

## REGULATIONS FOR THE SPA CENTRE IN THE BELVEDERE HOTEL IN USTRONÍ

1. Please read the SPA Regulations before using the SPA Center services. By placing an order for the services provided by the SPA Center, you agree to all Regulations set forth herein.
2. Before taking active or passive part in any of the treatments offered by the SPA Center, each SPA Patron shall consider their health and refrain from participating if the treatment could negatively affect their life or health, their physical or mental comfort. All Patrons are recommended to undergo a standard medical examination before each treatment to verify their general health. Patrons suffering from: diabetes, heart disease, hypertension or low blood pressure, or Patrons taking anticoagulants, antihistamines, tranquilizers or beta-blockers should consult a physician before using any of the SPA Center services.
3. Each Patron who decides to use the services of the SPA Center is aware of their health and does not conceal any important health information. Any SPA Patron suffering from any disease is obligated to disclose it to the therapist before the treatment begins. A Patron who does not disclose or conceals information about their health condition shall use the services of the SPA Center at their own risk. After obtaining information on any contraindications for the procedure from the SPA Center therapist, the Patron shall make a decision on whether to continue the treatment, by placing a suitable written statement.
4. A pregnant woman can use the services offered at the SPA Center, provided she submits a written declaration that she is aware of her health and voluntarily decides to undergo the treatment. If SPA Center therapist is of the opinion that a given treatment may harm a woman's health, they shall have the right to refuse to perform the procedure.
5. Patrons over the age of 16 only are allowed to use the SPA Center services unassisted. Patrons below the age of 16 can use the SPA Center services at the consent of their guardians, after they have signed a consent to perform the procedure.
6. In order to ensure greater security and efficiency of the treatments offered at the SPA Center, we recommend the following:
  - informing the SPA therapist before the treatment about:
    - any drugs taken;
    - possible contraindications for the treatment;
  - using the swimming pool, the sauna and the jacuzzi before the treatment,
  - avoiding large meals at least half an hour before the treatment,
  - avoiding sunbaths immediately before and after the treatment,
7. SPA Center services are not allowed to:
  - people whose diseases may endanger the health of other Patrons,
  - people, from whom treatment may worsen their health condition.
8. SPA Center services will not be provided to:
  - anyone whose state indicates the consumption of alcohol or other intoxicants,
  - anyone with open wounds and inflammation of the skin,
  - anyone whose behaviour poses a threat to other Patrons and staff of the SPA Center,
  - anyone whose hygienic status differs from generally accepted standards.
9. Keep quiet in the SPA Center. Any SPA Center employee has the right to demand that anyone who fails to observe the regulations in force in the SPA Center, including the obligation to keep quiet, or who cause a discomfort in other Patrons otherwise, leave the SPA Center. Anyone violating public order at the SPA Center or SPA Center regulations will be asked to leave the premises.
10. Smoking, taking drugs or other intoxicants, carrying in and consuming alcohol, carrying in glass containers, bringing in animals into the SPA Center or carrying SPA Center equipment outside the premises is strictly forbidden.
11. SPA Center employees have the right to terminate treatment if the Patron behaves inappropriately or incorrectly, e.g. making sexually explicit proposals, behaving aggressively or otherwise. In this situation, the Patron will be obligated to pay for the full charge for the treatment, and the payments already made will not be reimbursed due to the Patron's non-performance of the contract made with the Belvedere Hotel.
12. A Patron using treatments is required to register at the Reception Desk of the SPA Center at least 5 minutes before the planned treatment.
13. The SPA Center staff is not responsible for any items left in lockers or on the SPA Center premises.
14. SPA Center employees will not be held responsible for the death, injury, health damage or material damage incurred as a result of using the SPA Center, unless they are proven to be at fault.
15. Each Patron should change in the locker-room and leave personal belongings in dedicated cabinets.
16. If late for the treatment, the time of delay will be deducted from the total treatment time without reducing the charge for the treatment.
17. It is possible to cancel the treatment free of charge up to two hours before the scheduled beginning of the treatment. In the case of cancellation of the treatment less than two hours before its beginning, or failure to attend the treatment, the SPA Center has the right to charge the guest with an amount of PLN 50. If the SPA Center staff is unavailable, the information of the cancellation of the treatment should be reported at the main reception desk of the Belvedere Hotel.
18. Payment for treatments is collected in the main reception of the Belvedere Hotel after their completion. Hotel Patrons can pay for the treatments on departure.
19. All claims or complaints concerning SPA Center services must be reported during the treatment or immediately after its completion to SPA Center staff. In other cases, complaints or claims will not be considered.
20. In all matters not stipulated in these Regulations, decisions shall be made by the Belvedere Hotel Management.
21. The Belvedere Hotel reserves the right to change these Regulations.
22. These Regulations shall apply from September 10, 2018.

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**Hotel \*\*\*\*\* BELWEDER**

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