



### **SPA REGULATIONS**

1. The SPA is open all year round. Opening hours depend on the season. Detailed information is available from the hotel reception. The hotel reserves the right to change the applicable hours.
2. The Jawor Hotel SPA is a relaxation zone - please keep quiet.
3. Spa treatments can only be booked at the hotel reception.
4. Please consider the booking of treatment hours taking into account the time of arrival, departure and your holiday plans.
5. Please arrive on time for the agreed treatments. In the event of a late arrival of the guest for the agreed procedure, the delay time will be deducted from the total duration of the procedure without reducing its price. If the delay is significant (more than 15 minutes), the procedure will be canceled, with the Guest paying 100% of the value of the booked treatment.
6. In case of resignation from the procedure:
  - made earlier than 6 hours before the scheduled time of treatment – cancellation is made free of charge,
  - made later than 6 hours before the scheduled time of the procedure – a fee of 60% of the value of the procedure is charged
7. On the SPA area, please do not use your own MP3 receivers, cameras and mobile phones, which should be set in silent mode while you are in the SPA zone.
8. It is forbidden to enter the SPA cabinet during the treatments and disturb others. A waiting room is prepared for guests awaiting an appointment
9. The SPA therapist has the right to refuse a person
  - whose behavior indicates the consumption of alcohol or other intoxicants,
  - whose behavior is a threat or disturbs the peace of other guests and SPA employees
  - whose hygiene deviates from generally accepted standards, if there are health contraindications for the procedure.
10. In the SPA area it is forbidden to:
  - smoking cigarettes and e-cigarettes,
  - drinking alcohol
  - use of drugs and other intoxicants,
  - bringing food and drinks - water for guests is available in the office,
  - placing animals.
11. Please report any irregularities, defects etc. affecting the quality of SPA services immediately to SPA staff.
12. At the SPA you will receive towels, slippers and disposable underwear. On request, the guest can stay in their own underwear.
13. We recommend:
  - avoiding sunbathing immediately before and after SPA treatments
  - avoiding hearty meals before treatment,
  - one hour rest after thermal treatments (baths, hot stone massage, etc.).



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HOTEL & SPA  
**JAWOR**

14. Children and adolescents may use SPA treatments only with the consent and presence of a parent / guardian.
15. Purchase of a given service is tantamount to submitting by the Guest a statement that he has been informed about health contraindications to use the selected procedure, and that he has read these regulations and accepts its terms.
16. We recommend coming to the SPA without jewelry or valuables. SPA Staff is not responsible for jewelry and other valuables of clients brought to the SPA.
17. Consultations with a SPA therapist are possible after prior appointment at the reception
18. The treatment fee can be added to the hotel's invoice and settled at check-out or paid immediately after the treatment. Payments (in cash or by card) are accepted by the hotel reception.
19. In the interests of your safety as well as the safety and comfort of other guests, while staying in the SPA area, please follow the above rules.