

AVENE HYDROTHERAPY CENTER

Patient and guest charter

*A stay at the Avène Hydrotherapy Center
is a step towards greater well-being.*

*A step towards the doctors and staff
at the thermal baths, who are here to help you.*

*It's also a step towards your fellow patients, their families,
and those around you, who are suffering but who are hopeful.*

Become part of the Avène spirit, which involves us all.

THE AVENE SPIRIT

BRINGING TOGETHER PATIENTS

AFFECTED WITH «HIGH-VISIBILITY» CONDITIONS
SUCH AS PSORIASIS, ECZEMA, BURNS AND SCARS,
IN ONE PLACE AND FOR ONE PURPOSE ...

BRINGING TOGETHER THE RIGHTS OF EVERYONE
AND THE DUTIES OF ALL.

RECOGNIZING OTHERS WITH RESPECT,
UNDERSTANDING AND TOLERANCE.

BEHAVING AT ALL TIMES IN A RESPONSIBLE
AND PLEASANT WAY TO ENCOURAGE US ALL
TO BECOME INVOLVED IN OUR TREATMENT.

BEYOND THE TREATMENTS, TO ENJOY THE SPACE
AND TIME RESERVED FOR US TO MEET,
TALK, LISTEN, FIND OURSELVES
AND EACH OTHER AND TO FEEL BETTER.

STATION THERMALE

Avène



Qualified in dermatology

PATIENTS' GUIDE



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Pierre Fabre

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Welcome to Avène

A stay at the Avène Hydrotherapy Center is a step towards greater well-being. A step towards the doctors and staff at the thermal baths, who are here to help you.

It's also a step towards your fellow patients, their families, and those around you, who are suffering but who are hopeful.

Become part of the Avène spirit, which involves us all.

The Avène Spirit

Bringing together patients affected with «high-visibility» conditions such as psoriasis, eczema, burns or scars, in one place and for one purpose...

Bringing together the rights of everyone and the duties of all.

Recognizing others with respect, understanding and tolerance.

Behaving at all times in a responsible and pleasant way, to encourage us all to become involved in our treatment.

Beyond the treatments, to enjoy the space and time reserved for us to meet, talk, listen, find ourselves and each other and to feel better.

Welcome!



A center with a rich history

Avène's vocation

Marie-Ange MARTINCIC,
Director of Hydrotherapy Center,
knows their history well.



HOW DID THE AVÈNE THERMAL BATHS COME TO SPECIALIZE IN DERMATOLOGY?

It all began around the Age of Enlightenment, about 1736. According to popular history, a local nobleman, the Marquis of Rocozels, had a horse with a skin condition. After drinking and rolling in the water from the nearby spring every day, the horse was completely cured. It had such an effect that it was known as the «miracle of Avène».

HOW DID THE AVÈNE WATER BECOME SO RENOWNED?

It was known locally at first, as doctors and the first patients reported its properties. Soon a hydrotherapy establishment was set up, and the first Thermal Spring bath was built in 1743. The reputation of Avène Thermal Spring Water quickly reached Montpellier* and then Paris, as dermatology experts confirmed its efficacy and recommended its use to their patients.

* The Faculty of Medicine at Montpellier is the oldest in the world, founded in 1220.



HOW HAS ITS EFFICACY BEEN PROVEN?

The first official approval of the therapeutic properties of Avène Thermal Spring Water was in 1874, when the National Academy of Medicine declared it a «Source of Public Interest» (decree signed by French President Marshall Mac Mahon).

However it was slowly forgotten, until in 1975, when Pierre Fabre, a pharmacist with strong connections to regional traditions, bought the Sainte-Odile source. He then decided to begin in-depth studies on the Avène thermal spring water, in order to scientifically measure its efficacy. Since then, research has provided us with plenty more information. And it's still going on! The number of patients continues to rise, and the Hydrotherapy Center has grown to accommodate 4000 per year, all in perfect conditions.

The baths at Avène are the first dermatological Hydrotherapy Center to receive the «Aquacert HACCP Thermalisme» certification (in November 2010, renewed in 2013). This serves as a confirmation of Avène's dedication to constant improvement of the treatments and health and safety measures at the Hydrotherapy Center. And not forgetting our patients' satisfaction!



A beautifully preserved environment

A picturesque village



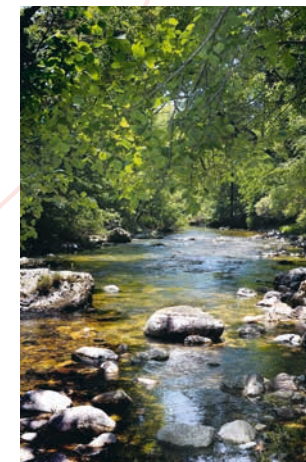
IN THE HEART OF THE ORB VALLEY

Founded before the 12th Century, the village of Avène is nestled in the Orb valley, in the Haut-Languedoc Regional Nature Park.

Two-thirds of this large park (26,000 hectares) is covered in carefully protected natural woodland, offering an ideal setting for rest and relaxation. This spectacular geographical situation, the beautiful countryside, including the nearby Mediterranean, the lush vegetation and gorgeous sunshine all help make the valley into a unique paradise. The area is dotted with tiny old villages, full of historic charm and cultural heritage.

In these beautiful surroundings we find the impluvium, the huge receptacle into which rain water has flown for centuries, trickling down to eventually become our water source.

This impluvium is the beginning of the Avène spring water's underground journey - it is thought to take over 50 years to reach the source.



Surrounded by nature and water for peace and serenity - soak in the calm atmosphere and let yourself feel rejuvenated.

A protected impluvium

The preservation of the Avène impluvium is essential.
Séverine ROULLET-FURNEMONT,
Director of the Environment and Sustainable Development department of the Pierre Fabre Group, explains why.



WHAT IS THE LINK BETWEEN THE HAUT-LANUEDOC REGIONAL NATURE PARK AND AVÈNE THERMAL SPRING WATER?

The Park is the natural habitat of Avène Thermal Spring Water. The Park's charter emphasizes the importance of sustainable development and regulates the use and promotion of biodiversity. Since Avène is located in the Park, it is therefore essential that we implement this strategy to minimize our effect on the environment as much as possible.

The park is the wellspring of Avène Thermal Spring Water, containing the water's impluvium. A basin of around 30km², 80% of which is forested, with very low levels of anthropic activity (*that is, human activity*). This fortunate combination ensures our resources are naturally protected.

As it makes its journey from impluvium right up to the spring, Avène water acquires its unique, rich, and consistent composition, as well as the therapeutic properties we are so familiar with.

HOW AND WHY DO YOU MONITOR THE WATER'S PURITY AND QUALITY?

For optimum security, Avène Thermal Spring Water is subject to strict protection at the thermal source: it is drawn from deep down to avoid any contamination that could happen on the surface, and stainless steel pipes transport it - it is not stored.

Three control centers, each independent to the others, constantly monitor the water's purity.

The source emerges at the heart of the Thermal Water site: the Hydrotherapy Center, the Water Research Center and the Production Unit.

Every year, we carry out over 2300 checks, and closely monitor the resource and environment to ensure they are well preserved.



A unique hydrotherapy site

At the source

The thermal site brings together all the strengths of scientific hydrotherapy. And it is this that makes Avène so unique.

THE WATER RESEARCH CENTER, AN ESSENTIAL ROLE

It pulls out all the stops to monitor and preserve the water's purity.

- Checks and balances are constantly implemented to ensure purity and quality in Avène Thermal Spring Water.
- Research: Water experts and research departments from the Pierre Fabre Group work to improve our understanding of the science behind the properties of Avène Thermal Spring Water and how it gets them.
- Training and communication



THE PRODUCTION UNIT: ENSURING HIGH QUALITY

Special measures have been put in place in order to preserve Avène Thermal Spring Water's therapeutic qualities: a direct connection from the source to the production unit, with a constant flow between them.

The Production Unit contains equipment that allows us to manufacture and package products in a sterile environment to satisfy the principles of «Sterile Cosmetics».

THE THERMAL SITE, AT THE LEADING EDGE OF MODERNITY

Elegantly designed to fit perfectly into the natural surroundings of the water source.

The site has the most modern medical equipment available in order to offer a variety of hydrotherapy treatments adapted to each individual, under strict medical control. This has helped cement the Center's reputation on an international level - every year, Avène welcomes Hydrotherapy patients of all ages from all over the world.

All the treatments use Avène Thermal Spring Water, a unique and essential active.



A rare water

Dr Didier Guerrero,
Dermatologist and Consultant
at the Avène Hydrotherapy Center,
knows all its secrets and benefits.



DOCTOR, CAN YOU TELL US ABOUT THE COMPOSITION OF AVÈNE THERMAL SPRING WATER?

Avène water is special because of its mineral content and its quality, both of which are very consistent.

A unique, unchanging composition

- Low mineral content: dry residue 266 mg/liter.
- Calcium bicarbonate and magnesium profile.
- Calcium/magnesium ratio of 2.
- Rich in silicates and trace elements.
- Neutral pH: 7.5.

DOES THIS SPECIAL COMPOSITION EXPLAIN AVÈNE THERMAL SPRING WATER'S PROPERTIES?

Yes, the special mineral content in Avène Thermal Spring Water explains its properties to some extent. Aside from the minerals with known effects, fundamental research carried out in collaboration with the Oceanology Observatory in Banyuls-sur-Mer has shown other active substances in our spring water, created by a newly discovered microflora called *aqua. dolomiae*; this is the real unique biological signature of Avène Thermal Spring Water.



All this knowledge we have gained explains the soothing and anti-irritant properties of Avène Thermal Spring Water, which have been reported in several international scientific publications:

- Reduction of cell reactivity involved in skin hypersensitivity mechanisms: the skin becomes less reactive.
- Improvement in exchanges between cells, strengthening their membranes: the skin regains its balance.
- Greater efficacy of the key cells in our immune defenses: the skin can defend itself more effectively.
- Improvement of the quality of the skin's surface.



Exceptional hydrotherapy treatment

Your personalized treatment program

HYDROTHERAPY AT AVÈNE; FROM APRIL THROUGH TO THE END OF OCTOBER

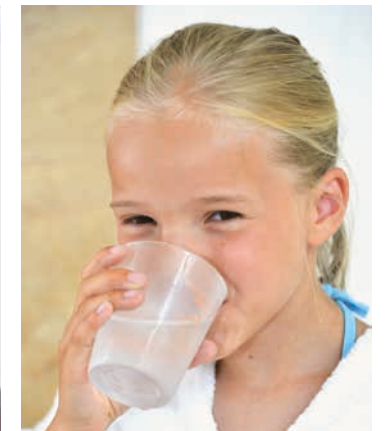
Avène offers you a hydrotherapy center that lives up to the history of the water and its dermatological vocation.

Avène's Hydrotherapy Center practices innovative scientific hydrotherapy using thermal spring water to treat skin conditions.

The Thermal baths welcome both adults and children. Sometimes children as young as 3 months can be affected with atopic dermatitis, a common form of eczema.

When you realize that one in four patients at Avène is a child, you won't be surprised to find that they've taken over the place!

We offer high-performance medical equipment, attentive and personalized treatment and a friendly atmosphere for all our patients. We constantly ensure that these demands are being met.



The baths at Avène are the first dermatological Hydrotherapy Center to receive the «Aquacert HACCP Thermalisme» certification (in November 2010, renewed in 2013). This serves as a confirmation of Avène's dedication to constant improvement to the treatments and the health and safety measures at the Hydrotherapy Center. And not forgetting our patients' satisfaction!



TOTALLY PURE WATER FROM THE SOURCE TO THE BATHS

Avène Thermal Spring Water flows for years through underground layers to gain its precious mineral content, making it incredibly rare... For this reason, we do everything possible to ensure it is kept completely pure, from the Source right through to the thermal baths where the most sensitive skin is treated.

A wide range of pathologies are treated at the Avène Hydrotherapy Center:

- Atopic Dermatitis in children (from 3 months) and adults
- All types of eczema
- Psoriasis
- Scarring
- Burn scars
- Pruritus and chronic prurigo
- Ichthyosis
- Lichens of the skin and mucous membranes



Avène Hydrotherapy Center also offers specially adapted treatments for:

- Oral skin conditions
- Scalp conditions
- Follow-on treatments - post-cancer and scar treatment (burns, scars, post-surgery, etc).



This is a non-exhaustive list. Other skin conditions may be treatable at Avène - your usual doctor will need to check with the hydrotherapy doctors at the center. In all cases, the indication is determined by the prescribing doctor.

Treatment at the Source

FUNDAMENTAL AND SPECIFIC TREATMENTS

The daily treatment program is based on Avène Thermal Spring Water, including **fundamental** treatments that all patients undergo, as well as some **specific complementary** treatments depending on the condition. The medical cure lasts 3 weeks, and may be eligible for reimbursement (depending on the questionnaire which should be filled out with your usual doctor at home).

Our hydrotherapy doctors will receive each patient for a consultation at the beginning of their stay. Depending on the diagnosis, patient history and clinical observations made during the consultation, they will create a daily program of treatments lasting around one and a half hours.

This will include fundamental treatments (*such as a bath, shower, or spray*), and complementary treatments (*filiform showers, scalp treatments, local sprays, Thermal Spring Water compresses, underwater massages, etc*). On top of this, there may be other special treatments such as body wraps and face or scalp treatments with moisturizing creams and emollients.



Of course, all the skincare treatments are provided by experienced, qualified professionals - doctors, dermatologists, nurses, physiotherapists, hydrotherapists and hydro-estheticians.



Each patient receives a personalized combination of treatments depending on their skin condition, and their improvement is monitored during their stay to make a report at the end of the 3 weeks.



Chronic dermatitis

A SPECIALLY ADAPTED TREATMENT

Chronic dermatitis conditions (such as eczema and psoriasis) make up a large majority of the pathologies treated at Avène Hydrotherapy Center. They require appropriate treatments. Our doctors evaluate each case and select the most appropriate treatments.

Treatments using Thermal Spring Water.

- Whether a simple bath, aerobath or hydro-massage; the water is central to the hydrotherapy treatment, with several effects: it is emollient, anti-inflammatory and relaxing.
- **General showers and sprays**, with anti-pruritus and calming properties.
- **Drinking cure**: in combination with dermatological treatments, it's the perfect addition to external treatments. It is recommended to replace your usual drinking water with Avène Thermal Spring Water.
- **Filiform showers**: these showers have an adjustable pressure and are administered by the Center's doctors. They allow for targeted treatment of lesions, and help to massage the dermis in-depth, leaving the epidermis feeling more supple.

- **Topical sprays** on the face or hands for an anti-inflammatory and anti-pruritus effect.
- **Thermal Spring Water compresses** on the most irritated lesions: they have an anti-inflammatory and anti-pruritus effect.
- **Underwater massages** have a relaxing effect and leave the skin feeling supple.

Special moisturizing treatments

- **Body wrap with emollient cream** - an important addition to treatments for dry skin due to atopy, psoriasis or ichthyosis. It helps to reduce the thickness of the skin's upper layer and leaves the patient feeling more comfortable.
- **Facial treatments with moisturizing cream**: they relax the patient and soothe their skin, calming irritation and leaving the face comfortable and hydrated.
- **Complete scalp treatment**: removes squamae, calms itching and irritation. A gentle massage helps to soften the scalp and relax the patient.

Our visitors have often tried everything and see their time at Avène as a «last resort». For this reason, we need to ensure that they know our treatments are based in science, before they lose faith! These kinds of treatment are a supplement to drug treatments when conditions become chronic and the usual therapies are not enough.



Measuring the positive effects of treatment

In the majority of cases, improvements are visible and long-lasting. During their three-week stay with us, patients undergo dermatological exams that allow us to gauge the efficacy of the treatment on their inflammatory dermatitis. Doctors use recognized clinical scores to quantify the severity of their skin condition. For **atopic dermatitis**, we use **SCORAD** (*SCORing Atopic Dermatitis*), while for **psoriasis** we use **PASI** (*Psoriasis Area and Severity Index*).

Results

We have studied the effects of our Avène treatments over 8 seasons at the center, with a population of over **10,000 patients**. The results are as follows:

In **atopic patients** (all ages), very significant improvement is obtained between the patient's arrival and the end treatment*

SCORAD	- 41.6% at end of treatment (average)
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For **psoriasis**, a pathology that generally affects adults, significant improvement was observed between the patient's arrival and the end of their stay*

PASI	- 54.4% at end of treatment (average)
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The short to medium term efficacy of treatment at Avène has been proven in patients affected with inherited ichthyosis**

Short term	- 38% at end of treatment
Medium term	- 31%, 6 months after treatment



* Merial-Kieny C, Mengual X, Guerrero D, Sibaud V. Clinical efficacy of Avène hydrotherapy measured in a large cohort of more than 10,000 atopic or psoriatic patients. *J Eur Acad Dermatol Venereol.* 2011 Feb; 25 Suppl 1:30-4.
 ** Bodemer C, Bourrat E, Mazereeuw-Hautier J, Boralevi F, Barbarot S, Bessis D, Blanchet-Bardon C, Bourdon-Lanoy E, Stalder JF, Ribet V, Guerrero D, Sibaud V. Short and medium term efficacy of specific hydrotherapy in inherited ichthyosis. *British Journal of Dermatology* 2011; 165, pp1087-94.

Oral mucous membrane conditions



To optimize the effect of the hydrotherapy treatment, a scale and polish is required before treatment.

Oral hygiene is essential to maintain the results of the treatment.

SPECIAL INDICATIONS

These are primarily gingivitis and sub-acute or chronic stomatitis, chronic mouth ulcers, glossitis (*inflammation of the tongue with various causes*), glossodynia and oral lichen (*erosive, erythematous*).

Treatments prescribed for oral conditions

Drinking the water, with additional specialized treatments:

- Mouthwashes with Avène Thermal Spring Water,
- Gum rinses to massage and cleanse the mucous membrane,
- Mouth sprays for anti-inflammatory and decongestant effect,
- Compresses with Avène Thermal Spring Water applied directly to oral lesions.

Proven efficacy*

6 months after the treatment has ended, **74%** of patients were no longer using topical corticosteroid therapy, **66%** no longer used corticosteroid mouthwashes and **98%** had no need for analgesics.

* Boisnic S, Branchet MC, Ben Slama L, Licu D. Traitement du lichen plan buccal érythémateux et Eau thermale d'Avène. Act Odonto Stomatol 2004;225:57-64.

Scalp conditions



The Hydrotherapy Center owns a unique piece of equipment; a scalp shower with adjustable jets which allows us to adapt the pressure of the Thermal Spring Water to the severity of the patient's condition and the sensitivity of their scalp.

A UNIQUE TREATMENT PROGRAM

Avène Hydrotherapy Center is the only one of its kind to offer a comprehensive program of treatments for the scalp. To provide the best for our patients, we have installed special, leading-edge equipment at the center to treat scalp conditions.

Treatments prescribed for scalp conditions.

- Scalp rinse with thermal spring water: an incredible treatment for calming intense itching, instantly relieving irritation and helping to remove squamae.
- Filiform showers, administered by a hydrotherapy doctor, for their anti-pruritus effect. They also help to remove squamae.
- Application of emollient or keratolytic treatments based on Avène Thermal Spring Water, to reinforce the effect of the hydrotherapy treatments.

Proven efficacy on psoriasis*

Improvement to PASI between D0 and D18.

PASI of scalp affected (n=514)	-54.8%
<i>p=0.071 (Wilcoxon)</i>	

* Epidemiological analysis on treatment at Avène Dermatological Hydrotherapy Center - Year 2010 STATITEC - Xavier MENGUAL

Follow-on for oncology treatments and surgery

WHY USE HYDROTHERAPY AFTER CANCER?

Avène Hydrotherapy Center has an international reputation for its dermatological treatments. Many people visit, some from a long way away, to treat their damaged, fragile, dry, hyper-reactive and sometimes burned skin. Others come to improve the healing of a recent scar - after a serious burn, for example. There are just as many problems that may require surgery, chemotherapy or radiotherapy, mostly used to treat cancer.

To lessen the impact of these treatments, to allow the skin to feel comfortable once again, and to find well-being are some of the benefits of a 3 week stay at Avène, which can fit perfectly into your medical treatment.

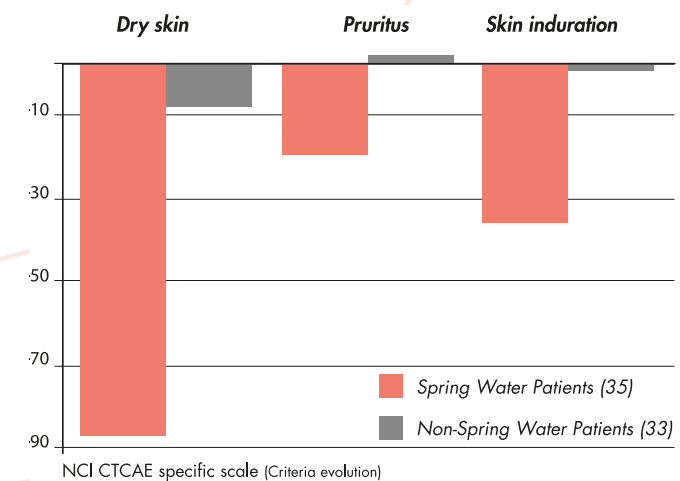


A COMPREHENSIVE RANGE ...

We offer a broad range of treatments with remarkable efficacy. Our patients feel comforted by our friendly staff and pampering treatments; our **hydromassage baths, showers, underwater massages, sprays, body wrap** with emollient creams and **thermal spring water compresses, soothing and hydrating treatments** for the face or body will all help them to feel at peace in their skin. There are so many opportunities for Avène Thermal Spring Water to deploy its soothing, anti-irritant and softening properties.

BENEFITS OF AVÈNE HYDROTHERAPY AFTER CANCER TREATMENT CONFIRMED

A clinical study conducted at Avène Hydrotherapy Center has shown significant benefit from Avène hydrotherapy programmes. The study found evidence of significant improvement in quality of life as well as the most common skin complaints, such as dry skin, itching and indurated skin.



- Randomized controlled trial partnering six hospitals with Avène Hydrotherapy Center
- 68 female patients in complete remission
- Inclusion one to five weeks after breast cancer treatment by surgery/chemotherapy/radiotherapy or chemotherapy/surgery/radiotherapy

Not just the treatment

To meet the needs of our patients,
Joëlle NONNI manages
an additional program
of Workshops and Conferences.



WHY DO WE NEED WORKSHOPS AND CONFERENCES AS WELL AS TREATMENTS?

A stay at Avène is about reacquainting yourself with comfort and peace. While they're here our patients learn to feel happy with themselves and with others, so we felt it was important to offer them some workshops and conferences to give them more information and help them to live with their condition day by day when they go home. We want to help them gain skills to prevent flare-ups and to prolong the beneficial effects of their hydrotherapy treatment, or even simply to reduce anxiety or stress. We also want to give them an opportunity for discussion.

WHAT WORKSHOPS DO YOU OFFER?

We currently offer six different workshops:

- **Hygiene and moisturizing** - we give patients lots of practical advice and tips on how to take care of their skin, bad habits to avoid, how to apply their treatments, etc.

- **Alternatives to scratching** - tips and tricks to avoid scratching your skin. We don't want anyone to feel guilty (including family and friends). We just want to teach people new ideas and habits they can try in order not to 'traumatize' their skin.

- **Applying emollient to children** - this technique helps leave the skin supple and benefit the child. A great way for parents and children to work together to make the treatment easier. Applying emollient should be pleasant!

- **Relaxation** - an advice workshop to teach patients to «let go» of their stress using techniques and games that are easy to carry on at home.





■ **Medical make-up** - this workshop helps patients to learn special «camouflage» techniques. A specialist teaches them how to hide imperfections on their face and body. It is popular with both women and men, affected with various conditions.

The thing that all these workshops have in common is to teach patients simple things that will help them feel more confident and better in their skin.

■ **Discussion time** - Led by a clinical psychologist, this is an opportunity to meet, listen and exchange ideas, where everyone can feel free to express themselves, and to share their experience with others who may have similar issues.



WHAT ARE THE CONFERENCES ABOUT?

The **Medical conferences** that we host are an important opportunity for patients to understand their condition, how their treatments work and to manage it themselves.

■ In «**Hydrotherapy at Avène**», we provide information about the history of the site, the origins of the Spring Water and the usefulness of each treatment for dermatitis.

■ In «**Dermatology**», we'll tell you everything you need to know about atopic dermatitis or psoriasis.

■ «**Diet and nutrition**» explains why and how your diet plays an important role in your health. You will receive advice on how to change your eating habits if they are unhealthy or not well-adapted to your condition. This is based on the French National Health Nutrition Plan (P.N.N.S)



Who recommends
Avène most strongly?
Our patients
of course!

« *When you first arrive, you don't know where you are - surrounded by forest, in a place that feels like the other side of the World. But slowly, you feel yourself being taken over by history. Thousands of bubbles, taken from deep down in the earth to soothe and cure our damaged skin. Over time, during the three weeks of your stay, you meet and make friends with the other patients. By the end of the stay many of us feel like one big family, and we're really at home in the Center. They have also made an amazing scientific tool that is incredible to see and learn about - they really do their best to uncover the mysteries of this fantastic water and share its secrets with us. Thanks to all of you, I will miss your kind faces and white shirts! Thanks!* »

Laurent

« *At first I was afraid, but you made me feel much better. The bubbly baths are so pleasant and the staff are really welcoming.* »

Anne

« *Feeling good in my skin... an achievable dream thanks to the waters at Sainte-Odile and the great help from the team at the Avène Center to whom I'd like to say a huge thank you.* »

Françoise

« *Thank you! Thank you! Thank you! For the beautiful surroundings, your openness and kindness, and all your smiles that give us the confidence and hope we really need.* »

Carmen

« *No matter when we begin,
Whether rogue or queen,
To save our skin,
we do well at Avène.* »

Gelu



Thanks to all our younger patients who drew us a picture to say thanks!

Scientific hydrotherapy and quality of life

Patient experience



HOW DOES SCIENTIFIC HYDROTHERAPY HELP REAL PEOPLE?

Simply due to the importance that we place on what we call 'Patient experience'. We measure it by analyzing quality of life studies that we have used for several years to help us understand patients' experiences.

Then we can take into account the «individual burden» that the condition has on those affected by it. A more recent idea refers to the psychological, social, economic and physical 'impairment' caused by a pathology - most commonly a chronic condition.

Measuring this allows us to evaluate the patient's experience, as well as that of their family, as this burden affects their quality of life, their integration into society, the organization of their life and the amount of medical resources they use (consultations, treatments, etc).

We know just how much chronic dermatitis conditions such as psoriasis and atopic dermatitis can influence patients' quality of life and their environment. We now know, and can accurately evaluate, to what extent the Avène Hydrotherapy Center can offer significant and long-lasting improvement.

* Burden reduction study (Etude allègement du fardeau) – Congrès Mondial de Dermatologie pédiatrique – Madrid – September 2013.

HOW IS THIS INDIVIDUAL BURDEN EVALUATED AT THE CENTER?

The individual burden of dermatitis is evaluated using questionnaires designed by a multi-discipline team (patients and their families, doctors, psychologists, etc) using a strict methodology. A questionnaire is created in three phases: exploration, development and validation. Patients are evaluated at least twice: firstly (when they arrive at the Center) to establish a baseline level; then (after three weeks) to gauge the burden at the end of the treatment.

The difference between these two scores is the extent to which the burden has been reduced by the treatment.

IS THERE AN 'ATOPY BURDEN' QUESTIONNAIRE?

A «Family burden» questionnaire was created and validated in 2012 and published in 2013, in partnership with the French Eczema Association: the A.B.S (Atopy Burden Score) questionnaire. It is based on 4 sections: «Family life» (4 questions), «Budget & Work» (4), «Daily life» (3) and «Treatment» (3).

* Méni C, Bodemer C, Toulon A, Merhand S, Perez-Cullell N, Branchoux S, Taïeb C. Atopic dermatitis Burden Scale: Creation of a specific burden questionnaire for families. JEADV 2013.

A pilot study was carried out on 30 families who volunteered to participate in the evaluation.

When taken at the end of treatment at the Center, this questionnaire confirms that aside from clinical results, the three week treatment reduces the burden by a statistically significant amount, particularly in children:

- Improved quality of sleep,
- Reduced scratching,
- Better acceptance of skin care,
- Increased participation in age-appropriate activities.

Preparing for your treatment and getting here



Make an appointment

With one of the doctors in the Hydrotherapy Center for your arrival medical consultation and prescription of your treatment course. Please contact Avène Center to obtain updated list of doctors.

Phone number: **+33 (0)4 67 23 41 87** or www.avenecenter.com

- Provide medical information to the doctor before arrival.
- Contact your local Social Health insurance for reimbursement possibilities



Book your accommodation

The hotel and residential complex is here to accommodate you on-site.

Phone number: **+33 (0)4 67 23 44 45**

Email: val.dorb@pierre-fabre.com

Other accommodations can be offered by the Avène Tourism Office.

Phone number: **+33 (0)4 67 23 43 38** or www.avene-orb-gavezon.com

Book your treatment

On the Website www.avenecenter.com, "Book my cure", by post or by phone at **+33 (0)4 67 23 41 87**.

You will receive confirmation of your booking.



Organize your transport to Avène

Shuttle bus, Taxi, Car rental, please contact Avène Center for more information.

Phone number: **+33 (0)4 67 23 41 87** or www.avenecenter.com

More detailed information or assistance by contacting Avène Center team.

AVÈNE HYDROTHERAPY CENTER

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www.avenecenter.com

www.eau-thermale-avene.com

By air

Montpellier-Méditerranée Airport (90 km)

Phone number: **+33 (0)4 67 20 85 00**

www.montpellier.aeroport.fr

Béziers Agde-Vias Airport (70 km)

Phone number: **+33 (0)4 67 809 909**

www.beziers.aeroport.fr

By rail

TGV: Paris-Montpellier, every day.

Toulouse (or Perpignan) - Narbonne - Béziers - Le Bousquet d'Orb.

www.voyage-sncf.com

By road - Avène's Coordinates: 43.754.398N.3.10926E.

From Montpellier: N109 towards Millau, N9, then take the A75 towards Lodève, D35 towards Lunas and then Bousquet d'Orb, D8.

From Béziers: D909 towards Bédarieux, then D35 to Bousquet d'Orb, then D8 for Avène.

From Clermont-Ferrand or Millau: A75 towards Montpellier, take the Lodève exit.

Transport to Avène

Shuttle bus from Montpellier (airport or train station).

More information from the Leisure Center «Les Muriers».

Phone number: **+33 (0)4 67 23 46 30**

Email: muriers.animation@orange.fr

Take a Taxi

Taxi Douarche (Le Bousquet d'Orb): Tel: **+33 (0)4 67 23 80 56**

Taxi André (Lamalou): Tel: **+33 (0) 6.08.77.12.96**

Taxi Jufaré (Bédarieux) : Tel: **+33 (0) 6.03.03.91.06**

Rent a car

www.hertz.com

Contact Avène Center for more information



Finding your way around

Map of the Avene site

1 HYDROTHERAPY CENTER

2 NEW HOTEL

3 RÉSIDENCE DES THERMES DOCTORS' CLINICS

4 WATER LABORATORY

5 PRODUCTION UNIT

6 LES BAINS D'AVÈNE RESIDENCE

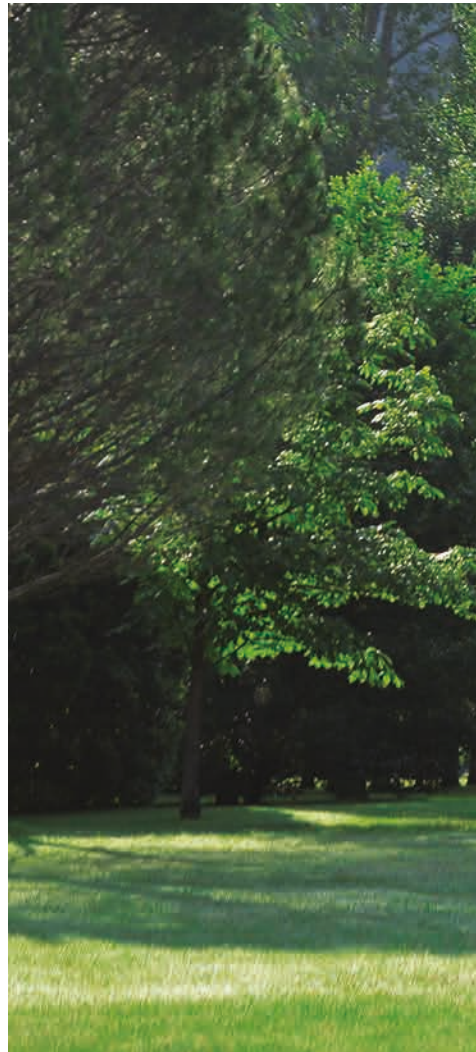
11 CHILDREN'S PLAY AREA

10 MINI GOLF

9 TENNIS AND MULTISPORT

8 BOULES PITCHES

7 LES BAINS D'AVÈNE RESIDENCE



Choose your accommodation

Hotel establishment

While refurbishments are ongoing, the Val d'Orb hotel offers you its full hotel service at the Les Bains d'Avène residence. Our teams are there to ensure your stay is as pleasant and comfortable as possible.

Tel: +33 (0)4 67 23 44 45



The new hotel will be opening in 2016.

Résidence des Thermes* *

34260 - AVÈNE LES BAINS - FRANCE

Tel: +33 (0)4 67 23 44 45

Fax: +33 (0)4 67 23 39 07

Email: val.dorb@pierre-fabre.com



A stone's throw from the Hydrotherapy Center, this residence offers everything you could need in a 2 rooms studio apartment.

24-hour reception, phone, television, laundry room, and dining options. Wifi is available for a fee.

Other accommodation options

You can rent nearby properties from private landlords (*furnished apartments, guest houses, or holiday cottages*) or book a place in a campsite.

For more information, check the accommodation guide from the Pays des Monts et des Sources Tourism Office (www.avenne-orb-gravezon.com)

ADRESSES UTILES

Pays des Monts et des Sources
Tourism Office:
10, quai des tanneries
34260 Avène Les Bains - France
Tel: + 33 (0)4 67 23 43 38
www.avenne-orb-gravezon.com

Practical information about your treatment:



THE FIRST DAY

Your stay will start with a consultation with your hydrotherapy doctor. During this consultation, you can give your doctor any documents relating to your health (*such as a letter from the doctor who prescribed you the treatment, test results, a list of your current medication, etc*).

After this consultation, you will begin your program of treatments at the hydrotherapy center.

DRESS CODE

You will be given a free clean bathrobe at the beginning of your treatment each day.

For reasons of hygiene, flip flops must be worn in treatment areas.

It is strongly recommended to bring a towel for the scalp showers and local sprays.

You can buy or rent towels at the center if you forget to bring one.

ACCOMPANYING CHILDREN

For patients aged younger than 12, an adult must be present for treatment.

The accompanying adult should also wear a bathrobe for hygiene reasons. These can be bought or rented at the hydrotherapy center.

PAYMENT

Your admin form for treatment costs (*S2 European form*) should be handed in at the Hydrotherapy Center's administration reception on your first day if applicable.

Deposit required at registration (Contact us).

Pre-payment required on arrival, based upon quotation from medical prescription.

The final invoice will be calculated and paid on your last day (cash or credit card).

You will receive a receipt of your payment for the treatment costs upon leaving the Center.

Medical fees (consultations and filiform showers) should be paid directly to the doctor at the medical office.



Activities

THINGS TO DO FOR ALL AGES

Children aged 3 to 12 can meet our qualified activities coordinators at the 'Les Muriers' Center, where they will find plenty of fun activities waiting for them.

There are also tennis courts, boules pitches, a mini golf course, play areas and a permanent orienteering course available on site.

A programme of activities is available at the Tourism Office and leisure Center 'Les Muriers'.



You can also enjoy a stroll along the Orb river. On foot or by bike, there are over 300km of trails to explore.

And if you prefer fishing, the clear waters of the Orb await you.

Curious? Enjoy a guided tour of the local countryside and discover the area's exceptional natural flora.

If your children are keen naturalists too, you can take them to the Monts et des Sources farm to visit the goats.

And of course, there is the Water and Nature Festival (*July*), the Dowser festival (*September-October*), concerts, exhibitions, conferences, painting competitions in July and August.. and the beautiful local markets (*seasonal*).

USEFUL ADDRESS

Leisure Center « Les Mûriers »
Tel: + 33 (0)4 67 23 46 30
Email: muriers.animations@orange.fr

More to discover...



ACTIVITY INFORMATION

Pays des Monts
et des Sources Tourism
Tel: + 33 (0)4 67 23 43 38

Local transports

- Bus Line 490 Hérault transport
On Monday, Tuesday and Friday
Departure from: Ceilhes
Terminus to: le Bousquet d'Orb
Departure from: le Bousquet d'Orb
Arrival to: Bédarioux Bus Station city center
Bus schedule available at Tourism Office
and Leisure center.

More information:

Hérault transport
Phone number: +33 (0)4 34 88 89 99
Website: www.heraulttransport.fr

FURTHER AFIELD

If you have brought your car with you, why not explore a little further?

- The Héric Gorges and the Caroux Mountain, the Tarn Gorges
- The lakes at Avène, Laouzas, Raviège and Salagou
- The Canal du Midi
- The Oxbow lake at Navacelles, Mourèze
- The Templars' town at la Couvertoirade
- The Roquefort Caves
- The Millau Viaduct
- The Sylvanès Abbey
- The mountains of Espinouse and Escandorgue
- Saint-Guilhem-le-Désert
- The Hérault valley and its wine roads
- The Haut-Languedoc Regional nature park

