



## SPA Policy

1. The SPA department of the Tisza Balneum Hotel can only be used in compliance with the following Rules. By redeeming a SPA ticket or pass, the provisions of the Policy are recognised by the SPA Guests as binding on them. In case of non-compliance with the policy, the hotel's management has the right to refuse to provide the service.
2. For information on current prices, opening hours, admission tickets and passes please see the price list at the SPA reception.
3. Our Guests can only use the SPA facilities at their own risk. Children under the age of 14 can only use the SPA and fitness room accompanied by an adult.
4. In order to provide the opportunity for peaceful relaxation for our Guests, after 19:00 we hold a quiet hour(s) in the SPA department. Please, our Guests under the age of 16, avoid using the pool area during this time!
5. The services of the SPA may not be used:
  - by febrile patients, infectious patients,
  - by those who have open wounds,
  - by patients with convulsions or unconsciousness,
  - by persons under the influence of alcohol, drugs or intoxicants.
6. The use of leisure pools is contraindicated in case of:
  - severe heart, circulatory and respiratory insufficiency,
  - incontinence, malignancy,
  - acute inflammatory disease,
  - thrombosis, severe varicose veins,
  - pregnancy.
7. It is prohibited to:
  - use the pools with an oily, sandy body,
  - bring in an animal,
  - use soap, shower gel, other toiletries or chemicals in the swimming pools, contaminate the water,
  - bring in fragile objects or anything likely to cause an accident or injury around the pools,
  - eat and drink in the pools,
  - litter,
  - smoke,
  - disturb the peace of other Guests by loudness or inappropriate behaviour,
  - use the deep-water pool for those who are unable to swim,
  - use the pool in clothing other than a swimsuit or without a swimsuit.
8. All bathers must follow the instructions of pool masters and security staff.
9. First aid is provided at the SPA reception.
10. The use of showers and foot washers is mandatory before using the pools!
11. The wet pavement near the pools may be slippery, please approach the pools with special attention!
12. The hotel takes no responsibility for any accidents resulting from the fault of the Guest or the improper use of the facilities.
13. Damage caused by the Guest using the SPA services during or outside the opening hours of the pools due to pollution of the pool water (e.g. pieces of glass in the pool, human body fluid, faeces, replacement of pool water due to stomach contents, disinfection, bacteriological examination, compensation of hotel Guests for disturbing the nocturnal tranquility, etc.) must be fully reimbursed.
14. The Guest is obliged to immediately notify the nearest employee in case of any extraordinary event, such as personal injury, fire, detection of an accident-hazardous device or object. The employee is obliged to take the necessary steps and to record the event in the operation log.
15. The hotel is not responsible for items placed in lockers or left unattended in the SPA area. In case of loss of the locker key, a surcharge of HUF 3,000 will be charged.
16. Our guests can indicate their comments on the quality of SPA services and the behaviour of the service staff in the Book of Customers placed at the SPA reception.
17. The policy is designed to maintain the safety, health and physical integrity of our guests.

**We wish all our dear Guests a pleasant relaxation!**

### TISZA BALNEUM HOTEL\*\*\*\*Tiszafüred

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