



## SPA REGULATIONS

Before using SPA services at Saltic Resort & Spa, guests are required to read and comply with the following regulations during their stay. It is assumed that anyone using SPA services has read and accepted these terms.

### 1. Treatment Reservations

- Reservations for massages and treatments can be made in person at the SPA reception, by phone, or by email.
- We recommend booking in advance, especially during peak periods.
- In case of lateness, the treatment time will be shortened so as not to interfere with subsequent appointments.

### 2. Cancellation or Rescheduling

- Treatments can be canceled or rescheduled no later than 6 hours before the scheduled appointment.
- In case of no-show without prior notice, full payment will be charged.

### 3. Preparation for Treatment

- Please arrive at least 5 minutes before the scheduled treatment.
- Before the treatment starts, inform the therapist about your health condition, any contraindications, allergies, or pregnancy.
- For body treatments, taking a shower beforehand is recommended.
- We advise avoiding heavy meals one hour before the treatment and drinking plenty of water after the massage/treatment to support the body's detoxification process.

### 4. Safety and Comfort Rules

- The SPA is a relaxation zone – please maintain silence.
- Mobile phones should be switched to silent mode during treatments.
- Only adults (18+) may use SPA treatments.
- Staff have the right to refuse treatment in case of health contraindications or inappropriate guest behavior.
- Third parties are prohibited from entering or looking into treatment rooms.
- Bringing dogs or other animals into the SPA area is prohibited.

### 5. Payments

- Payment for all treatments is made exclusively by charging the hotel room bill.
- The price list is available at the SPA reception and on the hotel website.
- For external guests, massage or treatment reservation requires 100% prepayment in advance.
- Promotions cannot be combined with other promotional campaigns or discounts.

### 6. Complaints

- Any comments or complaints should be reported during the treatment, immediately after it, or at the latest on the same day.
- Complaints reported later will not be considered.

### 7. Responsibility for Personal Belongings

- The SPA is not responsible for items left by guests in the treatment area or lost within the SPA premises.
- Please do not leave valuables unattended.

Saltic SPA reserves the right to change prices and opening hours.

## PREPARATION FOR MASSAGE / TREATMENT

### HOW TO PREPARE FOR A MASSAGE:

A warm shower taken shortly before the massage gently relaxes muscles and increases blood flow to the skin, allowing your body to more quickly respond to the therapist's touch, helping you relax faster.

Removing all jewelry and watches gives the therapist greater freedom of movement and increases your comfort. Remember to remove makeup and tie back your hair.

Depending on the massage, guests may be asked to remain in their underwear (their own or disposable provided by the spa) or be fully undressed – this applies to full-body massages including the buttocks. We always recommend keeping on those parts of clothing that make you feel comfortable.

During the massage, the guest is always covered with towels, and only the massaged area is exposed. After the massage, the guest is asked to remain seated for a moment in case of dizziness.

REMEMBER, YOUR COMFORT IS THE MOST IMPORTANT, AND THE THERAPIST PERFORMING  
THE TREATMENT WILL ALWAYS KEEP THIS IN MIND.