

SPA & WELLNESS HOUSE RULES

Dear Guests, welcome to our Spa & Wellness zone, a space dedicated to complete relaxation, tranquility, and balance. To ensure a safe and pleasant experience for all, please follow the rules below:

GENERAL TERMS OF USE



1. The Spa & Wellness Centre is open from 08:00 AM to 09:00 PM.
2. Use of the Spa & Wellness Centre is permitted exclusively to persons over 18 years of age. Exceptionally, children are allowed access only to the POOL zone, and strictly under the constant supervision of a parent or another responsible adult, in accordance with these House Rules.



3. You use the Sps & Wellness facilities entirely at your own risk.
4. Persons with medical conditions (e.g. high or low blood pressure, heart disease, respiratory issues, epilepsy, pregnancy and/or other contraindications) may use the facilities only with prior consultation and approval from a physician. In case of any discomfort (weakness, dizziness, nausea, shortness of breath and/or similar symptoms), you must immediately stop using the facilities and inform the staff..



5. The hotel assumes no responsibility for lost, unattended, or stolen personal belongings. Please store valuables in the in-room safe.



6. The area is intended for silence and relaxation – mobile devices must be set to silent mode and behavior must be appropriate to a calm environment. Nije dopušteno unošenje hrane i pića u prostor Spa & Wellnessa.



7. Bringing food and beverages into the Spa & Wellness area is not permitted.
8. Pets are not allowed in any part of the Spa & Wellness Centre.
9. Smoking is strictly prohibited in all indoor Spa & Wellness areas, including electronic cigarettes and heated tobacco products.
10. Please respect the privacy of other guests. Photography and video recording in treatment rooms and the Sps & Wellness area are not permitted. Kindly respect personal space and boundaries during the use of services.
11. We reserve the right to terminate services without refund in cases of serious violation of the house rules or disturbance of other guests or staff..

TREATMENTS AND MESSAGES



12. To reserve your preferred appointment, please contact the wellness reception at least one day in advance.
13. Please arrive at least 10 minutes prior to your scheduled appointment.
14. Reserved treatments may be cancelled no later than 3 hours before the appointment. In case of later cancellation, 50% of the treatment price will be charged.
15. In case of delay exceeding 15 minutes, the treatment may be shortened or cancelled, and the full amount will be charged.
16. The wellness reception accepts most credit cards and cash. Hotel guests may charge services to their room and settle the balance upon check-out.

SAUNA zone



17. Persons with medical conditions may use the sauna only with prior consultation and approval from a physician. Use is at your own risk.
18. Showering before entering the sauna is mandatory.
19. The SAUNA zone is used without swimwear, with a towel required as a seat cover. In all other Spa & Wellness areas, wearing swimwear is mandatory.
20. Recommended stay is 8–15 minutes.

PLUNGE POOL zone



21. Persons with medical conditions may use the plunge pool only with prior consultation and approval from a physician. Use is at your own risk.
22. Showering before entering the plunge pool is mandatory.
23. The pool must be used responsibly, with gradual immersion. Jumping and sudden movements are prohibited. Recommended time in the pool is 30 seconds to a maximum of 2 minutes.

RELAX zone



24. The Relax Zone is an area of complete silence and rest.
25. Sun loungers on the Spa terrace cannot be reserved in advance. Reserving loungers by leaving towels or personal belongings is not permitted. If a lounge is not used for more than 30 minutes, staff may assign it to another guest.

POOL zone



26. Showering before entering the pool is mandatory.
27. Please avoid jumping, running, loud play, use of equipment, and diving.
28. Information about pool depth and temperature is displayed near the pool. Please check before entering the water.
29. Children under 16 years of age may use the pool only under constant adult supervision. Children under 12 must be physically accompanied by a parent/guardian in the pool.
30. Children wearing diapers may use the pool only if wearing special swim diapers.

GYM zone



31. Persons with medical conditions should exercise only after consulting a physician. Use of the gym is at your own risk.
32. The gym may be used only by persons over 16 years of age.
33. Clean sportswear and athletic footwear are mandatory.
34. For hygiene reasons, please use a towel while exercising.
35. After use, please return all equipment to its designated place.

**If you have any questions or needs, our Spa & Wellness staff will be happy to assist you.
Thank you for your understanding and cooperation. We wish you a pleasant and safe relaxation.**