

## General Reservation - Terms and Conditions

### I. RESERVATION

1. Reservation is considered complete as soon as an deposit has been made. Deposit is non-refundable.
2. **If we do not receive the required deposit, your request for reservation will be cancelled without notice.**
3. 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.
4. The above prices do not include the health resort charge of 4 zł/adult/overnight stay and 2 zł child 0-7 years old/overnight.
5. For on-line reservations do not apply Aquarius VIP CLUB discounts.

### II. CANCELLING AND CHANGING RESERVATIONS

1. If you would like to cancel or change your reservation, please contact the reservation department at the following number: +48 94 35 36 444/555/507 or send an e-mail to: [rezerwacje@aquariusspa.pl](mailto:rezerwacje@aquariusspa.pl)
2. **Shortening the stay or non-appearance at a hotel does not result in reimbursing the due amount for the unused benefits unless the shortening of the stay or non-appearance at a hotel was the result of the circumstances of the force majeure nature or an act of god. The obligation to prove the circumstances, referred to in the preceding sentence, rests with the person who requests the reimbursement of the due amount.**
3. In case of cancellation or no show the deposit won't be returned.

### 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 35 PLN per night for one car and 65 PLN for VIP parking place. A car park in front of the hotel is subject to a fee of 25 PLN per night for one car. Hotel does not guarantee the availability of parking places.
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.

### 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.