

REGULATIONS FOR USING SPA

§ 1

1. These Regulations contain supplementary and special provisions specifying the rules for using the SPA & Wellness zone (Choczołowskie SPA) - hereinafter referred to as the "SPA zone", separated in the Choczołów Thermal Baths Facility.
2. In all matters not covered by these Regulations, the other Regulations in force in the Choczołów Thermal Baths Facility shall apply, particularly the provisions of the main Regulations of the Facility.
3. Each person using the SPA zone is obliged to read the content of these Regulations before entering the zone and before starting to use individual devices/services provided by the Company in this zone, and then to comply with its provisions.
4. Each User of the SPA zone is also obliged to strictly comply with the provisions of the main Regulations of the Facility.
5. In addition, all persons using the SPA zone are obliged to exercise due diligence in order to protect their own and other people's life and health, and in particular to:
 - comply with the bans, orders and recommendations presented on information or warning boards and signs placed in the SPA zone;
 - comply with the instructions and commands of the employees of the SPA zone, as well as messages given through loudspeakers;
 - adjust your activity plans to your own health, individual limitations and contraindications, and general fitness; The user who decides to use the services of the SPA zone is aware of his/her health condition and may not conceal information about this condition from the staff, including information about diseases, ailments, contraindications to treatments, etc. (A user suffering from any disease is obliged to inform about including the therapist or SPA reception employee when booking a treatment or immediately before its performance; it is also necessary to inform the therapist before the procedure about the medications taken, past illnesses, possible contraindications or previous use of similar services);
 - immediately inform the employees of the SPA zone in the event of noticing any defects, faults, failures, accidents, injuries or any other situations that pose a real threat to other Users or the Staff.

§ 2

1. Detailed rules for the use of individual parts, rooms, devices or attractions available in the SPA zone, including parameters and restrictions related to the possibility of their use, are specified in separate regulations, and they may also be specified in instructions, information boards and pictograms. Relevant information can also be obtained from the staff of the SPA zone.
2. Before using any attractions/devices/services, the Guest should carefully read and understand the rules of their use, analyse the recommendations and contraindications to use, and verify their condition. In case of any doubts, please ask the staff for clarification.
3. It is forbidden to use individual zones and to use attractions/devices contrary to the established rules of their use, particularly by persons whose conditions and physical condition prevent safe use, per the instructions (including the manufacturer's instructions).

4. Ultimately, each Guest, individually and on their own responsibility, makes an independent decision to use a given attraction/device/service available in the Facility, considering all possible hazards and risks associated with it.

§ 3

1. The basic restrictions on entering and using the Facility, applicable to all Users, are specified in the main Regulations of the Facility. The following rules are only to clarify them and in no way exclude the provisions of the main Regulations, which are also fully applicable to SPA zone Users.
2. The SPA zone can only be used by adults and persons over 16 who have a written consent of an authorised parent/legal guardian or use the SPA in the company of such a guardian (under his/her constant care and direct supervision).
3. The carers are responsible for the persons under their care, in particular for their safety, correct use of individual devices and attractions, and for any damage that may be caused. The duty of care cannot be transferred to other persons, in particular to employees of the Baths.
4. The staff of the SPA zone is not obliged to take care of children left without constant and direct supervision of a guardian in the SPA waiting room, while the guardian uses SPA services - such behaviour of guardians is not allowed. In a situation where minors are left unattended, SPA employees are obliged to inform their superiors about this fact, and in the event of prolonged absence of guardians - to call the officers of the relevant services.
5. The SPA Zone is a zone of silence and relaxation, where Users are obliged to keep silent and not disturb other Users. It is forbidden to bring in and use mobile phones, cameras, tablets, laptops, notebooks and similar devices.

§ 4

1. It is not recommended to use the attractions of the SPA zone for:
 - patients with heart disease, hypertension and diseases of the blood vessels;
 - patients with thyroid, claustrophobia, epilepsy, acute rheumatic conditions, cancer, acute infections and asthmatic conditions;
 - patients with fever
 - women during menstruation and pregnancy (a pregnant woman may use the services of the SPA zone only if she submits a written statement that she is aware of her health condition and voluntarily decides to undergo a given treatment; if the therapist considers that its operation in such a situation may harm the client's health, then she has the right to refuse to perform the procedure).
2. Users who absolutely cannot use SPA services:
 - people whose condition indicates the consumption of alcohol or other intoxicants;
 - people with open wounds and skin inflammations;
 - people whose behaviour poses a threat to other Users and employees;
 - people whose hygiene status deviates from generally accepted standards;
 - sick people whose disease may threaten the health of the person performing the procedure.
3. Familiarisation with the above basic contraindications to use SPA services is mandatory before starting to use it.
4. If a person intending to use SPA services has any contraindications (both those listed directly in sections 1 and 2 above, as well as individual contraindications not listed), the use is strictly

prohibited and contrary to these Regulations. SPA employees reserve the right to refuse to perform the treatment in any such case.

5. Each User using the services of the SPA zone does so at their own risk and responsibility. Also, when the client, after consulting the therapist, decides to choose a treatment not recommended by the therapist, he/she does so solely at his own risk.

§ 5

1. The user using SPA services should be aware that some of these types of services are extremely intimate (e.g. massage) and should not be surprised by this fact when using them.
2. SPA employees reserve the right to interrupt the treatment if they encounter inappropriate behaviour of Users, inadequate to the place where they are (e.g. sexual proposals, aggression, violation of bodily integrity, etc.). In this case, the full treatment fee is charged.

§ 6

1. Due to the limited number of places and the availability of therapists, it is necessary to book the date of a given treatment in advance, which is possible:
 - a) by telephone at: + 48 572 708 081;
 - b) by e-mail to the following address: spa@chocholowskietermy.pl;
 - c) in person at the SPA reception.
2. As part of gift vouchers and/or purchased passes, booking a specific date for the procedure in advance is also necessary.
3. When making a reservation, the Customer sets the date/s on which he/ she wants to use a given treatment.
4. In order to book the date(s) of treatments and subsequently confirm the booking, as well as to verify the possibility of using a given treatment, it is necessary to provide data as follows:
 - a) the User's name and surname;
 - b) the User's age;
 - c) name and surname of the User's legal guardian (when the User is a minor or incapacitated person);
 - d) telephone number and/or e-mail address of the User or the person making the reservation on behalf of the User or the User's legal guardian (when the User is a minor or incapacitated person).
5. It is possible to make reservations on behalf of and for several Users at the same time.
6. Refusal to provide the data indicated in par. 4 and 5 above makes it impossible to make a reservation.
7. The person making the reservation is responsible for the correctness of the data provided for the purpose of booking. The company is not responsible for the incorrect selection of the date of the procedure, its type or incorrectly provided/entered data.
8. The treatment date is booked after the staff of the Thermal Baths checks the availability of the given date and is made by providing appropriate feedback via e-mail or phone to the contact details provided when making the reservation. In addition, the staff of the Thermal Baths may contact you the day before the booked date of the treatment to remind you about the reservation and finally confirm its validity.
9. Reservation is free.
10. It is possible to cancel a previously unpaid reservation for the procedure date. Cancellation of such a reservation should be reported as soon as possible, and not later than 2 hours before the planned procedure, in order to enable other people to use the services.

11. Without prior reservation of the treatment date, the use of SPA services and the performance of a given treatment will be possible only if there are free places.

§ 7

1. The guest is obliged to come to the reception of the SPA zone at least 10 minutes before the scheduled start time of the treatment (in addition, it is necessary to take into account the time necessary to change clothes, change shoes, etc.). Late arrival may lead to a shortening of the procedure without the right to claim a refund. In the event of a delay of more than 15 minutes, the SPA staff reserves the right to cancel the reservation and refuse to perform the service.
2. In order to take advantage of the SPA offer, including verification of the possibility of using a given treatment, before the first treatment, the Guest is obliged to complete the SPA consultation card, containing information on the current state of the Guest's health and to notify the staff of any health issues that may be important for the treatment, and before each subsequent treatment, also about any changes to the information provided in the card. The Company and the Staff are not liable for damages resulting from the treatments performed despite the existing contraindications that have not been properly disclosed by the Guest.

§ 8

1. Access to the SPA zone is based on a transponder of the Electronic Customer Service System, which is obtained after purchasing the service in accordance with the applicable Price List. Detailed rules for using the transponder, including the rules for its return and settlement, are set out in the main Regulations of the Facility.
2. Using individual services of the SPA zone is possible after paying the fee for the treatment in accordance with the applicable Price List.

§ 9

1. Before using the services in the SPA zone, you should change clothes in the changing room and leave your personal belongings in the lockers provided for this purpose. The key to opening and closing the cabinets is a transponder.
2. Before entering the cloakroom of the SPA zone, it is mandatory to change outer shoes to swimming pool shoes (barefoot walking is allowed at this stage). After the end of use and changing clothes, the change of footwear from the swimming pool to the outer one takes place after leaving the cloakroom.
3. When moving around the cloakroom and, subsequently, after leaving it and when moving around the SPA area, it is necessary to use appropriate bathing shoes with anti-slip properties. Going barefoot is prohibited.
4. In the SPA zone, Users must wear a bathing suit, towel or bathrobe.
5. In the case of some treatments, the Guest will receive from the Staff disposable underwear or other necessary items of clothing that should be used.
6. Detailed rules for the use of changing rooms and lockers are set out in the main Regulations of the Facility.

§ 10

1. Due to the need to ensure hygiene and safety rules, people in the SPA zone are not allowed to:
 - violate the rules of using the zone, including individual attractions and equipment;

- use the zone while intoxicated or after consuming narcotic substances or other substances causing a similar effect;
 - run;
 - shout and behave in a way that threatens their own safety and that of other Users of the Facility;
 - raise false alarms;
 - litter and contaminate rooms and pool basins;
 - destroy the facilities and equipment of the Facility;
 - move movable equipment without the consent of the staff;
 - introduce animals;
 - bring in and use vehicles (rollers, scooters, bicycles, skateboards, boards, strollers, etc.) and objects that hinder communication in the Facility.
2. Wearing glasses and contact lenses is not recommended. In the event of failure to comply with this requirement, the User must take into account the risk of damage to the glasses/contact lenses, for which the Company and its Management are not responsible if they occur. In the case of wearing corrective glasses in the rooms of the SPA zone (at the User's own risk), these glasses must be fixed to prevent them from falling.

§ 11

1. The applicable complaint procedure is described in the main Regulations of the Facility, with the proviso that complaints and grievances regarding SPA treatments should be reported during or immediately after the treatment. In other cases, complaints will not be considered.
2. In the event of an accident caused by non-compliance with these Regulations, the User bears all responsibility.
3. All persons violating public order or the provisions of these Regulations will be removed from the SPA area.
4. Other basic rules for using the Facility, as well as the rules of liability and obligations of the Customers, are governed by the main Regulations of the Facility.