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## RELAXATION ZONE ETIQUETTE

- The Relaxation Zone is open every day from 10.00 am to 10.00 pm.
- The last procedure should finish at 10.00 pm.
- Please arrive 15 minutes before your procedure time. You will be able to change and prepare for the procedure in this period, and, if the procedure includes a massage and/or care treatment we will have time to conduct a brief interview with you to reveal any possible contraindications.
- The duration of the procedure can be shorter if you arrive late. This way we would like to ensure our next customers a timely start of their procedure. In such a case there is no possibility of obtaining a discount.
- We recommend booking your procedures a few days in advance as in other situations we cannot guarantee providing the requested service on time.
- For your comfort, please do not bring your cell phones.
- Please arrive for your procedures in your bathrobe and slippers which you can receive at the hotel reception desk.
- Prior to the procedure we recommend a brief shower which will have a positive influence on the effectiveness of the applied cosmetics.
- At any time the hotel staff will reply to all your questions concerning the procedures to dismiss any possible doubts that you may have.
- We respect your right to privacy at all time. Therefore, prior to a procedure we provide disposable underwear. During a massage only the massaged part of the body is uncovered.
- Eating a heavy meal prior to a massage is not recommended.
- Alcoholic beverages are not served in the Relaxation Zone – drinking alcohol is strictly forbidden.
- We reserve the right to refuse providing services to persons under the influence of alcohol, narcotics and drugs.
- In cases of inappropriate behaviour we reserve the right to discontinue a procedure without the possibility of refunding it or returning costs.
- Children below 16 years of age are allowed in the Relaxation Zone with the consent of guardians or in their presence.
- Customers can pay for procedures either in cash or with a payment card.
- In the event of resignation please cancel your booked procedures – in the case of individual bookings minimum 4 hours prior to the procedure and in the case of group bookings minimum 24 hours earlier. The cost of the booked procedures shall be paid in full should customers cancel them later.
- Should you be using an invitation or discount voucher please inform our staff of the fact prior to the procedure.

