



SPA & WELLNESS REGULATIONS

1. ARTIS SPA & Wellness is open from Monday to Sunday from 9:00 to 21:00.
2. SPA is a zone of silence and relaxation. For your comfort, it is forbidden to use your own MP3, MP4 receivers and the like, cameras and mobile phones. The SPA area is quiet. The SPA staff has the right, without reimbursement of the costs incurred, to ask people who in any way affect the discomfort of other guests. At the same time, ARTIS SPA & Wellness is not responsible for photos taken and shared online by outsiders and unrelated to the ARTIS Hotel & SPA.
3. It is forbidden to do the SPA:
 - * Smoking
 - * Alcohol
 - * bringing glass packaging and chewing gum.
4. The SPA cannot be used by persons: whose condition indicates the consumption of alcohol or other intoxicants, with open wounds and inflammation of the skin, with signs of diseases posing a danger of drowning, whose behavior poses a threat to other guests and SPA staff, whose hygiene status deviates from generally accepted standards.
5. In order to increase the effectiveness of treatments, we recommend:
 - a) inform the therapist before the procedure about: medications taken, past diseases, possible contraindications,
 - b) use the swimming pool and saunas always before treatments,
 - c) avoid heavy meals at least one hour before the procedure,
 - d) avoid sunbathing immediately before and after the procedure.
6. Children under 16 years of age may stay in the SPA only in the company of an adult. Persons receiving treatments should be at least 16 years old or have the written consent of a legal guardian. Please note that massages can only be enjoyed by adults.
7. All valuables should be left in deposit at the Hotel Reception. The service is not responsible for items left in lockers or other places in the SPA.
8. Please arrive at the SPA 15 minutes before the planned treatment in order to fill in the Consultation Card. In case of delay, this time is reduced from the total time of the

procedure. In case of delay of more than 15 minutes, the SPA staff reserves the right to cancel the reservation and charge the Guest's bill with the full cost of the service.

9. It is possible to cancel the reservation of the treatment at no cost at least one day before the planned date.

10. Paying for admission to the SPA & Wellness Zone and/or purchasing other services from the ARTIS Hotel & SPA offer is tantamount to completing the Consultation Card, providing contact details (telephone number, e-mail) and submitting a statement by the Guest that there are no health contraindications to use the services offered by ARTIS SPA & Wellness. The Guest is obliged to make a written statement, contained in the Consultation Card, that he has read and accepts the terms of these Regulations and the regulations of individual rooms in the SPA & Wellness zone.

11. Before using the services of ARTIS SPA & Wellness, you should change in the changing cabins and leave your personal belongings in the lockers designed for this purpose. For losing or damaging the locker key, the service charges a fee of PLN 50.

12. In the Wellness Zone, before entering the Gym, it is obligatory to change to sports shoes with a clean sole, intended only for moving on the ground inside the building.

13. Before entering the Pool and Sauna Zone, it is obligatory to change shoes in the changing room to substitute ones (flip-flop type). If the Guest does not have his own replacement footwear, we recommend buying it at the SPA Reception. Wash your entire body carefully under showers and rinse your feet in a shower tray with flip-flops on your feet.

14. In the Gym and in the Sauna Area, towels are required. If guest do not have one, there is a possibility to rent them for a fee at the SPA Reception on level -1.

15. The most comfortable outfit of a person going for the procedure is a bathrobe. Treatment underwear is prepared in the treatment room.

16. Saunas and Steam Baths should be entered. In towels or bathrobes covering intimate zones. They are only available to hotel guests enjoying body care treatments. Other guests can rent a bathrobe at the SPA Reception on level -1 for a fee.

17. No more than 20 bathers can be in the pool basin at the same time. The exception are classes organized under the supervision of an Instructor.

18. During the use of the SPA, it is possible to purchase beverages available in the SPA, served only in safe plastic dishes. Orders placed in the Restaurant, Bar or through Room Service will not be processed.

19. Special care should be taken in the SPA area in places where wet surfaces occur. Guests are also strictly forbidden to run around the entire SPA & Wellness complex and jump into the pool. Children staying at the gym with their parents (guardians) are strictly forbidden to use the available equipment.

20. Shower before Body Care Treatments and Massages is recommended.

21. The staff of ARTIS Hotel & SPA reserves the right to interrupt the treatment if it encounters behavior inadequate to the place where it is located (sexual harassment, aggression, vulgar language, etc.).

22. The hotel guest may issue an instruction to transfer the charge to the room in which he is registered for products and services purchased in the SPA. This bill will be paid on the day of departure from the Hotel. Persons using the SPA, who are not hotel guests, pay the amount at the ARTIS Hotel & SPA

23. We recommend booking services at least a few days before the planned date. In the absence of prior reservation, the Guest may use the services currently available. The service is booked after the availability is checked.

24. The reservation is confirmed in writing or by phone after the Guest provides an e-mail address or contact telephone number, to which the SPA service confirms it. Reservations not confirmed are cancelled 24 hours before the procedure.

25. We do not make reservations for the Swimming Pool and Sauna Zone and Wellness Zone - the possibility of using services according to the availability of space.

26. It is possible to purchase an "Invitation" - a gift, to be used in the SPA, in the form of a pass for a series of treatments or a package for one-time implementation. Before purchasing an invitation, it is obligatory to read the Regulations of Invitations, Vouchers and Passes, which is available on the Hotel's website.

27. Persons violating public order or the provisions of the ARTIS SPA & Wellness Regulations will be removed from the facility without reimbursement of admission costs.

28. For the destruction of SPA property caused by a deliberate act or omission, the Guest's full financial responsibility is incurred.

29. You should report to the SPA staff any irregularities and defects affecting the safety of guests and the operation of the recreation center.

30. For the sake of your own safety and the safety of others, you should follow the above rules. All persons staying in the ARTIS Hotel & SPA are obliged to comply with these Regulations, as well as the Regulations of individual rooms in the Pool and Saunas, Wellness, treatment rooms and the Beauty Institute. It is advisable to follow the suggestions of the ARTIS Hotel & SPA staff. Any complaints, requests and grievances should be reported to the SPA & Wellness Manager.

31. ARTIS Hotel & SPA reserves the right to change the opening hours and schedule of classes resulting from technical reasons or other circumstances.

32. In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, we would like to inform you that the administrator of personal data is Park sp. z o.o. with its registered office in Sitaniec 1, 22-400 Zamość, KRS 0000280483, REGON 951219127.

33. Personal data is processed for the purpose of booking treatments and providing SPA & Wellness services, and in the case of consent also for marketing purposes

34. Data collected for the purpose of providing SPA & Wellness services will be processed for the period specified in the law, and in the case of data collected on the basis of consent until its withdrawal. You have the right to access the content of the data, correct it, the right to transfer data and the right to receive a copy of personal data processed by the Hotel.

35. If you give your consent to the processing of data for marketing purposes, you additionally have the right to withdraw your consent at any time, request the restriction of their processing, delete and the right to be forgotten. Your data may be made available or transferred to the following categories of recipients:***

- companies providing IT support services for the Hotel; - companies providing accounting services;
- companies providing legal services;
- companies providing marketing services for the Hotel.

If it is found that personal data is processed unlawfully, you have the right to lodge a complaint with the President of the Office for Personal Data Protection (PUODO). Contact with the person responsible for the protection of personal data is possible at the Hotel's headquarters or via e-mail ado@hotelartis.pl