents related to undeclared medical conditions.
- Members are free to leave the session at any time in case of discomfort. Once they exit, re-entry will not be allowed.
- We stress the importance of listening to your body and gradually adapting to this type of thermal treatment.

Finally, we recommend installing a panic button in the sauna/hammam area to further enhance member safety.

## 7. Booking & Payment

- Booking via Hi5 Connect or directly at the reception.
- Maximum 6 participants per session.
- Payment by card only.

Prices:

Until 31/12/2025 :

- Single session : 5€
- 10 session card : 47,5€
- NO ACCESS WITH GC MEMBERSHIP

From 01/01/2026

- Single session: €9
- 10-session card: €80
- Duo session (Premium Sauna + Hammam Scrub): €14