

PRISMA

SPA RULES AND REGULATIONS

1. PRISMA SPA is open every day, from 7:00 a.m. to 10:00 p.m. During its opening hours, guests can take advantage of the wet area, gym, and treatments.
2. PRISMA SPA reserves the right to change its opening hours and days, as well as its treatment schedule. The hotel reception is obliged to inform the Guest about any planned changes.
3. SPA services (wet area, gym, treatments) can be used only after reading the relevant rules and regulations*.
4. The SPA treatments can be provided only to adults.
5. Minors may be provided SPA treatments only once their guardian signs a written consent to the performance of a given treatment.
6. Any and all treatments provided to minors who haven't reached the age of 13 can take place only when the minor's guardian is present in the treatment room.
7. Any and all treatments provided to minors aged 13 or older can take place without the minor's guardian being present in the treatment room.
8. Only adults are allowed to use the sauna and relaxation area.
9. The treatments can be provided to pregnant women in their second and third trimester if the woman signs a document confirming that there are no medical contraindications to her undergoing a treatment in question. Pregnant women should have their attending physicians' consent to them undergoing SPA treatments and should confirm that they have obtained such consent before the treatment begins.
10. The SPA team has the right to refuse to perform treatments for pregnant women in their first trimester and for women who have not obtained the consent of the attending physicians or are not sure if they are in good health on the day of the treatment.
11. The following actions are strictly forbidden on the SPA premises:
 - + bringing and consuming alcohol and other intoxicants
 - + bringing any glass containers, sharp objects, and other dangerous items
 - + bringing food and eating any other food other than the refreshments served by the SPA staff
 - + exposing oneself
 - + using one's own cosmetics
 - + smoking tobacco products and electronic cigarettes
 - + using mobile phones, cameras
 - + conducting loud conversations, including calls on mobile phones
 - + bringing animals
12. During the SPA stay, the Guest's intimate areas are to be covered with a bathrobe or a towel.
13. The SPA staff has the right to refuse entry to Guests that do not comply with the guidelines regarding attire.
14. The SPA staff has the right to refuse entry to Guests when the number of people exceeds the safe maximum set by the SPA employee.
15. Wellness & SPA Consulting is not responsible for any injuries resulting from improper use of the SPA facility, as well as the failure to comply with the regulations and safety rules
16. If the Guest begins to feel unwell while in the SPA (experience dizziness, chest pain, shortness of breath, etc.), they are obliged to immediately stop using the SPA offer and notify the SPA staff.
17. Wellness & SPA Consulting is not responsible for any items left in the cloakroom.
18. Personal belongings left in the SPA will be sent back to the address indicated by the Guest at their expense.
19. In accordance with the Polish Civil Code, if the Guest does not provide instructions on how the items they had left behind ought to be returned, the SPA will store said items at the owner's expense for a period of one year, and after this period, these items will become the property of the SPA.
20. If it is not possible to call the Guest to collect the found item within 2 years from the date of its discovery, the item in question becomes the property of the finder.
21. Claims for damages resulting from the loss of items brought into the SPA are automatically time-barred one year from the date of cessation of use of the SPA services by the Guest.
22. SPA does not store foodstuffs, medicines, and any other articles that may be damaged or expired.
23. Guests are financially responsible for any damage and destruction of the SPA area they cause.
24. The minor's legal guardian is responsible for any damage caused by said minor.
25. Arrival at the SPA is treated as acceptance of the terms and conditions of the SPA's rules and regulations.
26. Subject to the provisions of applicable law, Wellness & SPA Consulting, its owners and employees, are not liable for death, injury, and any loss of health and property arising from the use of the SPA, unless such events are directly attributable to their negligence.
27. All complaints and requests should be addressed to the designated facility supervisor (a representative of Wellness & SPA Consulting) at the following email addresses:
 - a) PRISMA SPA in PURO Hotel Gdańsk info@prismaspa.pl
 - b) PRISMA SPA in PURO Hotel Kraków Kazimierz krakow@prismaspa.pl
 - c) PRISMA SPA in PURO Hotel Łódź lodz@prismaspa.pl
 - d) PRISMA SPA in PURO Hotel Warszawa warszawa@prismaspa.pl

TREATMENT RULES AND REGULATIONS

1. Before the start of your treatment, the client needs to fill in the "Health Card" at the SPA reception desk. It confirms that there are no medical contraindications to the client receiving the treatments of their choice (CONTRAINDICATIONS TO SPA TREATMENTS)
2. Any existing contraindications to the treatment must be disclosed before the treatment begins.
3. Persons with contraindications to any treatments are not allowed to undergo said treatments*.
4. In the absence of prior reservation, the SPA staff cannot guarantee the performance of the treatment.
5. Only adults can be provided with treatments.
6. Minors may undergo treatments only with the written consent of their legal guardian and in their presence.
7. The client has the right to cancel a treatment reservation four hours before its commencement, without incurring any costs.
8. The client will be charged 100% of the cost of the treatment if they:
 - + arrange the treatment while aware that there exist medical contraindications to them receiving the treatment of their choice;
 - + fail to notify the SPA staff of their preferences regarding the treatment (e.g. related to the gender of the therapist) while making the treatment reservation and cancel the treatment immediately before its start;
 - + do not cancel the treatment 4 hours before it starts;
 - + arrives for their treatment under the influence of alcohol or any intoxicants, psychotropic drugs, etc.; or
 - + engage in aggressive behaviour towards the SPA staff and any other persons on the SPA premises (verbal, physical aggression);
 - + display inappropriate behaviour, e.g. by making sexual advances, violating body autonomy of others, engaging in harassment, etc.; any such behaviour will be immediately reported to the security authorities.
9. The time specified during the booking is the start time of the treatment. It is recommended to arrive at the SPA at least 10 minutes before the scheduled time.
10. If the client is late for an appointment for a spa treatment, the time of the booked treatment will be shortened, without any change in the price of the treatment.
11. Treatments included in the hotel package (if such package is offered by the hotel) which are not used within the agreed period are forfeited.
12. The SPA staff has the right to refuse to provide treatments if:
 - + they notice that the client suffers from any illnesses which is directly threatening to the therapists (e.g. mycosis, skin diseases of unknown origin, open wounds, inflammatory conditions, mental illnesses, etc.)
 - + the client's state of hygiene is far from normal standard of care
 - + the client is under the influence of intoxicants
13. A shower is recommended before undergoing any body treatments and massages

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14. Rules and regulations related to complaints:

- + guests have the right to lodge a complaint if they notice any deficiencies in the quality of the services provided
- + all complaints are accepted at the SPA's reception desk
- + complaints should be submitted as soon as the guest notices any deficiencies in the standard of services provided

SAUNA RULES AND REGULATIONS

1. Before entering the sauna, the client should read the SPA Rules and Regulations and the document titled CONTRADICTIONS TO SPA TREATMENT/SAUNA USE.
2. Persons who suffer from medical contraindications to the use of sauna may not use the sauna* (CONTRADICTIONS TO SPA TREATMENT/SAUNA USE).
3. The saunas may only be used by healthy persons or persons whose ailments do not constitute contraindications to this type of activity. Any clients interested in sauna should consult their doctors beforehand.
4. Wellness & SPA Consulting, a company with its registered office in Wrocław 50-505, ul. Hubska 121/9, is not liable for the health consequences of sauna use.
5. If the client feels unwell, they should notify the SPA staff immediately.
6. The client should take a shower and dry your entire body thoroughly before going into the sauna cabin.
7. All metal objects should be removed before using the sauna, as they can burn the client's body.
8. The client should always sit or lie on a towel in the sauna. Swimsuit and slippers should be left outside the sauna cabin and the guest's intimate areas are to be covered with a towel.
9. The client should rest in order to adapt to the ambient temperature before leaving the sauna.
10. Exercise is to be avoided immediately after using the sauna.
11. If the sauna malfunctions, it is to be reported immediately to the SPA staff.
12. The SPA does not make reservations for the sauna area. The possibility to use the services depends on the availability of space.

VOUCHER RULES AND REGULATIONS*

1. The purchase of the Voucher is tantamount to knowing and accepting the rules and regulations in force on the PRISMA SPA premises.
2. The Voucher is valid for 6 months from the moment of its purchase.
3. The validity of a purchased Voucher is not subject to change.
4. The Voucher is nominal and may only be redeemed by the recipient.
5. If the Voucher is lost, the customer suffers a financial loss.
6. It is possible to redeem the Voucher in the PRISMA SPA in a different city than the place of its purchase.
7. The purchase of the Voucher does not guarantee the date of its redemption.
8. It is the client's responsibility to make a reservation well in advance.

CONTRADICTIONS TO SPA TREATMENT/SAUNA USE

Contraindications extend to all facial and body treatments, massages and hand and foot treatments available at the spa, and include:

- + uncompensated heart defects, pacemakers, advanced hypertensive diseases,
- + inflammatory conditions of the veins, large varicose veins, aneurysms,
- + all cardiac diseases with an increase in pulmonary resistance / pulmonary artery disease, bicuspid valve defects,
- + myocardial degenerative changes with coexisting angina pectoris,
- + spontaneous hypertension with cardiac, renal, and ocular fundus lesions, and values of diastolic pressure greater than 110mmHg and systolic pressure greater than 200mmHg,
- + stable and unstable coronary artery diseases,
- + condition after myocardial infarctions,
- + circulatory insufficiency,
- + myocarditis and heart defects, especially mitral and aortic stenosis,
- + severe vascular atherosclerosis, especially of the heart and brain,
- + acute cardiovascular diseases,
- + haemorrhages, tendency to their occurrence, haemophilia,
- + endoprostheses, metal implants in the body,
- + menstrual periods,
- + malignant tumours, non-malignant tumours,
- + infectious diseases,
- + diseases of internal organs,
- + acute and subacute inflammatory conditions,
- + early recovery stages after fractures, sprains, dislocations, as well as fresh blood clots,
- + rheumatic diseases,
- + kidney stones,
- + stenocardia,
- + schizophrenia, psychosis and other mental illnesses,
- + venereal diseases,
- + epilepsy,
- + glaucoma,
- + diabetics,
- + endocrine disorders; hyper- or hypothyroidism, adrenal insufficiency,
- + disseminated or purulent dermatological lesions,
- + mycoses,
- + skin disruptions, epidermal breaks, unhealed wounds, fresh scars,
- + elevated body temperature exceeding 38 degrees Celsius,
- + very young age (young children) due to children's underdeveloped thermoregulation,
- + pregnancy in the first and second half of the third trimester, breastfeeding*.
- + For pregnant women in the second trimester and the first half of the third trimester, relaxation massage is allowed (provided using stroking).
- + By signing the "reservation card", the pregnant woman gives her informed consent to participate in the treatment. The client's consent to the implementation of the treatment should be given after they learn all the benefits and risks of participating in the selected spa treatment