

# REGULATIONS OF THE FOLGA SPA



## SPA zone

1. Folga SPA is open from Monday to Sunday from 13:00 to 21:00.
2. The opening hours of Folga SPA may also change due to holidays, current promotions, technological breaks, etc. Any information about changes in the opening hours will be posted at the Main Reception in advance. Changing the opening hours or excluding Folga SPA zones from access for guests and other users does not give rise to any claims for damages.
3. SPA is a zone of silence and relaxation. Folga SPA employees have the right to ask people who do not comply with the rules of silence or in any way affect the discomfort of other guests to leave.
4. The SPA can be used by persons over the age of 12 under the care of a parent or legal guardian.
5. For the comfort and safety of guests, a maximum of 15 people may stay at the SPA at the same time.
6. The hourly fee for using the SPA zone is PLN 50. The guest has an additional 10 minutes to change clothes for which no fee is charged. Additional charges will apply after the time is exceeded:
  - exceeding the time limit to 15 minutes - PLN 12.50
  - exceeding the time limit to 30 minutes - PLN 25.00
  - exceeding the time to 45 minutes - PLN 37.50
  - exceeding the time to 60 minutes - PLN 50.00.The determinant of time is the time of sale of the entry to the SPA visible on the receipt. Payment can be made in cash or by credit card.
7. It is forbidden to:
  - smoking tobacco products and electronic cigarettes,
  - alcohol consumption,
  - bringing in glass packaging,
  - chewing gum, eating food,
  - use of mobile phones,
  - introduction of animals.
8. The following persons will not be admitted to the SPA:
  - whose state indicates the consumption of alcohol or other intoxicants,
  - with open wounds and inflammation of the skin,
  - with signs of dangerous diseases,
  - whose behavior poses a threat to other guests and employees of the SPA,
  - whose hygiene state differs from generally accepted standards.
9. The Folga SPA staff has the right to check the sobriety of persons entering or staying on the premises. Refusal to undergo the test will result in expulsion from the SPA under the pain of calling the Police.
10. All valuable devices and items that may be damaged or pose a threat should be left in the locker. The staff is not responsible for items left, lost or stolen in the SPA area.

11. It is obligatory to wear a swimsuit or swimming trunks in the SPA area. Persons using the Spa Zone are required to wear swimwear resistant to chlorine and adapted for use in the swimming pool areas. Folga SPA is not responsible for any damage or discoloration of swimwear.
12. Before entering the SPA Zone, it is obligatory to change shoes in the changing room for replacement ones. In order to be safe in the SPA zone, you should wear flip-flops, if the Guest does not have their own, they can buy disposable ones at the SPA Reception. You should thoroughly wash your whole body under the showers and rinse your feet in the paddling pool with flip-flops on.
13. In the SPA area, special care should be taken in places with wet surfaces. Guests are also forbidden to run around the entire SPA complex and jump into the jacuzzi.
14. Any irregularities, faults, etc. affecting the operation of the SPA zone should be reported to the SPA staff.
15. Persons who damage equipment or devices in the SPA zone are liable for the damage caused in full amount. Parents or guardians are responsible for damages caused by minors.
16. Persons violating public order or the provisions of the Folga SPA Regulations will be removed from the facility without reimbursement of the admission costs incurred.
17. The Guest bears full financial responsibility for damage to the SPA property caused by intentional action or omission.

## **Jacuzzi**

1. Spa guests with diseases such as: diabetes, allergies, skin inflammations, inflammations of the urinary tract, mycosis, epilepsy, heart diseases, with high or low blood pressure and taking anticoagulants, antihistamines, sedatives or beta-blockers and pregnant women should consult a doctor before using the Spa services. Browar Folga SPA is not responsible for health effects caused by using the SPA.
2. Before entering the Jacuzzi, wash off any cosmetics (gels, lotions, self-tanners) that may contaminate the water.
3. For the safety and comfort of guests, the maximum number of people in the small Jacuzzi is 4 people, and in the bathtub with countercurrent 6 people.
4. The Jacuzzi is serviced by SPA employees. Guests are not allowed to manipulate the jets and settings on the control panel.

## **Dry saunas**

1. Before entering the sauna, take a bath with soap to remove all cosmetics and impurities from the body.
2. Before entering the sauna, remove all metal objects, as they may cause burns to the body.
3. You can stay in saunas both in textiles and without them. Disposable slippers must be worn on the feet.
4. Towels are the responsibility of each user.
5. In saunas, a towel should be spread out so that no part of the body is in contact with the wooden surface.
6. Do not go to the sauna on an empty stomach or right after a large meal.
7. Do not go to the sauna after drinking alcohol (or drink alcohol in the sauna).
8. Do not use the sauna immediately after strenuous exercise.
9. The following persons cannot use the dry sauna:
  - Suffering from any skin ailment and other diseases in accordance with the doctor's contraindications (e.g. cold, flu, fever, mycosis, skin diseases, acute phase of rosacea, hypertension, varicose veins, ulcers, kidney failure, lung diseases, asthma, venereal diseases, epilepsy, glaucoma, color blindness, heart disease, acute and chronic diseases, thyroid, cancer, tumours, infectious foci);
  - Pregnant women.
  - Children over 12 without a parent or legal guardian.
10. We are not responsible for the health effects of staying in the sauna.
11. It is forbidden to add your own fragrance oils to the saunas.
12. All users are obliged to comply with the regulations, safety rules and cultural behavior.

## **Treatments and massages**

1. Using the services of the Spa Zone requires prior completion and signing of a health questionnaire and is tantamount to the client's declaration that there are no health contraindications to perform the treatment and that he has read and accepts the terms of these Regulations.
2. In the interests of high quality of services, the client is obliged to come 10 minutes before the scheduled time of the procedure in order to complete the health questionnaire.
3. Massages and treatments can be used by adults or people over 16 with the written consent of a parent or legal guardian.
4. We recommend booking services at least a few days before the planned date. In the absence of a prior reservation, the Guest may use the currently available services. The service is booked after checking the availability of the date by the staff.
5. All treatments are paid separately - according to the SPA price list.
6. A hotel guest may give an instruction to transfer the charge to the room in which he/she is registered for products and services purchased at the SPA. This bill will be settled on the day of departure from the Hotel. Payment for services provided in the SPA Zone can also be made at the SPA reception in cash or by credit card.
7. The agreed time of the procedure is the time of its commencement. Otherwise, the treatment will be shortened by the number of late minutes.
8. If you intend to cancel or change the date of the treatment, please inform the Spa Reception.
9. Individually booked treatments are charged to the guest's account with the amount of 50% of the price in the event of failure to report for the treatment or cancellation at least 4 hours before the agreed date.
10. Treatments included in the package that are not used within the agreed period are forfeited. The customer is then not entitled to a refund or any other form of compensation.
11. The purchase of a given service is tantamount to the customer's declaration that there are no health contraindications to use this service and that he has read these regulations and accepts its terms.
12. Due to the preferential price conditions of stay packages, the time of SPA services included in the package offer may change.
13. The possibility of replacing the components of the SPA package (massages, treatments) exists only in the case of documented health contraindications.