

## Frequently Asked Questions

El Safareig Thermal Baths are a public space where you can enjoy a bath with the therapeutic and relaxing properties of the mineral-medicinal water that emerges from a natural geological source.

This new facility is a repurposed thermal water washing house that was built around 1950. Caldes has had many such facilities along its history. Nowadays four of a total of six are in good conservation state.

### ENTRANCE

#### **What are the opening hours of the Thermal Baths El Safareig?**

From Wednesday to Sunday

From 10:00 a.m. to 3:00 p.m.

From 4:00 p.m. to 6:00 p.m.

And from 7:00 p.m. to 10:00 p.m.

#### **How can I get there by car?**

The municipality has several parking lots around the area. There are blue zone parking lots without payment for a maximum stay of an hour and a half, where it is necessary to inform the arrival time. In other parking lots in the area, you can park for as long as you want.

The thermal Safareig has its entrance through Plaça de Pau Surell S/N.

We have adapted access for people with functional diversity. The entrance and exit is through Carrer Marques S/N.

#### **How can I get there by public transport?**

From Barcelona, a bus leaves every half hour to Caldes de Montbui and vice versa. You can check the schedules at [www.sagales.com](http://www.sagales.com). Taxi stop: +34 93 865 18 17.

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#### **What is the price of admission? What does the price include?**

General admission: €7.00

Reduced admission: €4.50 (for children under 16, with Youth Card, students, retirees, and unemployed)

Special 10-service pass: €45.00

Bath + guided tour of the thermal circuit through the old town (general rate): €8.00

Bath + guided tour of the thermal circuit through the old town (reduced rate): €5.50

The price of admission to El Safareig allows you to freely use the facilities for one hour.

#### **Is it necessary to make a reservation?**

El Safareig has limited capacity, therefore, we recommend that you always make a prior reservation through the web reservation service. If you do not have a reservation for the same day, we recommend calling before coming to inquire about the occupancy of the facilities.

Telephone +34 618 796 725

### **How can I reserve an entry to come?**

Reservations are made exclusively through the web. You can purchase your ticket here. Payment is made in advance, by credit card, and you will receive an email with the reservation confirmation. The confirmation code you receive will serve as proof when accessing the facilities.

### **Do I have to pay in advance? What are the payment methods?**

All reservations made in advance must be paid in advance via credit card or PayPal.

### **Can I cancel or change the reservation?**

To cancel or modify a reservation, you can send an email or call the reception of El Safareig directly with a minimum of 48 hours notice prior to the arrival date, indicating the locator number. Telephone: +34 618 796 725. Email: [safareigtermal@serveisdecaldes.cat](mailto:safareigtermal@serveisdecaldes.cat)

If you do not show up on the scheduled date or cancel the reservation within less than 48 hours, the establishment will still charge for the reserved service.

### **Is there any special discount?**

El Safareig offers reduced rates for children between 5 and 16 years old, students, retirees, and unemployed, or with the Youth Card. In addition, you can find occasional promotions with discount codes through social networks.

### **How do the subscriptions work?**

Subscriptions are individual and cannot be shared. Each subscription has a unique code that allows you to reserve up to 10 baths on different dates and times.

Subscriptions are purchased through the web or directly at the center's reception.

To reserve an entry from the subscription through the web, you must make a reservation under 'General Admission' choosing the day and time. In the payment process, you can enter the unique code of the subscription, at which point the price of the ticket will be deducted (as it is already paid) and you will complete the reservation.

Subscriptions are valid for one year from the date of purchase.

### **How can I give a bath at El Safareig as a gift?**

By purchasing a Gift Voucher directly at the center's reception or by processing it through our website. At the end of the purchase process, you will automatically receive the Gift Voucher at the email address you have specified.

You have the possibility to give a gift with an open date. In these cases, it will be essential to confirm by phone and with the maximum possible notice the day you wish to come in order to guarantee the spot.

Gift vouchers are valid for one year from the date of purchase.

### **From what age can children enter?**

For safety reasons, children under 5 years old cannot access El Safareig. Children between 5 and 16 years old can enter with a document proving their age and must be accompanied by an adult who will be responsible.

El Safareig does not have a daycare service. Parents who come with a child under 5 years old can share the entrance and use half of the entrance time each.

**If I have a health problem or am pregnant, can I enter the facilities?**

We recommend that you consult a doctor if you have an illness or are pregnant.

**BATH AND FACILITIES****What do I need to take for a thermal bath?**

Women can enter the space of El Safareig in either a swimsuit or bikini, and men with swim shorts, Bermuda shorts, or briefs. You can go barefoot or wear single-use latex socks.

It is mandatory to wear a swimming cap.

It is mandatory to enter the thermal area with a swimsuit, after purchasing the ticket. Under no circumstances can you enter dressed in street clothes.

Swimwear is not included in the ticket price.

At the reception, you can buy single-use towels (€2.50), a swimming cap (€4.00), and a swimsuit (€15.00).

**Where can I change?**

The changing rooms are limited, as the structure of the old laundry has been respected. For this reason, we recommend that you come already changed from home. If you want to change in the changing room, you will have to wait your turn patiently or change on the terrace or in the restroom.

**Is there anywhere to store clothes and belongings?**

We have lockers with keys to store belongings. In case of losing the key, it is necessary to immediately notify the staff. El Safareig is not responsible for the loss or theft of any valuable items.

**How long can I stay there?**

The entrance includes:

- One hour of stay in the facilities
- Bath time of 30/40 minutes

You enter on the hour, so remember to be punctual. If you arrive later than the hour, you will lose bath time.

**Do I need to shower before entering the water?**

Yes, it is mandatory to shower before bathing.

**Is there a restaurant or cafeteria?**

Inside the facility, there is no restaurant, bar, or cafeteria, and bringing in drinks or food is not allowed.