TERME DI
ACQUASANTA

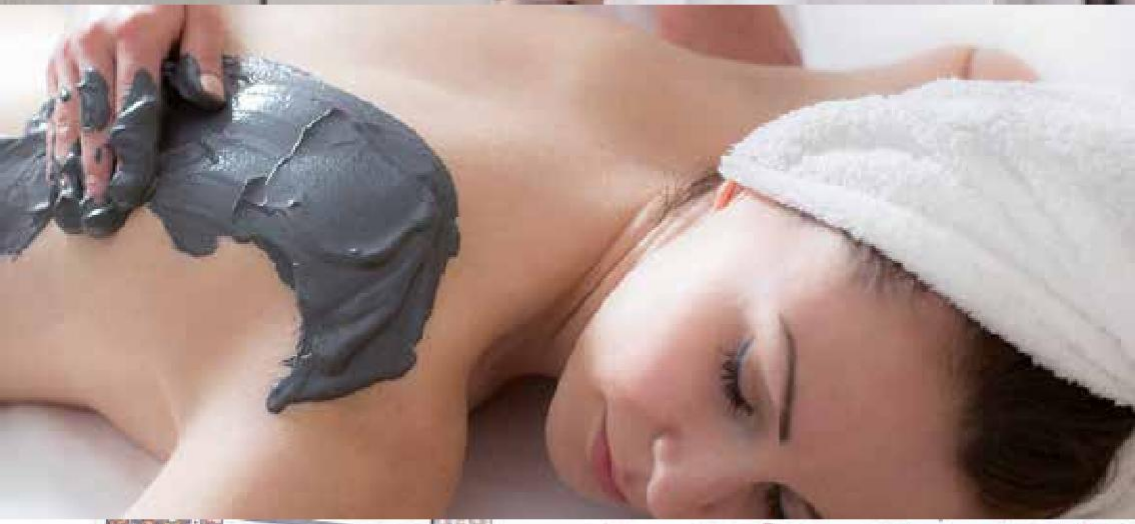
NUOVE TERME DI ACQUASANTA S.p.A.

ACQUASANTA THERMAL BATHS SERVICE CHARTER

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INTRODUZIONE 6
1. L'AZIENDA 7
1.1 Origini e Storia delle Terme di Acquasanta 7
1.2 Terme di Acquasanta oggi 8
1.3 Organizzazione 9
1.4 Politica Aziendale 10
2. LE ACQUE 11
3. L'OFFERTA 12
3.1 Salute 12
3.1.1 Cure a carico del Cliente 12
3.1.2 Accesso ai Servizi ed Accoglienza 12
3.1.3 Le cure 14
3.2 Benessere 21
3.3 Ospitalità 22
3.4 Tempi massimi di attesa per rilascio referti e prestazioni specialistiche e diagnostiche 23
4. PRINCIPI FONDAMENTALI 24
4.1 Uguaglianza 24
4.2 Imparzialità 24
4.3 Continuità 24
4.4 Partecipazione 24
4.5 Efficienza ed efficacia 24
4.6 Riservatezza 25
5. STRUMENTI DI ATTUAZIONE DEI PRINCIPI FONDAMENTALI 26
5.1 Qualità dei servizi 26
5.2 Informazioni al Cliente 27
5.3 Rapporti con i Clienti 28
5.4 Valutazione della qualità e del grado di soddisfazione dei Clienti 28
6. TUTELA 29
6.1 Diritti dei Clienti 29
6.2 Doveri dei Clienti 29
6.3 Reclami e segnalazioni 29
6.4 Trattamento dei dati personali 30
7. NORME DI COMPORTAMENTO NELLE EMERGENZE 31
8. INFORMAZIONI UTILI 31
8.1 Periodi e orari di apertura 31
8.2 Accettazione 32
8.3 Informazioni e Prenotazioni 32
8.4 Dove siamo e come raggiungerci 33
9. VALIDITÀ DELLA CARTA DEI SERVIZI 34



INTRODUCTION

Through this Service Charter, Nuove Terme di Acquasanta S.p.A. reaffirms its commitment to meeting customers' needs and expectations to the greatest possible extent, giving due consideration to quality, environmental protection and respect, and safety.

Nuove Terme di Acquasanta S.p.A. aims to provide a service that meets customers' needs, continually adapting its service standards to developments and changes in the environments in which it operates.

Improving the services offered by the Company, and providing accurate information and transparency regarding its activities and services, are fundamental to its relationship with customers.

Nuove Terme di Acquasanta S.p.A. updates this Service Charter periodically and makes it available to customers at the reception desks of all its facilities.

Through this document, Nuove Terme di Acquasanta S.p.A. undertakes to continuously improve its quality standards and to simplify, strengthen and make its relationship with customers more transparent.

Some information contained in this document may change slightly during the thermal season, for example the opening hours of the departments. In any event, the Thermal Centre staff are fully available to provide you with any assistance you may need to ensure that your treatments are carried out properly.

1. The Company

1.1 Origins and History of the Acquasanta Thermal Baths

The history of the Municipality of Acquasanta Terme (AP) can be said to be closely tied to its thermal baths. The town lies at an altitude of 400 metres, on the borders of the Gran Sasso and Monti della Laga National Parks and the Sibillini Mountains, in the province of Ascoli Piceno, in the Marche region.

In the first half of the nineteenth century, the remains of the ancient baths mentioned by Livy and widely frequented in antiquity were discovered. According to the account,[1] L. M. Plancus, consul in the year 712 from the founding of Rome (50 BC), after unsuccessfully trying the most famous baths in Tuscany, recovered his health and strength in the waters of Acquasanta.

During the Augustan period, the ancient prehistoric track became a consular road, and the first stone bridge—the one over the Garrafo[2]—was built along the Via Salaria.[3]

The thermal baths and the area's distinctive geographical position therefore appear to have made Acquasanta Terme[4] significant in the events that shaped the region's history, from ancient Rome to its annexation to the Kingdom of Italy in 1860, through the Middle Ages, the Papal States and its inclusion in the Province of the Marca Anconetana, the arrival of the Spanish and the plague that followed, the Napoleonic occupation, and the passage of Austrian and Neapolitan troops.

During the Roman Empire, Acquasanta became a mansio, a military stopping place where legionaries could recover their strength and treat wounds and ailments. On the Peutinger Map, which depicts the routes of the Roman army, it is recorded under the name Vicus ad Aquas.

There were numerous springs at the time, and from then on the waters were used for therapeutic purposes, enabling the thermal baths to develop.

According to the historian Marcucci, in the year 800 Charlemagne, on his way to Rome to receive the crown of the Holy Roman Empire, stopped to bathe in Acquasanta's sulphurous waters.

It is said that even Giuseppe Garibaldi, in 1849, while travelling from Ascoli and tired from the journey, stopped in front of the inn in the town square to smoke a cigar and decided to take a bath at the thermal baths.

On 16 March 1562, as recorded in notarial records, Acquasanta was destroyed during raids by brigands. This was followed by the devastating earthquake of 1703 and the famine of 1716, which led to an outbreak of plague. In 1780, Lazzaro Giosaffatti designed "the new bathing-house…"

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[1] According to Titus Livius Patavinus (Livy).

[2] A single round-arched bridge that still supports a bridge built above it in the

nineteenth century, as well as the large retaining walls of the same consular road near the hamlet of Ponte d'Arli.

[3] The consular salt road, so called because the Romans used it to transport salt from the Adriatic coast to Rome.

[4] The Royal Decree of 10 December 1865 merged the municipalities of Acquasanta, S. Maria, Quintodecimo, Montecalvo and Montacuto into a single administrative unit, with Acquasanta as its capital.



…"new bathing tubs", the new thermal facility, which included a new pool for people suffering from skin diseases. By 1851, a proper thermal establishment already existed, with bathing rooms, pools and rooms for inhaling vapours released by the sulphurous waters. Perhaps it was precisely these miraculous sulphurous waters that helped spare Acquasanta from the cholera epidemic that spread throughout the Ascoli area in 1855, apart from a few isolated cases. For a long time, the thermal facility remained very simple: it consisted of a large natural pool that collected water gushing from a spring, then widened and extended into the mountain overlooking the Tronto River, where around 200 people could bathe. In 1904, the construction of the large hydroelectric power station at Venamartello—which harnessed the waters of the Tronto, diverted at Arquata and channelled for several kilometres—revived tourism associated with the thermal baths.

1.2 The Acquasanta Thermal Baths Today

Nuove Terme di Acquasanta S.p.A. is now a dynamic, financially sound and expanding company with a highly qualified workforce.

The Acquasanta Terme thermal facility is directly connected to the Hotel Italia & SPA (3-star category), which has 80 rooms equipped with televisions, a newly built wellness centre, a solarium, an indoor swimming pool, a bar and small meeting rooms.

The facility has a medical service headed by a Medical Director specialising in otorhinolaryngology, an otorhinolaryngology medical service, a general practitioner and a physician who performs insufflation treatments. It also has an Inhalation Treatment Department; a Centre for the Treatment of Rhinogenic Hearing Loss; a Mud and Bath Therapy Department; a Balneotherapy Department; and a Massage Therapy Department;

Wellness Centre.
At the forefront of the prevention and treatment of respiratory diseases, the Acquasanta Thermal Baths are renowned for treating rhinogenic hearing loss and also provide treatments for rheumatic and dermatological conditions. All thermal treatments are covered by agreement with the Italian National Health Service[5], and guests can rely on medical assistance[6] while undergoing treatment.
The properties of this precious water and the Company's reliability make the Acquasanta Thermal Baths a centre for prevention, treatment and rehabilitation, integrated into the local healthcare and community system of Acquasanta Terme. The quality of services and the professionalism of staff are a guarantee for all customers. They are the result of the Company's long-standing commitment to developing a system focused on Quality and Safety, designed to combine full customer satisfaction with environmental protection, respect for the local area and attention to safety.

1.3 Organisation

General Management
Chairman of the Board of Directors
Dr Pier Francesco Ferranti
Medical Management
– Medical Director
Prof. Marco Fusetti
Thermal Baths
Department
Facility Director: Dr Pier
Francesco Ferranti; Quality
and Safety
Quality and Safety Manager
Dr Pier Francesco Ferranti
Administration
Administrative Manager: Dr
Cristina Ferranti; Procurement
and Logistics
Procurement and Logistics Manager
Dr Pier Francesco Ferranti

[5] A prescription from the attending physician is required. The Thermal Baths also have agreements with INAIL and other private institutions. An admission medical examination is always carried out before treatment begins.
[6] A medical service is always available to provide patients with all necessary assistance.

Human Resources
Human Resources Manager
Dr Pier Francesco Ferranti
Mr Pietro Bruni

Technical and Maintenance Services

Technical and Maintenance Services Manager
Dr Pier Francesco Ferranti; Mr
Pietro Bruni

1.4 Company Policy

Nuove Terme di Acquasanta S.p.A. has made customer satisfaction, protection of the environment and local area, and the safety of all its facilities its primary objectives. This commitment is reflected in a company policy that:

- pursues continuous performance improvement by maintaining a constant focus on customers, service quality, reducing environmental impact and safety;
- directs company management towards the highest standards of economic and operational efficiency and effectiveness, while ensuring compliance with applicable legislation;
- promotes among employees, collaborators and suppliers a culture and awareness aimed at improving services and customer satisfaction, protecting and respecting the environment, and ensuring safety, through training and the involvement of all personnel;
- uses technologies and products with low environmental impact, while respecting the local area, safety and public health;
- prevents potential hazards by continually updating risk assessments for company processes;
- gathers information about customers' expressed and unexpressed expectations where this can improve the quality of products and services provided;
- ensures that this policy is communicated throughout the organisation and to suppliers, and makes it available to the public through this Service Charter.

Nuove Terme di Acquasanta S.p.A. defines and reviews improvement objectives every year, using them to assess and measure the validity and effectiveness of its Quality and Safety management system, and provides adequate means and resources to achieve them within the established timeframes. Its Quality Policy therefore stems from a careful and objective analysis of the internal situation, results achieved and future objectives, as well as the external environment and the requests of customers and stakeholders. It is integrated with the other company strategies aimed at

improving productivity, profitability, reliability and image. To systematically implement its quality and environmental policies, Terme di Acquasanta uses the guidelines of

Fresenius Medical Care International, which are translated into the following commitments:

For patients:

1. continuously improve existing products and services to ensure an appropriate range of therapeutic options;
2. provide equipment that creates a comfortable and safe treatment environment within the thermal facility;
3. provide adequate information about the products and services offered in order to achieve the best results in the treatment process;

For our employees and collaborators:

4. support a dynamic business philosophy by enabling collaborators to work efficiently and in line with the company policy objectives;
5. offer staff interesting and safe work, supporting cultural and professional development in order to motivate qualified personnel and foster their commitment to the company;

For the community:

6. ensure transparency for stakeholders by providing relevant information and maintaining active communication;
7. minimise risks to the company, its collaborators, customers, the environment and patients by complying with internal directives and legal requirements;
8. meet the company's environmental obligations through responsible use of resources and careful waste disposal.

Company projects and programmes, such as environmental or quality programmes, will be defined in accordance with the above guidelines which, being closely linked to the company's activities, are among the most significant for optimising those activities.

2. The Waters

The waters are classified as sulphurous, saline and sulphate thermal waters. They are particularly suitable for respiratory disorders, rhinogenic hearing loss and ear, nose and throat conditions, as well as rheumatic and joint disorders. They are used for baths, mud treatments, inhalations, nasal irrigation and intratympanic insufflations. They treat chronic respiratory diseases, disorders of the nose, ear and throat, rheumatic and joint diseases, eczema and acne. The mineral water used for treatments is drawn from a well and has a source temperature of 30.5°C.

3. Services Offered

3.1 Health

The Acquasanta Thermal Baths, which have agreements with the Italian National Health Service and INAIL, include a thermal treatment centre and a hotel that supports the treatment services. Each user may receive one specific course of thermal treatment per year, covered by the National Health Service, for the relevant medical condition.

3.1.1 Treatments Paid for by the Customer

Where customers are not entitled to receive the treatments covered by the National Health Service referred to above, the Acquasanta Thermal Baths may provide them at the customer's expense.[7] The co-payment and any services payable by the customer must be paid for before treatment, in cash or by card/POS.

3.1.2 Access to Services and Reception

The Acquasanta Thermal Baths have an agreement with the Italian National Health Service, allowing users to receive one course of thermal treatments per year upon presentation of an NHS prescription issued by their family doctor, paediatrician or a specialist working within the National Health Service (red prescription form). The prescription must be submitted at the thermal centre's reception together with an identity document showing the patient's place of residence and their health card. Registration is open from 8:30 a.m. to 11:30 a.m. and from 3:30 p.m. to 5:30 p.m. every day except Sunday. Opening hours vary during the season; for information, call +39 0736 801268.

Before receiving thermal treatments, patients undergo a medical examination during which the doctor may tailor the treatment to their needs.

Inhalation treatments and mud-bath therapy may begin and be carried out every day from Monday to Saturday. Treatment departments are closed on Sundays, except during periods of high demand when Sunday opening may be arranged. Inhalation treatments take place both in the morning and in the afternoon and do not require an appointment.

Mud-bath treatments take place in the morning. On the registration day, after the medical examination, treatment sessions are booked. The specialist medical examination for insufflation treatments is normally held on Mondays and Fridays, in both the morning and afternoon. These arrangements may change, so we recommend calling +39 0736 801268 in advance. Beauty treatments and access to the Wellness Centre must be booked by calling Hotel Italia & SPA (+39 0736 801269 or +39 0736 802606).

[7] The course of thermal treatment covered by the National Health Service consists of 12 treatment days and must be completed within a period of 16 calendar days to achieve the optimal therapeutic effect. The covered course may be completed within a maximum of 60 days.

The hotel and thermal facility also have an agreement with INAIL for people entitled to this type of service.

By employing qualified staff, the Acquasanta Thermal Baths use reception procedures designed to make their facilities and services accessible. Customers are informed about the correct way to use the thermal services and facilities. The Acquasanta Thermal Baths are attentive and willing to listen to and understand users' needs.

Access to the thermal facility with an INAIL referral does not rule out an additional course of treatment prescribed by the general practitioner (attending doctor) for conditions other than those recognised by INAIL.[8]

All patients receiving treatment must declare, on the reverse of the prescription form submitted, under their own responsibility, that during the current calendar year they have not received another specific course of treatment paid for by the National Health Service, or that they are entitled to the treatments provided for protected categories.

Patients exempt from paying the co-payment must present a medical prescription bearing the exemption code.

Given the capacity of the equipment and facilities, and based on an assessment of attendance patterns over the years, waiting lists are not considered necessary.

Administrative Registration (for Services)

Anyone with a valid prescription may receive a course of thermal treatments covered by the agreement. The prescription must be submitted at the thermal facility and issued by the family doctor, primary-care paediatrician or local health authority (ASL) specialist. The prescription for thermal treatments is valid for the calendar year (365 days). It must be written on the regional prescription form and specify the condition and the related course of treatment, for a maximum duration of twelve days. Everyone, except those exempt, must pay a co-payment for thermal treatments.

Medical Admission Examination

Admission to treatment—whether paid for by the National Health Service or by the customer—is subject to a medical examination carried out at the thermal facility. It is useful and advisable to bring reports from previous examinations. To achieve the best results, patients should carefully follow the treatment programme recommended by the thermal doctor during the examination and avoid sudden temperature changes and excessive exertion during treatment. The course of treatment may be carried out at any

[8] An exception applies to protected categories referred to in Article 57 of Law No. 833/78, who may receive an additional course of treatment during the

calendar year related to their disabling condition.

time of year. In certain cases, several courses may be recommended at varying intervals. Thermal treatments must not be carried out while the condition being treated is in an acute phase.

3.1.3 Treatments

The following table lists, alongside each condition in the “DIAGNOSTIC CATEGORY” column, the ICD code (International Classification of Diseases) established by the World Health Organization (WHO) in its International Classification of Diseases.

DIAGNOSTIC CATEGORY	CONDITIONS TREATABLE AT THE THERMAL BATHS	RECOMMENDED COURSE OF TREATMENT
Rheumatic diseases, osteoarthritis and other degenerative conditions (Code: 7150)	Osteoarthritis, generalised osteoarthritis, cervical osteoarthritis, lumbar osteoarthritis, osteoarthritis of the limbs, disc disease without herniation and without symptoms of nerve irritation or compression; outcomes of surgery for herniated discs; cervical pain of rheumatic origin; scapulohumeral periarthritis (excluding acute forms); osteoarthritis, polyosteoarthritis and osteoarthrosis (with generalised or localised osteoporosis); consequences of articular rheumatism; osteoporosis and other degenerative conditions; periarthritis; ankylosing spondylitis; spondylosis; spondylarthrosis and spondylolisthesis.	Admission medical examination Mud/therapeutic bath: 12 mud treatments 12 showers or therapeutic baths Therapeutic mud/bath 12 mud treatments 12 therapeutic baths Bath for rheumatic and joint diseases 12 therapeutic baths
Extra-articular rheumatism	Extra-articular rheumatism; inflammatory rheumatism (in remission); fibrosis of rheumatic origin; tendinitis of rheumatic origin; low back pain of rheumatic origin; fibrositis; fibromyositis.	Admission medical examination Therapeutic mud/bath: 12 mud treatments 12 therapeutic baths

Respiratory diseases Simple chronic bronchitis (code: 4910) or chronic bronchitis with an obstructive component (excluding asthma and advanced emphysema complicated by severe respiratory failure or chronic cor pulmonale) (Code: 4192) Chronic rhinosinusobronchial syndromes (Code: 4739)	Simple chronic bronchitis, COPD, bronchiectasis, chronic bronchial disease caused by exposure to irritants and dust; hypersecretory chronic bronchitis; recurrent chronic bronchitis; emphysematous chronic bronchitis; asthmatic chronic bronchitis; catarrhal chronic bronchitis; asthmatic or spasmodic bronchial disease; chronic bronchial disease; obstructive bronchial disease; chronic obstructive pulmonary disease; asthmatic or spasmodic chronic obstructive pulmonary disease; chronic rhinosinusobronchial syndromes; chronic rhino/sinus/bronchial syndromes; chronic rhinobronchial syndromes; chronic sinobronchial syndromes.	Admission medical examination Inhalation treatments: 24 treatments in 12 sessions

DIAGNOSTIC CATEGORY	CONDITIONS TREATABLE AT THE THERMAL BATHS	RECOMMENDED COURSE OF TREATMENT
Upper respiratory tract diseases Chronic sinusitis or chronic rhinosinusitis (code: 4739) Vasomotor rhinitis (code: 4779) Chronic pharyngolaryngitis (code: 4789)	Chronic sinusitis, allergic sinusitis, pansinusitis, polyp/sinusitis, polysinusitis, rhinoethmoiditis, rhinosinusitis, recurrent chronic sinusitis, hyperplastic sinusitis; vasomotor rhinitis, allergic rhinitis, simple chronic catarrhal rhinitis, chronic purulent rhinitis, chronic atrophic rhinitis, allergic rhinitis, catarrhal rhinitis, chronic rhinitis, hypertrophic rhinitis, hyperergic rhinitis, secretory rhinitis, perennial rhinitis; chronic pharyngitis; chronic laryngitis; recurrent tonsillitis; nasopharyngitis involving the adenoids; adenoiditis; corditis (various types); pharyngolaryngitis; chronic pharyngotonsillitis; adeno-tonsillar hypertrophy.	Admission medical examination Inhalation treatments: 24 treatments in 12 sessions

Rhinogenic hearing loss; Eustachian tube stenosis (code: 6282); chronic catarrhal otitis (code: 3814); chronic suppurative otitis without cholesteatoma (code: 3824)	Eustachian tube stenosis, Eustachian tube catarrh, Eustachian tube dysfunction, hearing loss of tubal origin, tubaritis, chronic catarrhal otitis, serous otitis, otitis associated with nasal conditions, secretory otitis media, seromucous otitis, serous otitis, otosalpingitis, ototubaritis, mixed hearing loss, rhinogenic hearing loss, tubotympanitis, chronic suppurative otitis without cholesteatoma, suppurative otitis.	Specialist medical examination Audiometric test 12 intratympanic insufflations/Politzer treatments 12 inhalation treatments in 12 sessions
Dermatological diseases: psoriasis (code: 6961); eczema and atopic dermatitis (code: 6918); recurrent seborrhoeic dermatitis (code: 6900)	Psoriasis in remission (excluding pustular and erythrodermic forms); constitutional eczema; contact eczema; dermatitis of allergic origin (excluding acute vesicular and exudative forms); acne; seborrhoeic dermatitis.	Admission medical examination 12 balneotherapy baths

The thermal facility is equipped to provide high-quality services. With a view to continuously improving service quality and the treatments offered, the systems and equipment have been upgraded and modernised over time, and plans for new treatment departments are at an advanced study stage. The facility currently has the following treatment stations:

- 80 dual-function devices (inhalations and aerosol therapy);
- 16 triple-function devices (inhalations, aerosol therapy and micronised nasal douches);
- 16 triple-function devices (vapour inhalations, aerosol therapy and micronised nasal douches);
- 4 nasal douche devices;
- 2 dual-function devices (nasal douches and micronised nasal douches);
- 1 device for group treatment (nebulisation);
- 3 devices for intratympanic insufflations;
- 31 bath and hydromassage tubs;
- 31 mud-therapy cubicles;
- 35 post-treatment rest cubicles.

All treatments are carried out in accordance with the guidelines and under the constant supervision of the Medical Directorate of Terme di Acquasanta, with the aim of achieving the greatest therapeutic benefit for customers. Particular attention is paid to effectiveness and to ensuring that patients undergo treatments appropriately and consistently. In view of the different types of services offered, the following information and instructions supplement the organisational document adopted for this purpose:

a) Mud therapy followed by a shower or bath

Temperatura:	40° – 45°c
Durata:	15’ -20’ (40’ comprendendo la reazione)
Ritmo:	1 al giorno Numero totale: 12 – 15
Estensione:	a”tutto corpo”; a “mezzo corpo”; a 1 o più arti.

Before receiving treatment, each patient must obtain from the doctor instructions on the therapy and how it is to be carried out. The treatment consists of applying mud that has naturally matured in sulphurous water drawn directly from the spring.

The mud’s properties derive from its ability to absorb a large quantity of thermal water and transfer its therapeutic qualities, while adhering to the area where it is applied thanks to its plasticity and retaining its heat for a long time. The mud is made by mixing clay with thermal water and leaving it to “mature” for about a year so that the

clay can become enriched with mineral salts. It is applied to the patient as a local pack or over the whole body, at the temperature and for the duration prescribed for the treatment.

This is followed by a cleansing sulphurous shower and then a bath in thermal water at approximately 37–40°C. A hydromassage may also be added, increasing peripheral blood circulation and improving tissue nourishment. The treatment ends with a "reaction" phase, which causes profuse sweating. During this phase, the patient relaxes on beds in specially equipped cubicles.
The treatment is carried out in the morning, on an empty stomach or at least three hours after a meal. During application, cold drinks are not recommended. After treatment, patients should acclimatise gradually for about 20 minutes before going outdoors, also taking into account the temperature maintained in the department.

b) Balneotherapy

Balneotherapy is prescribed and recommended not only for rheumatic and joint conditions, but also for skin conditions for which it is indicated. It consists of partial or full immersion for 10–20 minutes in a thermal pool or individual thermal bath at 34–38°C. Hydromassage may be added; in that case, the spring thermal water is brought to 37–39°C and immersion lasts 10–15 minutes. The bath is followed by a "reaction" period resting on a bed. The advantages of thermal pool treatment include greater freedom of movement, the possibility of swimming and the opportunity to undertake motor rehabilitation.
The treatment is carried out in the morning, on an empty stomach or at least three hours after a meal. A therapeutic massage afterwards is recommended.

c) Massage Therapy

Mud and bath treatments can be complemented by massage. Massage may be general or local, and the number of sessions is determined by the doctor. It consists of manipulating the body's surface for therapeutic, relaxing and toning purposes. It is particularly effective when performed after a mud treatment or bath, as the heat relaxes the muscles and the patient, while also promoting circulation. A session generally lasts 15–20 minutes.

d) Inhalations – aerosol therapy – nebulisation – irrigation – douches – vapour inhalations

Various techniques can be used to introduce thermal water or its gases into the ear, nose and throat system to treat disorders of the larynx and respiratory tract. Since the inhalation rooms are warmer and have a relatively high humidity level, patients are advised to wait for a while in the adjoining rooms after treatment before moving on to subsequent treatments.

For inhalation treatment, thermal water at a temperature of 38°C is broken down by steam into particles measuring 8–10 microns and inhaled for about 10 minutes, unless otherwise prescribed by the doctor, from a distance of 10–20 cm. The particles are mainly distributed in the upper and middle airways (nose, pharynx and larynx). Patients should breathe normally and without effort, alternately through the nose and mouth. By breathing slowly, an adult inhales 1–1.5 litres of nebulised thermal water in 8–10 minutes, while children receive half this dose.

Aerosol therapy introduces fine particles (2–4 microns) of thermal water through the nose and/or mouth using nasal prongs, a mouthpiece or a mask. The particles reach the nose, pharynx, larynx, trachea and bronchi. A mask is recommended for younger children. When using nasal prongs, patients should not point them upwards; instead, they should be positioned just beyond the nasal passages, almost parallel to the floor (or perpendicular to the nose), to avoid unnecessary irritation of the nasal turbinates or a deviated septum. Each application lasts 6–10 minutes and may be extended by 3 minutes per day.

Nebulisation consists of staying in an environment saturated with mist-like water particles ranging in size from a few microns to 50–60 microns. This allows the particles to penetrate deeply into the respiratory tract. It is particularly recommended for very young children. The humidity level found in some rooms, especially the mist room, although

it may seem high, is an integral part of the treatment. In the mist room, more than in other areas, the temperature and appropriate humidity level can promote skin sweating and the absorption of moisture into the tissues. As a result, when leaving the treatment room for cooler, drier surroundings, patients may notice a change in humidity. To avoid this uncomfortable effect, use of a bathrobe is recommended. When leaving the mist room, patients should dry themselves with a clean towel and put on dry clothes. Treatment lasts 8–15 minutes.

Vapour inhalation (humage) uses only the gaseous component (hydrogen sulphide) released by the thermal water, which reaches the upper airways (nose and pharynx) and lower airways (larynx, trachea and bronchi). It can be administered through the nose or mouth using the relevant mouthpieces, or a mask if requested for younger patients. Both accessories supplied should be kept at least 2 cm from the face, and breathing should be regular. Each application lasts approximately 6–12 minutes and may be extended by 3 minutes per day.

Nasal irrigation involves passing thermal water at 36–38°C through a nasal olive into one nostril and allowing it to flow out through the other. This cleanses and stimulates the nasal mucosa, removing crusts and stagnant secretions and preparing it to receive particles from other inhalation treatments. For this reason, unless the attending doctor instructs otherwise, nasal irrigation should always precede the inhalation treatment course and insufflations. The head should be bent forward and tilted, taking care to keep the lower ear higher than the nose to prevent water from entering the middle ear through the Eustachian tube. The nasal olive is placed against the upper nostril so that the low-pressure thermal water flows out through the other nostril while the patient breathes normally with the mouth open. This procedure is repeated at short intervals for each nasal cavity, for a total of 10 minutes.

Micronised nasal douche treatment involves inhaling through the nostrils particles of sulphurous water emitted at 34–36°C by a Rinojet microniser, which is provided to each patient on the first day of treatment. It should be used with the same methods and precautions as those described for nasal irrigation. Each treatment normally lasts about 10 minutes, and a timer signals when to switch the Rinojet to the other nostril after 5 minutes. This helps thin the mucus and wash the nasal cavities and paranasal sinuses.

e) Insufflations and Politzer treatment

Intratympanic insufflation, a treatment for rhinogenic hearing loss, consists of introducing a jet of air and hydrogen sulphide at adjustable pressure into the middle ear. An Itard catheter is inserted through the nasal cavity to the opening of the Eustachian tube in the pharynx. In the middle-ear cavity, the gas produces a rustling sound that is heard both by the patient and by the practitioner through a stethoscope placed against the corresponding ear. Treatment lasts approximately 1–2 minutes per ear, at a pressure between 0.1 and 1 atm. It is performed only by doctors, who have access to a soundproof room for audiometric testing. It may be prescribed by the attending doctor following a diagnosis by an otorhinolaryngology specialist, who also specifies the treatment method.
At present, except in special cases, sterile single-use plastic catheters are used. They provide good therapeutic results and are also better tolerated by patients. This technique is indicated for the prevention and treatment of catarrhal problems of the middle ear in both children and adults, including rhinogenic hearing loss, chronic secretory otitis and chronic rhino-otitis.

Thermal Politzer treatment is used when intratubal insufflation is not tolerated or when inserting the catheter is difficult. It involves increasing pressure in the nasopharynx with a mixture of air and thermal gas introduced through a plastic olive placed in one nostril while the other is kept closed. Each session lasts 1–2 minutes per nostril, at a pressure between 0.3 and 0.5 atm. This thermal treatment takes its name from the “Politzer manoeuvre” (swallowing with the nostrils completely closed). It has the same therapeutic indications as intratympanic insufflation and, like that treatment, is performed exclusively by a doctor on the recommendation of an otorhinolaryngology specialist.

3.2 Thermal Swimming Pool

The facility has an indoor thermal swimming pool containing sulphurous spring water heated to approximately 32°C.

3.3 Wellness

A thermal facility cannot be considered complete without a wellness facility alongside healthcare treatments, since improving physical fitness is part of care and prevention, with particular attention to a person's physical and psychological well-being. The thermal facility is therefore connected to Hotel Italia, which has a Wellness Centre where guests can combine healthcare treatments with pleasant relaxation for body and mind, relieving fatigue and stress. Access to the Wellness Centre[9] includes use of a sauna, Turkish bath, small hydromassage pool and herbal tea room. The facility also has a beauty centre offering paid treatments and connective-tissue, haemolymphatic and lymphatic drainage massages.[10]

The sauna uses high temperatures and dry heat to induce intense sweating, eliminate toxins, cleanse the body of waste products and impurities, improve the cardiovascular system, and promote muscular and psychological relaxation. It is described as beneficial for chronic rheumatism, relieving osteoarthritis pain, strengthening the immune system, reducing fluid retention with beneficial effects on cellulite, speeding up metabolism and improving sleep quality. A special heater warms the rustic room, scented with wood and aromatic medicinal herbs. These features create a strong sense of well-being and benefit for the body, respiratory tract and skin.

The Turkish bath is housed in a dedicated room enhanced by multicoloured lighting. Aromatic steam is distributed evenly, producing a strong toning and relaxing effect and making it one of the best therapies for combating stress and tension. The combination of humidity and heat relaxes the body and reduces muscle tension, making it a useful treatment for stress, rheumatic pain, circulatory problems, colds,

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[9] To ensure better use of the department, each visit to the Wellness Centre is limited to a maximum of 90 minutes.

[10] The treatments described must be booked in advance by calling +39 0736 801269 and cancelled at least one day beforehand. Unused treatments and Wellness Centre admissions are non-refundable.

skin impurities and other conditions.
The hydromassage mini-pool is ideal for promoting a sense of well-being throughout the body. It creates deep relaxation, stimulates circulation, and purifies and tones the skin. The pool has an overflow purification system and creates a convivial atmosphere that supports physical and psychological benefits, providing a feeling of relaxation and well-being.
In the chromatic jet showers, the shower is more than a simple stream of water: it also provides pleasure and a relaxing sense of well-being.

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3.4 Accommodation

Hotel Italia ***

The Acquasanta Terme thermal facility is directly connected to Hotel Italia (3-star category), which therefore has treatment facilities on site. The hotel has 80 rooms equipped with televisions, a newly built wellness centre, a solarium, an indoor swimming pool, a bar and small rooms for relaxation, games and TV. Rates are available at reception. The hotel also offers a range of promotional packages tailored to the length of stay, including full-board accommodation, access to the wellness centre and solarium, and the option of various beauty treatments.

Minimum waiting times for reports and specialist and diagnostic services

Reports are issued within two working days of the user's request. The maximum waiting time for specialist and diagnostic services is one week.

4. Fundamental Principles

When providing services and, more generally, in its dealings with customers, Terme di Acquasanta S.p.A. complies with the following fundamental principles:

4.1 Equality

Service delivery methods and procedures are uniform, without unjustified distinctions or distinctions based in any way on sex, race, nationality, religion and/or political opinions.

Terme di Acquasanta undertakes to provide the same services to all users and to ensure equal treatment for people in equivalent circumstances.
The Company adopts measures to enable people with disabilities and socially disadvantaged groups, or people requiring special attention and care, to use its services. It works to adapt service delivery methods to the personal and social circumstances of these users.

4.2 Impartiality

Terme di Acquasanta conducts its activities in accordance with the principles of impartiality and objectivity.
Terme di Acquasanta interprets the general and specific conditions governing service delivery and the relevant sector regulations in light of, and in compliance with, the principle of impartiality.

4.3 Continuity

Terme di Acquasanta undertakes to provide services regularly and without interruption. If services are interrupted, suspended or irregular, and always in compliance with applicable legislation, Terme di Acquasanta undertakes to inform users appropriately and minimise any inconvenience.

4.4 Participation

Terme di Acquasanta undertakes to ensure that customers can participate in the service delivery process through:

- accurate, clear and complete information;
- the opportunity to assess service quality and submit complaints or suggestions for service improvement.

4.5 Efficiency and Effectiveness

When providing its services, Terme di Acquasanta pursues efficiency and effectiveness

objectives and adopts appropriate techniques, technologies, expertise and organisational resources

to achieve them.
Achieving these objectives also involves safeguarding the resources used, which must be deployed as effectively as possible, without waste or unnecessary costs.

4.6 Confidentiality
Services and the processing of data relating to customers' health and circumstances (collection, storage, transmission and destruction) are carried out with the strictest respect for confidentiality.
Staff act in accordance with professional secrecy and maintain the confidentiality of information they obtain in the course of their work.



5. Tools for Implementing the Fundamental Principles — 5.1 Service Quality

As a matter of company policy, and in compliance with legislation[11] which, since the early 1990s, has placed citizens at the centre of service quality in public healthcare facilities, Terme di Acquasanta S.p.A. relies not only on the professionals it has recruited but also, with a view to continuously improving service quality and user satisfaction, has always paid particular attention to customers. By taking part personally in the treatment process, customers are unquestionably the main reference indicator for any service provider, especially when the services concern people's health and care.

Users' perception of quality and their assessment are therefore fundamental to identifying possible improvements. Consequently, users are the main reference indicator for service improvement.

For this reason, Terme di Acquasanta S.p.A. continuously monitors service quality, including through user representatives. At the same time, to address gaps in knowledge and methodology, it seeks to improve its assessment tools, refining them to make them increasingly comprehensive and effective while taking account of differences in citizens' needs and expectations. The organisational culture now recognises that quality is linked not only to compliance with technical and administrative control procedures, but also to assessing the interpersonal and subjective aspects inherent in the needs expressed by citizens.

For these reasons, by remaining open to signals of poor service from its operating environment, the Company takes into account:

- first, the time-related aspects of service delivery (booking, access, service provision and co-payment);
- second, although to varying degrees, staff, organisational aspects, waiting times, accessibility, facilities and comfort, ancillary services, privacy, treatment outcomes and quality, perceived improvement, and users' own perception of their state of health.

Perceived quality, therefore, viewed as a system, represents an opportunity for Terme di Acquasanta to listen to users and obtain guidance for defining strategies and improving the services offered.

[11] Legislative Decrees Nos. 502/1992 and 517/1993.

The Company positions itself in the market by using customer satisfaction as a way to "decide what you want" and discover "what the customer wants", ensuring consistent service and continuous improvement. Improvement should be gradual and sustainable, even if incremental, with the aim of securing increasingly strong profits through customer loyalty.

This quality policy is based on three specific areas of action:

- organisational quality, linked to the resources available and how they are organised;
- professional or process quality, which relates to the service, performance and technical correctness of delivery, including appropriateness and timeliness and, more broadly, staff conduct;
- perceived quality, which concerns outcomes (including the patient's point of view), namely changes in health resulting from healthcare interventions or, conversely, the occurrence of complications or treatment-related adverse effects.

The cost of an dissatisfied customer is high. For every dissatisfied customer who complains, many others do not, but tell other people about their experience, which can lead to the worst kind of publicity.

However, quality as perceived by users/citizens must also be integrated with the perspective of the people they interact with directly: staff. The management of Terme di Acquasanta S.p.A. holds staff in the highest regard, values their contribution and encourages active participation that leads to professional improvement and meaningful training. This should also develop communication and listening skills, encourage shared ownership of strategies, help achieve established objectives, and enable staff to better assist and guide users. It is a long and complex process involving and activating every company function.

Considering this a particularly valuable aspect, the Company regularly and systematically organises health education initiatives on topics specifically related to the thermal treatments it provides, as well as on general healthcare matters.

5.2 Information for Customers

Terme di Acquasanta provides customers with complete, clear and up-to-date information about its services and how they are delivered.

In particular, through brochures, online resources and telephone enquiries, it provides information about:

- how to access the services;
- service delivery methods and characteristics;
- the facilities where services are provided;

- service costs;
- the consequences and any contraindications of the services;

- changes to service delivery methods and/or costs;
- the protection of customers' rights.

In all cases, Terme di Acquasanta ensures that the information provided to customers is clear, appropriate and understandable, and that it is easy to access.

5.3 Relations with Customers

In its dealings with customers, Terme di Acquasanta undertakes to be as courteous as possible and expects the same commitment from its employees and collaborators. Company employees must identify themselves both in person and during telephone communications. Employees undertake to help users access and use the services.
To facilitate relations with customers, Company employees wear identification badges showing their names.

5.4 Assessment of Service Quality and Customer Satisfaction

In line with the above statements on service quality, Terme di Acquasanta measures customer satisfaction and any changes in expectations by analysing:
- information gathered directly by staff during interactions with customers;
- written communications sent by customers;
- the results of questionnaires made available to customers at all facilities.

6. Protection of Customers

6.1 Customers' Rights

Customers have the right:

1) to be treated with care and attention, with respect for human dignity;
2) to obtain from Terme di Acquasanta offices information about the services provided, how to access them and the relevant responsibilities;
3) to be able to identify immediately the people they are dealing with;
4) to receive clear, complete and understandable information from both healthcare and non-healthcare staff;
5) to have their personal and sensitive data kept confidential.

6.2 Customers' Responsibilities

1) When visiting Terme di Acquasanta centres, customers are asked to behave responsibly at all times, respecting and understanding the rights of other users and cooperating with staff.
2) By entering the facilities of Terme di Acquasanta S.p.A., customers enter into a relationship of trust and respect with staff. Customers must respect the premises, equipment and furnishings of Terme di Acquasanta.
3) Each customer must inform Terme di Acquasanta within the specified time limits if they intend to cancel scheduled services, so that waste of time and resources can be avoided. The organisation and scheduled times established by Terme di Acquasanta must be respected.
4) Smoking is prohibited at Terme di Acquasanta centres in accordance with applicable regulations. Observing this rule shows consideration for others and respect for the facility's rules.
5) Pets are not allowed inside the facilities of Terme di Acquasanta S.p.A.
6) Customers are entitled to accurate information about how Terme di Acquasanta centres are organised, but they also have a clear responsibility to seek information at the appropriate time and from the appropriate offices.

6.3 Complaints and Reports

If irregularities arise from failure to comply with legal principles and/or the provisions of this Charter, customers have the right to submit comments and requests to Terme di Acquasanta and to use the complaints procedure. Complaints are handled by the Quality Department to ensure the best possible resolution and a correct understanding of customers' needs.

Comments and complaints may be submitted verbally, through a dedicated

questionnaire, by telephone, in writing or by email using the telephone numbers and addresses provided in this guide.

Customer satisfaction questionnaires and reports should be deposited in the designated boxes located in each department of the facility.
Comments and complaints must be reported to Terme di Acquasanta, using one of the methods listed above, within 15 days of the date on which the user became aware of the act and/or conduct considered to infringe their rights.
If Terme di Acquasanta cannot resolve the matter underlying the complaint immediately, it will carry out the necessary investigations and send a response to the customer.
Terme di Acquasanta guarantees a response to written complaints within 30 days of receipt.

6.4 Processing of Personal Data

Terme di Acquasanta complies with the legislative principles governing the processing of personal data.
Under Legislative Decree No. 196/2003, the "Personal Data Protection Code", Terme di Acquasanta guarantees that customers' personal data are processed with respect for the rights, fundamental freedoms and dignity of the individuals concerned.
Under Article 76 of Legislative Decree No. 196/2003, personal data capable of revealing a person's state of health must in any event be processed in accordance with the prescribed procedures, in order to protect the health of the individual concerned, a third party or the community.
In all cases, personal data are:

- collected and used for explicit and legitimate purposes;
- accurate and, where necessary, kept up to date;
- relevant, complete and not excessive in relation to the purposes for which they are collected and processed;
- stored in a form that allows the data subject to be identified only for as long as necessary for the purposes for which the data were collected.

The data subject is guaranteed the rights set out in Article 7 of Legislative Decree No. 196/2003.

7. Emergency Procedures

Terme di Acquasanta has established a safety management system within its facilities to protect both staff and customers.
Floor plans showing emergency exits and safety equipment are displayed throughout the premises.
Terme di Acquasanta staff are trained to manage potential emergency situations.
In an emergency, customers are asked to:

1. remain calm;
2. do not use the lifts; use the stairs;
3. move to a safe place by following the emergency routes;
4. follow the instructions given by staff.

8. Useful Information

8.1 Opening Periods and Hours

The thermal season runs from 15 May to 12 November. The thermal treatment departments are closed on Sundays but are normally open on public holidays falling on weekdays. During the peak season, opening hours may be extended. In any event, we recommend checking the hours before planning a visit by calling the numbers listed in the following section or visiting our website at www.termeacquasanta.it.

DEPARTMENT	SERVICES OFFERED	OPENING HOURS
Mud and Bath Therapy	Mud therapy; Balneotherapy; Hydromassages.	Monday to Saturday 8:30 a.m. to 11:15 a.m.
Inhalation Therapy	Inhalations; Aerosol therapy; Nebulisation; Nasal douches; Micronised nasal douches;	Monday to Saturday 8:30 a.m. to 11:30 a.m. and 3:30 p.m. to 5:00 p.m.
Insufflation Therapy	Intratympanic insufflations	Monday to Saturday 8:30 a.m. to 11:30 a.m. and 3:30 p.m. to 5:00 p.m.

8.2 Registration

Based on ten years of experience and an assessment of the attendance calendar, which is prepared annually and also informs users in order to avoid waiting times and queues wherever possible, the number of open registration desks varies from one in the low season to three in the high season.

A queue-management system using numbered tickets and an electronic display is available.

On the first day of the treatment course, users must complete the administrative procedures at the registration desks mentioned above. After the required medical examination and prescription of treatments, they should proceed to the cashier and, unless the treatments require advance booking (mud treatments, baths and hydromassages) or there are medical contraindications, may begin treatment immediately.

At the thermal centre, the number of medical staff assigned to registration varies from one to three depending on the period and attendance, in order to minimise waiting times.

To make registration waits more transparent and less burdensome, an electronic system has been introduced to eliminate queues. Users take a numbered ticket from the machine located opposite the entrance to the thermal baths.

When registering, users wishing to receive treatments covered by the National Health Service must bring:

- a prescription from their family doctor, paediatrician or an NHS specialist;
- a photocopy of their tax identification number;
- a photocopy of their health card;
- a valid identity document showing the patient's place of residence;
- any clinical test results and medical documents useful for a more accurate assessment during the admission medical examination.

The number of doctors working at the thermal centre ranges from a minimum of two in the low season to a maximum of four in the high season (August, September and October).

8.3 Information and Reservations

The thermal season runs from 15 May to 12 November. During the winter, please contact the administrative office.

The treatment departments are normally closed on Sundays but open on public holidays falling on weekdays.

An indoor bar and a park adjacent to the thermal facility, managed by Hotel Italia, are available to users.

Information about services and reservations can be obtained in one of the

following ways:

1) by visiting the website: http://www.termeacquasanta.it/home.htm

2) by calling the following numbers during office hours:

- Thermal facility: +39 0736 801268;
Hotel Italia: +39 0736 801269 – +39 0736 802606;
- Administration: +39 071 2802413

3) by email at: info@termeacquasanta.it;

4) by ordinary mail:

- Management and Administration – Via del Castellano 47, 60129 Ancona, Italy;
- Thermal facility and Hotel Italia, Via delle Terme 59, Acquasanta Terme (AP), Italy.

8.4 Location and How to Get Here

The Acquasanta Thermal Baths are located on National Road No. 4 (Via Salaria), 18 kilometres from Ascoli Piceno, in the municipality of Acquasanta Terme (AP). The town lies at an altitude of 400 metres and is protected to the north by the Sibillini Mountains, a range associated with a past rich in evocative legends and a present marked by the flourishing protection of local flora and fauna. Its territory covers almost 140 square kilometres and lies within the Gran Sasso and Monti della Laga National Park, next to the Sibillini Mountains National Park, nestled among high mountains and green hills that have long safeguarded its renowned thermal waters.

The San Benedetto del Tronto exit of the A14 motorway is 48 kilometres away. From there, continue along the expressway and join the Salaria, which connects San Benedetto with Rome.

How to Reach Acquasanta Terme

BY CAR

From the North and South

Take the A14 motorway towards San Benedetto del Tronto–Ascoli Piceno, continue on the RA11, take the exit towards Rome, continue along the SS 4 and follow the signs for Acquasanta Terme.

From Ascoli Piceno

Take the SP 235, continue along the SS 4 and follow the signs for Acquasanta Terme.

Train/Bus

By train

Travel to Ascoli Piceno railway station (approximately 20 km away) and continue by bus using the Start services. Alternatively, travel to San Benedetto del Tronto railway station (approximately 48 km away) and continue by bus with Flixbus. For train timetables, visit the Italian State Railways website: www.ferroviedellostato.it/.

By bus

Start bus services: www.startspa.it/

Flixbus: www.flixbus.it/

By air

Falconara Marittima Airport (Ancona) (approximately 150 km);

Pescara Airport (approximately 100 km).

By sea: The Port of Ancona is approximately 140 km away and is connected to ports in Greece, Croatia, Turkey, Albania and Montenegro. For more information, visit the website of Dorica Port Services, which manages passenger and vehicle traffic within the Port of Ancona: www.doricaportservices.

9. Validity of the Service Charter

This Service Charter was prepared with the essential contribution of associations representing users and of users themselves, through their feedback and completion of satisfaction questionnaires.

The principles set out in this Charter are considered valid and applicable under normal conditions, excluding extraordinary circumstances such as exceptional natural events, strikes and measures adopted by public authorities.

The Service Charter is sent to the Medical Association of the Province of Ascoli Piceno, public institutions, general practitioners and paediatricians, pharmacists and the relevant healthcare facilities.

NOTE: All information contained in this publication is indicative. We recommend contacting the offices of Terme di Acquasanta S.p.A. to confirm current opening hours, prices and general information. We apologise for any errors and thank anyone who wishes to report them.

Updated on: 11 May 2026