



## spa etiquette

A spa is a place designed for relaxation and tranquility therefore please stay calm, limit the use of mobile phones and mute them so as not to interfere with other guests' relaxation.

- We recommend reservations of treatments a few days before their scheduled date. If no prior reservation is made we do not give guarantee that a treatment session will be made.
- To ensure comfort and high quality service, please come to the spa 10-15 minutes before the appointed time of the visit or procedure. The arranged time determines the start time of the treatment. Please come early to take into account the time to dress up, arrange necessary formalities (e.g. fill in the consultation card at the first visit), and quietly prepare for the scheduled treatment or drinking a cup of delicious tea. Allow yourself a moment of peace and relaxation.
- For the safety of treatments performed, in some cases, employees may ask for additional information regarding health. Treatments will not be made if the health of a guest excludes this possibility. In such a situation, our therapists will be happy to propose a more appropriate treatment.
- In the case of a late coming to the appointed treatment, the treatment will end at a previously estimated time so as not to delay the appointments of the next guests.
- Cancellation of the date of a treatment should be submitted at least 4 hours before it starts. If no information about the cancellation is given, the guest will be charged the cost of the treatment.
- The spa admits adults and children only supervised by adults. There is a possibility of organizing care for children in the hotel play room or playground during treatments after prior notification made to the hotel reception desk or the spa.
- There are lockers specially prepared for the guests in our facilities. Please do not take valuables with you. In the event that you do have something valuable with you please notify our staff so we can lock it in a special safe.
- Guests using spa treatments are provided with a robe, a towel, disposable flip flops and treatment underwear if required.
- Guests using the wellness area only (jacuzzi, steam bath) are asked to bring a towel and flip-flops. Guests can rent: a set of towels at the price of PLN 5.00, a robe at the price of PLN 10.00 or purchase disposable flip-flops at the price of PLN 2.00. Hotel guests are provided with towels free of charge. -We do not accept drunk clients, people under the influence of drugs and narcotics, as well as guests behaving in a way that violates peace and good manners. - There is a non-smoking ban in the spa. We appreciate you complying with the regulations to preserve the atmosphere of this special place. TOGETHER we can make your stay at Pałac Bielawa hotel | sport | spa unique and memorable.