

## General Reservation - Terms and Conditions

### I. RESERVATION

1. Reservation is considered complete as soon as the advance payment /advance payment 100% has been made.
2. By making an advance payment, the Guest agrees to receive an electronic advance invoice to the given e-mail address.
3. The remaining amount (according to the booking confirmation) is payable at the reception desk on the day of arrival (not applicable to VIP Guests who can pay the remaining amount at the end of their stay).
4. ***If we do not receive the required advance payment / advance payment 100%, your request for reservation will be cancelled without notice.***
5. The room's reservation remains valid on the day of the planned arrival until midnight. After that time, the reservation will be cancelled. To avoid cancellation, please contact the hotel reception about your late arrival.
6. The above prices do not include the health resort charge of 6,20 PLN/person/overnight stay.
7. For on-line reservations do not apply Aquarius VIP CLUB discounts.

### II. CANCELLING AND CHANGING RESERVATIONS

1. To cancel or modify your reservation, please contact our reservation office by sending an email to the following address: [rezerwacje@aquariusspa.pl](mailto:rezerwacje@aquariusspa.pl)
2. Reservations can be cancelled free of charge up to **14 days** prior to scheduled check-in date (a written cancellation via e-mail is required) and the advance payment will be fully refunded by the hotel. For special occasion packages, cancellation conditions are subject to change.
3. No refunds will be given for cancellations received after this cut-off time. However, if a cancellation request is related to a force majeure event or other unforeseen circumstances; and the guest is able to provide a sufficient written explanation of the circumstance, a full refund of advance payment will be issued.
4. If the active reservation is not cancelled and the guest fails to arrive, the advance payment will not be refunded.



5. There are no refunds for shortened stays. However, if the guest decides to shorten their stay due to certain unforeseen events or change of circumstances, the refund request will be considered for documented extenuating circumstances.
6. **Reservations at a non-refundable rate must be fully paid by a credit card at the time of booking. If the non-refundable reservation is cancelled or the guest fails to arrive, the advance payment amount will not be refunded.**
7. The non-refundable rate cannot be combined with the VIP CLUB discounts or any other discounts and promotional offers.

### III. GENERAL INFORMATION

1. Guests staying at the hotel are obligated to follow the Hotel Rules & Regulations, which can be viewed online at [www.AquariusSPA.pl](http://www.AquariusSPA.pl), at the main reception desk, and in each hotel room.
2. A hotel day begins on the date of arrival at 3:00 p.m. and ends at 11:00 a.m. on the day of departure.
3. We recommend reserving SPA treatments in advance. You can call and make an appointment by phone (+48 94 35 36 580) or send us an e-mail: [spa@aquariusspa.pl](mailto:spa@aquariusspa.pl).
4. The number of seated places at AQUARIUS CLUB&LOUNGE is limited. We ask that you call and make a reservation in advance via this number: + 48 94 35 36 500.
5. Parking in the underground car park is subject to a fee of **70 PLN** per night for one car.  
There is a possibility of prior reservation of underground parking spaces (limited number of parking spaces). The hotel guarantees the availability of a parking space in the underground parking, subject to prior reservation and receiving a written confirmation of the parking space reservation, but does not guarantee the availability of the same parking space for the entire period of stay.  
A car park in front of the hotel is subject to a fee of **60 PLN** per night for one car. The hotel does not reserve parking spaces in front of the hotel and does not guarantee their availability.
6. Smoking is prohibited at the hotel including balconies, except for in the designated smoking areas. This prohibition also does not include designated smoking rooms.
7. The hotel does not accept animals.
8. Every hotel room contains a locked safe, which is included in the price of your stay.
9. Each hotel room has access to the Internet (Wi-Fi), which is included in the price of your stay.



10. The hotel accepts payments made by using the following credit cards: MasterCard, Maestro, and Visa.
11. Taking care of the environment we limit the use of single-use plastic cups, for this reason you won't find them at the water dispenser in the Aquacenter. We encourage to use reusable bottles. If needed, bottles are available for purchase at the Beauty Center Reception. There is also a drinking water fountain at guests' disposal in the Aquacenter. According to the Aquacenter Regulations for pool safety, it is not allowed to bring glass bottles / containers into the area. If a glass, cup or dish breaks, it will be necessary to close the pool and drain the water to ensure all the broken pieces are removed. Violators will be held financially responsible for damages and losses.

#### IV. COMPLAINTS

1. Should you have any complaints about the quality of the services, please lodge them as soon as possible at the hotel reception desk (not later than on the departure day) to allow for the staff's immediate reaction.

