

## SPA Etiquette

The SPA Centre is a place of peace and relaxation. Keep silence and respect guests desire for privacy. In order to ensure an environment that is conducive to adequate and complete SPA experience, we would like to ask our guests to observe the generally accepted SPA etiquette:

### Hygiene

It is obligatory to wear flip-flops or slippers when entering the SPA Centre and the swimming pool areas!

Always take a shower before using the swimming pool or the thermal area facilities!

No food and alcohol drinks are allowed in the SPA Centre!

### Mobile phones

In order to maintain continuous atmosphere of relaxation and respect to all guests, we would like to kindly ask you to leave your mobile phones or other communication devices in your hotel room or in the changing room of the SPA Centre, or to switch them off before entering into the procedure rooms.

### Conversations

When talking in the relaxation area and in the common rooms of the SPA Centre, try to use moderate and silent voice that does not affect the privacy of others.

### Children

The SPA Centre is a wonderful place where you can be alone and in privacy.

For health safety reasons unaccompanied children under the age of 12 are NOT allowed on the territory of the thermal area in the SPA Centre. If you are here with children, you are fully responsible for their health. Be careful for their safety and comfort as well as for the comfort of the people around you.

### Reservation policy

Make a reservation in advance in order to get the desired therapy at a time most convenient for you. When you are making a reservation, please, let us know if you suffer high blood pressure, allergy, varicose veins or any other diseases, or if you are pregnant. This information will enable our staff to offer you the SPA therapy that is most appropriate for you, according to your needs. Please clarify if you prefer specific therapist. Try something new by taking the advice of our employees or other guests of the SPA Centre.

If you have a medical problem at the time of your visit or a medical history, do not forget to mention it when making the reservation. Some procedures may be unadvisable or even counter-indicative for you. In case of face massage, please inform your masseur if you have contact lens.

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T H E R M A L S P A H O T E L

# ROMAN·BATH



## **Duration of therapies**

We recommend that you come 5 minutes before your appointment so that you fully enjoy the therapies. Thus, you will be able to take a breath and prepare for the procedure. If you are in delay this will shorten the duration of your therapy and diminish its efficiency. Your therapy should end on time in order to avoid losses to the next guest. The therapy starts at the time of your appointment and ends upon leaving the massage room. The procedural time includes the time for undressing, dressing and taking a shower.

The guests subject to the respective therapy are allowed in the massage rooms only. Accompanying persons should wait in the lobby of the SPA Centre or in the hotel's restaurants and bars.

## **Change and cancellation policy**

We understand that sometimes you need to come later or to cancel your reservation. However, we expect you to respect the staff and to inform us accordingly.

For the purposes of organizing your time in the SPA Centre of Thermal SPA Hotel "Roman Bath" to the maximum extent, please change and cancel your reservations for SPA procedures and therapies at least 1 hour before the scheduled hour.

In case of no-show for the procedure you have booked, you will be charged 20% of its price.

In case of delay, the SPA Centre of Thermal SPA Hotel «Roman Bath» reserves the right to refuse the respective procedure or to shorten its duration.

## **Valuable belongings**

We recommend you to leave your valuable belongings in the safe boxes in your room or at the hotel's reception desk.

Thermal SPA Hotel "Roman Bath" cannot be held liable for lost or stolen belongings.

All visitors of the SPA Centre who are not guests of the Thermal SPA Hotel «Roman Bath» are requested to terminate the use of the swimming pool, the fitness hall and the thermal area facilities 30 minutes before the end of the working time and to take into account the time needed for dressing, taking a shower, etc.