

General rules and instructions for using Spa treatments

The following tips will transform your stay in our Spa centers into an unforgettable experience.

Instructions for booking treatments

For timely booking and choice of treatment you need to book 24 hours before treatment.

Cancellation of treatment

If you do not cancel a treatment in a timely manner (3 hours before the scheduled treatment), a charge amounting to 50% of the total will be applied.

Arrival for treatment

We recommend that you arrive for the treatment 15 minutes earlier, in order to have enough time to change, prepare and relax.

Clothing and Changing

1. We recommend that you show up for the spa treatment in a robe and slippers, which you will find in your room.
2. To use the gym and fitness areas, it is necessary be properly dressed to exercise.
3. The use of a towel in the sauna is obligatory.
4. Showering is obligatory before using any segment of the Spa center.

Personal belongings and valuables

We recommend that you leave all valuables in the hotel safe or in your room. The Spa shall not be held responsible for them.

Your physical health

Upon arrival at the spa center please bring the filled in health questionnaire, which you will find in your room enclosed in the spa folder.

Communication in the spa center

In the spa centers please speak quietly to ensure a relaxing and satisfying atmosphere for yourself and all other users of the spa treatments. Please set your mobile phones to a profile that will not disturb others.

Payment of services

Spa center services can be charged to your room, card or paid in cash.

Tipping

Tips are not included in the price of our services. If you are satisfied with your spa experience and

would like to leave a tip, it will be received with gratitude. You will decide on your own about the tip amount.

Children in the spa zone

- Parental supervision is required for children under 16 years of age.
- Running, jumping in the pool and harassment of other spa zone users are strictly forbidden.
- Children under 3 years of age are required to use diapers for swimming, which are available upon request at the front desk of the spa center.

Important Information

- The Spa center is a smoke free zone.
- Bringing and consuming alcohol in the spa centers is forbidden.
- Depending on the season, the offer and prices of treatments are subject to change.