

Terms and Conditions

General

- You are required to respect the rented time, arrive promptly, and also leave the spa area on time. If this rule is not adhered to, our staff will open the door once your time has elapsed.
- Arriving late to your booking will be deducted from your own time.
- You must leave the complex on time; otherwise, we will be forced to charge you additional costs and adjust the timings for the customers following you.
- We reserve the right to refuse visitors at any time.
- By entering our facilities, you agree to the house rules.

Cancellation or Modification of Reservation

- In case of timely cancellation (at least 48 hours before the booked date), the deposit minus a €15 rebooking fee will be retained as credit for one year. We do not refund any amounts.
- If you cancel your reservation within 24 hours of the start time, we will charge 100% of the reserved package costs.
- If you wish to reschedule your appointment, you must do so at least 48 hours before the start of your reservation. We charge a €15 rebooking fee to change your reservation. NOTE: Cancellations must be confirmed by email.
- Your deposit will be fully collected if the booking is canceled less than 48 hours before the start time. No credit will be given if you don't cancel on time.
- Last-minute bookings cannot be modified or canceled.

Hygiene and Safety

- You are required to shower before using our facilities.
- For hygiene reasons, the use of towels in the sauna is mandatory.
- Wearing slippers is required due to potential slip hazards.
- It is not permitted to add products to the water or to the sauna/steam cabin. If you do, you will be charged for any damage.
- You are not allowed to remove hair or perform any other personal care that contaminates the wellness area.
- Jewelry must be removed before using the facilities.
- It is not allowed to consume brought-along food or drinks.
- Smoking is prohibited. If our smoke detectors are triggered, your visit will be terminated immediately. Costs for removing the smoke odor will be charged to you.
- The use of intoxicants such as drugs and alcohol is prohibited.
- Pets are not allowed.
- Children are permitted under the supervision of one or both parents. The responsibility lies entirely with the supervising party.

Damage and Disturbance

- If damage to any facility occurs due to careless use, you, as the renter, are liable for compensating the damage.
- King Spa is not liable for loss or damage to your belongings. Please leave valuable jewelry and such at home.
- We ask you to ensure the relaxed ambiance of the wellness center by not playing extremely loud music.
- Engaging in sexual activities is prohibited.
- We reserve the right to refuse individuals showing signs of intoxication, aggression, or those visiting our wellness center with intentions other than relaxation.
- As a guest, you are responsible for the proper use of our facilities. Under no circumstances can King Spa be held liable for accidents or for physical or material damage caused by improper use of our facilities.