**VISITING REGULATIONS WELLNESS SPA**

1. Every visitor is obliged to familiarize himself with this visitor's order upon entering the Wellness Spa and to comply with its provisions.
2. By purchasing a ticket, the visitor accepts the visiting regulations and its provisions become binding for the visitor.
3. All current instructions in the Wellness Spa are superior to the general instructions.

**I. OPENING HOURS, ENTRY AND EXCLUSION FROM THE WELLNESS SPA**

1. Opening hours for the public are listed on the operator’s website.
2. Entry is permitted only during operational hours with a valid ticket and chip bracelet, which must be purchased at the ticket counter.
3. Visitors must finish their procedures at least 15 minutes before the closing time and leave the premises by the closing time of the Wellness Spa.
4. The chip bracelet must be worn visibly on the wrist throughout the entire stay in the Wellness Spa.
5. Visitors must return the chip bracelet upon departure.
6. In case of loss or damage to the chip bracelet, the visitor must pay a fee of €50.
7. Entry to the Wellness Spa is prohibited for children under 18 years of age.
8. The entire Wellness Spa area is a no-swimsuit zone.
9. Entry to the Wellness Spa is a one-time event, with a maximum duration of 3 hours.
10. The operator reserves the right to close the Wellness Spa for private events during operational hours. During this time, the spa will be closed to the public.
11. The last entry to the Wellness Spa is 2 hours before closing.
12. Visitors must exit the Wellness Spa 15 minutes before closing.
13. For safety reasons, people who cannot move independently or dress and undress without assistance are only allowed to enter Wellness Spa with a companion.
14. Entry is prohibited for anyone suffering from infectious diseases, skin conditions, fever, cough, conjunctivitis, or any other contagious conditions that require isolation, as well as for carriers of infectious bacteria or those with injuries contraindicated for this type of facility. Medical contraindications are listed in the operating order.
15. Entry is not allowed for individuals displaying signs of poor personal hygiene.
16. Entry is prohibited for individuals under the influence of alcohol or drugs.
17. Entry may be denied to individuals showing aggressive or uncontrollable behavior, violating these rules, failing to observe hygiene and safety guidelines, or behaving contrary to moral and social standards.
18. Animals are not allowed in the Wellness Spa.

**II. PROHIBITIONS IN THE WELLNESS SPA**

1. Smoking in all areas.
2. Bringing and using glass objects (including bottles).
3. Carrying sharp objects that may cause injury.
4. Consuming food near pools, whirlpools, or in the relaxation areas.

**III. LIABILITY**

1. Visitors of Wellness Spa must behave in a way that does not damage or degrade the property of Wellness Spa.
2. Visitors must compensate for any damage caused by their actions or negligence.
3. The operator is not responsible for damage, injuries, or accidents caused by carelessness or failure to follow these rules or staff instructions.
4. Damages caused by visitors will be claimed in accordance with applicable Slovak laws.

**IV. OPERATIONAL GUIDELINES FOR VISITORS**

1. Entry to the Wellness Spa is time-limited. If this time is exceeded, the visitor must pay a surcharge.
2. Changing rooms with full facilities (toilets, showers) are available.
3. Use the designated changing cubicles located at the back of the changing room.
4. Store clothes and shoes in lockers located in the changing room.
5. Lockers are opened and locked with the chip bracelet provided upon entry.
6. Visitors are fully responsible for locking the locker containing their personal belongings.
7. First aid is provided by the Wellness Spa reception.
8. Visitors must keep the Wellness Spa clean and tidy.

**V. SAUNA WORLD GUIDELINES**

1. Visitors must wash thoroughly with soap and shower before entering the sauna.
2. Children under 18 are not allowed in the sauna.
3. Sauna bathing in swimsuits is prohibited (only towels are allowed).
4. Footwear is not allowed inside the sauna.
5. Remove jewelry and watches before entering the sauna.
6. Always sit on a towel in the sauna.
7. Breathe through your mouth in the sauna, as the high temperature and dry air can dry out the mucous membranes and cause headaches.
8. Behave respectfully, avoid loud talking, and consider other visitors.
9. Start your sauna session in steam rooms with a maximum temperature of 55°C and 100% humidity. Finish in a classic dry sauna.
10. The optimal duration for complete circulation stimulation in the sauna is 10-15 minutes.
11. Afterward, shower with cold water until you feel chilled, dry off, and rest briefly outside the sauna. Repeat this process according to your condition, at least three times.
12. After your final sauna session, rinse your entire body with lukewarm water without soap and dry off thoroughly.
13. For health reasons, your total time in the sauna should not exceed 3 hours, depending on individual fitness levels.
14. Visit the relaxation room, wrap yourself in a blanket, and lie down for about half an hour.
15. Relax fully to maximize the physiological benefits of the sauna.
16. Eating, drinking alcohol, taking medication, or using other substances is prohibited in the sauna area.
17. If you feel unwell during your sauna visit, immediately contact a staff member.

**VI. MASSAGE GUIDELINES**

1. Enter the massage room wrapped in a towel, leaving your clothes and shoes in the locker in the changing room.
2. Remove jewelry and watches before the massage (depending on the type of massage).

These rules are in effect for all Wellness Spa areas as of September 1, 2024.