

1. When paying for the service each guest confirms that they are familiar with these rules and the obligations to comply with them. The guest is responsible for the consequences caused by ignorance and non-compliance with these rules.
2. Guests must arrive at the SPA area 10 minutes before the scheduled treatment time. Each guest is fully responsible for their own health, according to which the treatments are performed.
3. Persons suffering from infectious, viral or other infectious diseases, as well as having open wounds and / or other health disorders that may endanger their own health or the health of other guests, are not allowed to visit the spa area.
4. It is forbidden to go to the spa area wearing outdoor shoes (disposable shoe covers are provided at the SPA reception).
5. Procedures for minor children shall be performed only with the written permission of one of the parents or guardians.
6. A disabled person who requires assistance for the proper use of spa services, shall be entitled to use such services only with an accompanying adult.
7. An adult accompanying a disabled person or a minor shall assume full responsibility for his or her health, life and properties.
8. The responsible person accompanying a minor must provide an advanced notice if a certain gender of the treatment specialist is preferred, and if the accompanying person wishes to remain in the treatment room during the procedure.
9. When booking SPA treatments, it is necessary to inform:
 - 9.1. about disability;
 - 9.2. about pregnancy;
 - 9.3. preferred gender of the treatment specialist;
 - 9.4. about health problems, skin condition and allergies.
 - 9.5. Avoid shaving and depilation before procedures.
10. Delay and cancellation of service:
 - 10.1. with a delay of not more than 15 minutes from the beginning of the procedures, the procedures shall be performed, but the time of the procedure shall be reduced proportionately;
 - 10.2. if the delay is more than 15 minutes, the procedure is canceled;
 - 10.3. The procedure can be cancelled no later than 3 hours before scheduled treatment, otherwise, refund can not be provided.
11. Payment:
 - 11.1. the price of services is ensured according to the price list valid on the day of reservation. Prices are subject to change without prior notice.
 - 11.2. Payment for services can be received in cash at the hotel registration, as well as gift vouchers, credit and debit cards.
 - 11.3. if booking procedures to be performed at your hotel room - additional charges apply on top of the prices of the procedures (according to the price list valid on that day).
12. To ensure quietness and relaxation in the spa area, we kindly ask:
 - 12.1. not to bring mobile phones and other sound emitting devices;
 - 12.2. not to bring unauthorized persons into the procedure space.
13. SPA specialists reserve the right not to perform procedures if the guest: behaves indecently, aggressively and threatens the safety of himself, personnel and other visitors.
14. The procedure is not performed if the guest is intoxicated with alcohol and psychotropic substances.
15. SPA NIDA does not take responsibility for lost items and incurred expenses.
16. In the event of a breach of these rules, SPA specialists are entitled to restrict entry for such persons. If the breach involves material damage, the offender (or the person responsible for it) must compensate it.