

# SPA REGULATIONS

1. Cancellation of SPA treatments is possible at least 6 hours before the reserved timing. Later cancellation causes charge of 50% of the value of a booked service.
2. To guarantee the maximum comfort to our Guests, you are requested to come to the SPA 10 minutes earlier before the scheduled treatment. In case of being late, the delay time is deducted from the treatment time.
3. Could you please inform a cosmetologist / masseur/ physiotherapist about possible contraindications to certain treatments (pregnancies, lactation, cancer, allergies, claustrophobia, varicose veins, blood circulation disorders, skin diseases and wounds, fever, infectious diseases, medications, vitamins, etc. ).
4. Guests are requested to come to the SPA in bath gowns and slippers which are available at the reception desk.
5. Non-hotel Guests are provided with bath gowns and slippers during their visit in the SPA.
6. Guests are requested not to bring valuable items, such as mobile phones, jewellery, etc.
7. SPA Guests should avoid eating any meals in the period shorter than 1 hour before body treatments and massages.
8. To optimise the effect of treatments, we suggest to use the swimming pool, Jacuzzi and saunas before the treatment, not just after it.
9. Wellness&SPA&Physiohealth is the place of relaxation. Therefore, you are requested not to use mobile phones and to refrain from smoking and drinking alcohol in the SPA area. Alcohol should also be avoided directly before the visit in SPA.
10. In case of unsuitable and aggressive behaviour, SPA personnel refrains from performing the treatment and a full payment for the treatment is charged.