

Art SPA Regulations

1. Art SPA Regulations are designed to ensure the safety and comfort of our Guests. Using the services implies acceptance of the regulations and instructions in force at the facility.
2. Opening hours:
 - Wellness area (pool, indoor and outdoor jacuzzi, kids' pool, dry sauna, steam bath):
 - Monday to Friday: 9:00 AM – 9:00 PM*
 - Saturday, Sunday, and holidays: 7:00 AM – 9:00 PM*

*Children and teenagers under 18 may use the Wellness area only until 7:00 PM.

*From 7:00 PM to 9:00 PM, the Wellness area is for adults only.

- Treatment rooms: 10:00 AM – 9:00 PM
 - Art SPA Reception: 10:00 AM – 9:00 PM
3. Treatment reservations: 10:00 AM – 9:00 PM
 4. The wellness area (pool, jacuzzi, saunas) is free of charge for hotel guests. External guests may use it for a fee according to the current price list.
 5. Strictly prohibited in the SPA:
 - Smoking (including e-cigarettes and the terrace)
 - Bringing, selling, or consuming alcoholic beverages and intoxicants
 - Animals
 - Glassware
 - Actions endangering the safety of oneself or others (e.g., jumping into the pool, running on the pool deck)
 6. The following persons are not permitted to use the Art SPA facilities:
 - Persons under the influence of alcohol,
 - Persons with acute skin diseases,
 - Persons with open wounds,
 - Persons showing signs of frequent infections,
 - Persons lacking personal hygiene,
 - Persons with visible breathing difficulties,
 - Persons with balance disorders,
 - Persons displaying aggressive behavior
 7. Guests who disturb order, damage the good reputation of Art SPA, or fail to comply with these Regulations or the instructions of SPA staff may be asked to leave the premises without any refund, including for reserved but unused treatments.
 8. For the comfort of all guests, we kindly ask you not to use mobile phones, cameras, or photographic equipment. Please keep conversations quiet.
 9. Please do not bring valuable items into the SPA. Art SPA is not responsible for lost or stolen belongings.
 10. All found items should be handed over to the Art SPA staff.
 11. Guests using Art SPA are financially responsible for any damage or loss resulting from non-compliance with the Regulations and staff instructions.
 12. Parents, legal guardians, group organizers are responsible for the persons under their care and for the damage caused by them.
 13. In the pool area, swimwear, pool flip-flops or disposable shoes are required.
 14. Before using the wellness area, it is mandatory to take a shower.
 15. Children under the age of 18 may be accompanied by adults only. In the case of small children, the guardian must have constant contact with the child at arm's length.
 16. Children up to the age of 2 must be dressed in water diapers when using the water zone.
 17. Any injuries, cuts and noticed irregularities or threats should be immediately reported to an Art SPA employee.
 18. If you feel unwell during your stay, please inform the staff immediately or press the emergency button located in the saunas.
 19. A fee of PLN 50, 80 and 160 will be charged for a lost sheet, towel or bathrobe, respectively.

20. When using the saunas, please read the information and instructions placed in front of each room.
21. The dry sauna and steam bath are intended for adults. Minors can use the sauna and bath under the supervision of adults. Children under 16 years of age are not permitted to use the saunas.
22. During the day, organized activities can be held in the pool and sauna area, during which part of the pool basin and saunas is excluded from accessibility.
23. For hygiene and safety reasons, it is forbidden to use saunas with jewellery and in wet swimwear. When staying naked in saunas, you should be covered with a towel or sheet. In saunas, please sit on a towel or sheet.
24. Sauna baths can be used by healthy people. Saunas should not be used by people
 - elevated body temperature,
 - infectious skin diseases,
 - viral and bacterial infections (e.g. influenza),
 - acute inflammation of internal organs (heart disease, blood vessel disease, hypertension, in the first three months after a stroke,
 - Tuberculosis
 - Cancer
 - Epilepsy
 - severe vegetative disorders of the central nervous system,
 - pregnant women,
 - young children,
 - menstruating women.
25. The user of the pool and saunas declares that his health condition allows him to benefit from this form of bathing.
26. It is forbidden to bring and use chemical products in saunas.
27. The treatments should not be used by people who have contraindications:
 - menstruation (excluding face, hand and foot care treatments),
 - skin lesions (disseminated and purulent),
 - cancer (oncological lymphatic massage),
 - Bleeding
 - haemorrhage or the possibility of haemorrhage,
 - haemophilia
 - vascular blemish,
 - hypertension
 - atherosclerosis
 - any inflammation,
 - bacterial, viral and parasitic diseases.
28. Treatments for pregnant women are performed upon presentation of a certificate from a gynaecologist confirming the absence of contraindications to the procedure.
29. Do not eat large meals immediately before massages and body treatments.
30. Please arrive 15 minutes before the start of the procedure. This is the time to change clothes and consult with a therapist, which is aimed at identifying possible contraindications and recommending treatments optimal for your health and needs.
31. In the event of inappropriate behavior during treatments, the therapist has the right to stop the treatment. The procedure will be considered completed.
32. In case of resignation from the procedure, please report the fact 24 hours in advance. Cancellation at a later date or lack thereof results in a relief of 50% of the value of the procedure.
33. In the event of failure to appear or change the date of the treatment arranged as part of the voucher, it is considered used.
34. In case of delay, the treatment will be shortened accordingly while maintaining its original price.
35. Payment for treatments, classes and admission to the wellness zone is made only at the Art SPA reception, by credit card, blik or cash.
36. Young people under the age of 16 may use the services only with the consent of their parents or guardians.
37. The therapist has the right to refuse to perform the treatment in the event of contraindications.
38. Failure to use the planned treatment as part of a package, pass or voucher is not associated with a discount or refund.
39. In the case of packages and rituals, it is not possible to exchange the treatments contained in them for others.
40. Thank you for submitting your comments.

