

SPA ETIQUETTE

19.1. Reservations, arrival and treatments

To ensure the highest quality of service and a peaceful environment for other guests, treatments at SPA FRANZISKA should be booked well in advance. Guests must observe the agreed treatment time and should arrive at spa reception preferably 10 minutes before the start.

If a guest arrives late, the treatment may be shortened to avoid disrupting other guests' schedules. A shorter treatment due to the guest's late arrival does not automatically entitle the guest to a price reduction.

Before treatment, guests must inform staff of any health limitations, allergies, pregnancy, medication, recent procedures or other circumstances that may affect the suitability of the treatment. If in doubt, guests should consult their doctor about the treatment.

19.2. Treatment etiquette and guest comfort

Most treatments require clothing to be removed. The therapist will always cover the guest with a sheet, leaving only the area being treated exposed. Guests may wear swimwear but acknowledge that it may come into contact with oils, creams and other products.

Guests may inform the therapist of their preferences at any time, for example regarding massage pressure, room temperature, music, fragrance or the products used. The aim of the treatment is a safe, dignified and enjoyable experience.

Guests may stop a treatment at any time. The therapist may end a treatment immediately if the guest behaves in a sexually inappropriate, aggressive, harassing or otherwise dangerous manner; the incident will be referred to the SPA Manager or Manager on Duty and recorded internally. Charges for a terminated treatment are governed by the SPA's agreed cancellation and operating terms.

After treatment, guests are advised to allow time to relax and drink sufficient fluids. Alcohol consumption and excessive exposure to direct sunlight are not recommended during therapeutic and relaxation treatments.

19.3. Pool, sauna and common areas of SPA FRANZISKA

SPA FRANZISKA is open to both men and women. Swimwear conforming to European standards must be worn in the pool. The sauna is used without swimwear; sheets or towels available by the pool or in the sauna area may be used for covering the body.

The sauna area is open to persons over 16. Children under 12 may enter the spa centre only when accompanied by an adult and only until 18:00, unless the hotel specifies otherwise.

Guests must use the pool, sauna, wellness and related facilities only for their intended purpose, in accordance with their state of health and staff instructions. Jewellery, valuables and electronic devices should not be brought into the spa; guests are advised to leave them in their room safe.

Guests must shower before entering the pool or sauna and follow hygiene instructions. Entry is not permitted to persons visibly under the influence of alcohol or other addictive substances, with an acute infectious disease, an open wound or any other condition that could endanger them or others. Glass, food and unapproved drinks must not be brought into the pool or sauna areas. Children must remain under direct adult supervision at all times.

19.4. Conduct at SPA FRANZISKA

Silence and tranquillity are part of the spa experience. Guests must be considerate towards others and refrain from loud conversation, use of speakers, phone calls, and photographing or filming other people without their express consent.

Smoking is prohibited throughout SPA FRANZISKA. Strong perfumes are discouraged. Guests must follow staff instructions and must not adjust equipment, saunas, technical systems or safety features.