

SPA & Wellness Regulations

1. The SPA is an area of silence and relaxation.
2. The SPA is open daily from: 10.00 am - 10.00 pm, 7 days a week.
3. The following are prohibited in the SPA area: smoking, drinking alcohol, bringing in glass containers, chewing gum.
4. Staff are not responsible for items left in lockers or on the SPA premises.
5. You should change in the changing room and leave your personal belongings in the lockers provided.
6. Please do not use your own MP3 receivers, cameras or mobile phones in the SPA area.
7. No persons will be admitted to the SPA:
 - whose condition indicates consumption of alcohol or other intoxicants
 - with open wounds and inflammation of the skin
 - whose behaviour poses a threat to other guests and employees of the SPA
 - whose state of hygiene deviates from the generally accepted norms.
8. Persons violating public order or the regulations of the SPA will be removed from the facility without reimbursement of the admission cost incurred.
9. It is compulsory to change into replacement footwear (flip-flop type) upon arrival at the SPA Reception.
10. We understand that sometimes there may be unforeseen delays, if you are late for your treatment, unfortunately we will not be able to extend your treatment time so as not to disrupt other guests' appointments.
11. Please report any irregularities, faults etc. affecting the operation of the Spa lounge to the Spa staff.
12. Please arrive at the Spa at least 10-15 minutes before your scheduled treatment to complete your consultation card.
13. Please come to your appointment without companions or children.
14. A guest may use the selected SPA service after being qualified by the staff for the treatment by filling in an appropriate form, i.e. a consultation card.
15. Due to fortuitous reasons beyond our control, a treatment may be cancelled and we shall not be held responsible for it.
16. Each person is required to inform the staff member of any ailment that may constitute a contraindication to the procedure in the consultation card prior to the start of the procedure (in particular to inform of: herpes, heart disease, use of a pacemaker, cancer, inflammatory conditions in the acute phase, history of jaundice, pregnancy or the postpartum period, prostheses, viral and bacterial diseases, thyroid disease, antibiotics taken).

17. Each person should remove all jewellery before starting the procedure.
18. Each person is obliged to inform a member of staff if he/she becomes unwell during the procedure.
19. Failure to comply with the requirements of the Rules and Regulations will result in the Spa's liability for the treatment being excluded.
20. In the event of any doubts as to the safety of the treatment, a Spa employee has the right to refuse to carry it out.
21. Minors may use the Spa offer only with the knowledge and consent of their parents or legal guardians who assume full responsibility for them by signing an appropriate declaration.
22. The Spa is not responsible for children left unattended in the Spa.
23. Parents or their legal guardians are responsible for damage or destruction caused by children or young persons.
24. The Spa customer is financially responsible for any deliberate damage or destruction of equipment in the beauty or massage parlour.
25. The Wellness area is shared between men and women. Other Guests undergoing beauty treatments may be present in the Spa area. 27.
26. the Spa reserves the right, in the case of certain treatments requiring more non-standard staff, to ask for an advance payment as a guarantee for the ordered treatment, which will be deducted after the service has been provided. If the client does not attend the appointment or cancels on the day of the treatment, the deposit is non-refundable.
27. For the sake of your safety and the safety of other guests, the above rules should be followed.
28. Each person taking part in the treatment declares that he or she has familiarised himself or herself with these regulations.
29. These regulations are available on the official website of the Hotel Chopin Business & Spa: <https://hotelchopin.pl/spa/>.



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