

RULES AND REGULATIONS OF SPA

1. We ask our customers to arrive at the SPA&WELLNESS ZONE at least 5 minutes before the planned treatment. We inform you that being late will cause shortening of the duration of the treatment without any right to a discount.
2. We ask you to fill in the informative questionnaire before the treatment.
3. Guests having health problems are obliged to inform the Spa&Wellness personnel about this fact before the treatment (e.g. hypertension, cancer, chemotherapy, pregnancy, heart diseases, undergone operations, dermatological treatment).
4. All changes concerning treatments or cancellation thereof should be reported at least 4 hours before the treatment time. For services cancelled less than 4 hours before the planned commencement thereof, a payment will be collected in the amount of 50% of the value of ordered services. In the case of reservation of a specific hour of the treatment and a failure to have the treatment performed, a contractual amount will be charged: for a face treatment PLN 50 and for a body treatment PLN 80.
5. Treatments contained in the packages are not subject to the exchange for others.
6. We do not grant any discounts on the packages.
7. Discounts for packages and promotions do not accumulate.
8. The SPA Zone is a place of relaxation and calmness so we propose to resign from using the mobile phones.
9. We ask not to take with you any valuable objects (e.g. jewelry, mobile phones, etc.).
10. Ladies who have planned body treatments should not have depilation done at least 24 hours before the treatment.
11. Gentlemen who have planned face treatments should not shave themselves directly before the treatment.
12. The majority of body treatments are performed without the clothes. Before the treatment, you will receive a disposable underwear.

