



CTN Uzdrowisko – the Arche Hotel Pulawska Residence Massage Salon Terms & Conditions

1. Using the services of the CTN Uzdrowisko - the Arche Hotel Massage Salon shall be deemed by submitting by the customer a statement that doesn't have any known health contradictions to participate in the treatments offered by the Salon and has read and accepted all existing terms and conditions.
2. The salon's client can be an individual over 18 years, or below but with parents' permission.
3. The salon's personnel is obliged to provide reliable information regarding performed services and pursue them in accordance with presented and described offer.
4. The salon's personnel is fully obliged to respect clients' privacy.
5. The salon operates on a single appointment and entry basis. Dates and times shall be set and agreed in person at the Hotel reception desk or by phone by the indicated numbers.
6. All customers have the opportunity to postpone or cancel the settled appointment at least 2 hours prior to the previously scheduled date and time. Otherwise, the client is liable for 50% of the original service's cost.
7. The salon, as well as the Hotel Administrator, reserve their rights to change the date and time at the already appointed services up to 24 hours prior to their scheduled start time.
8. All charges for massage treatment are collected at the salon only, immediately prior to the service, in accordance with the current price list and are non-refundable.
9. To maintain a high level of the performed services, the client is requested to check-in 5-10 minutes prior scheduled time to conduct necessary preparations. The agreed time of the massage service is considered as its start time. In other cases, the service would be curtailed according to the duration of being late.
10. The salon's personnel retains the right to discontinue the provided services if it deems the client's behavior as inadequate to the site's nature. i.e., aggression, excessive alcohol consumption symptoms or other manners having the character of immoral or ethical decency. In these cases, the charged fee would not be refunded.
11. The salon's personnel retains the right to decline or discontinue the provided services to the clients with purposely hidden symptoms of skin or other contagious diseases.
12. The salon's personnel shall not be liable for all clients' belongings left behind at the salon after the treatment has been completed.
13. All clients are requested to comply and become familiar with the above-mentioned terms and conditions.
14. The Hotel Management, as well as CTN Uzdrowisko retain the right to change formulation of these terms and conditions policy.