

Our colleagues are at your disposal at the Spa reception.

## Cancellation of an appointment

Set appointments can be cancelled or modified, no later than 3 hours before the reserved time.

After this time 50% of the treatment's price will be charged.

# I am late - how do I proceed?

In case of late arrival, the time lost will be deducted from your treatment time. We cannot offer a discount for shorter treatments.

# How to arrive for your treatment?

Swimwear and/or underwear are recommended for massage treatments. During treatments, intimate body parts are covered with a towel.

#### Spa Etiquette

A shower before the massage treatment refreshes, cleanes, and prepares the skin. Please avoid using mobile phones during treatments. In case of colds and other illnesses, cardiovascular diseases, high blood pressure, infections, skin diseases, please refrain from using the treatments.

## Contraindications to Massage:

Menstruation; pregnancy; untreated high blood pressure; cardiac arrhythmia; pacemaker; acute venous disorders; acute hernia; skin lesions (infection, injury); broken bones, sprains, burns, trauma; infectious diseases, fever; inflammatory diseases; epilepsy; malignant tumours; drunk, drugged state

The massages are performed by qualified masseurs. The masseurs are chosen by the hotel upon availability, there is no option to chose a specific masseur.

All services are at the risk of the client.

