

TERMS AND CONDITIONS

of 10 December 2025 ("Terms and Conditions")

§ 1 General Provisions

1. The operator of the SPA is Alba Thymont Spółka z ograniczoną odpowiedzialnością, with its registered office in Suchy Las, ul. Szkolna 98, 62-002 Suchy Las (hereinafter referred to as the "Operator").
2. These Terms and Conditions define the rules for using SPA services, including the wet area, saunas, gym, and treatments.
3. Entering the SPA premises constitutes acknowledgment of and acceptance of these Terms and Conditions, without the need to sign them.
4. The SPA is open daily from 7:00 a.m. to 10:00 p.m. The Operator reserves the right to change opening hours and service schedules.

§ 2 Rules of Use

1. SPA services are available exclusively to adults (18+).
2. Use of SPA treatment services requires prior registration. Before the treatment begins, the Client is obliged to familiarize themselves with the contraindications for the treatment and to confirm in writing that none apply.
3. The Client is obliged to pay for SPA services in accordance with the price list.
4. In the event of the Client's late arrival, the SPA reserves the right to shorten the treatment without reducing its price.
5. During their stay at the SPA, the Client is obliged to follow the instructions of the staff.
6. The SPA has the right to refuse to perform a treatment in the following cases:
 - a) if the Client does not comply with the Terms and Conditions,
 - b) if circumstances arise that endanger the health or life of the staff,
 - c) if the Client behaves inappropriately toward other Clients and/or staff,
 - d) if, in the opinion of the staff, the Client's health condition prevents the treatment from being performed,
 - e) if the Client's level of hygiene deviates from generally accepted standards.
7. Clients are obliged to immediately inform the staff of any deterioration in their well-being, in particular nausea, dizziness, or shortness of breath.
8. Clients are obliged to move around the SPA wearing bathrobes or towels covering intimate areas.

TERMS AND CONDITIONS

of 10 December 2025 ("Terms and Conditions")

§ 3 Prohibitions

1. The following are prohibited on the SPA premises:
 - a) bringing in and/or consuming alcohol, intoxicating substances, and one's own food and beverages,
 - b) bringing in items deemed dangerous by the SPA staff,
 - c) smoking tobacco products and e-cigarettes,
 - d) using personal cosmetics during treatments,
 - e) using mobile phones and cameras in quiet and relaxation zones,
 - f) engaging in loud conversations,
 - g) bringing animals, with the exception of assistance dogs for persons with disabilities, in accordance with applicable law,
 - h) running.
1. In the event of a violation of any of the prohibitions listed in section 1, the staff has the right to ask the Client to leave without refunding the cost of the treatment.

§ 4 Liability

1. The Operator is not liable for items left on the SPA premises.
2. The Operator is not liable for damage resulting from failure to comply with the Terms and Conditions.

§ 5 Complaints

1. Guests have the right to submit complaints in the event of deficiencies in the quality of services.
2. Complaints regarding SPA services are recommended to be submitted within 14 (fourteen) days from the date the service was provided, which will facilitate their consideration. Submitting a complaint after this period does not result in the loss of the right to complain, but may make it more difficult to establish the circumstances covered by the complaint.
3. Complaints should be submitted to the Operator via e-mail at: **kontakt@alba1913.spa**. The complaint should indicate the place where the treatment was performed, the type of treatment, the date of performance, and, if possible, the person who performed the treatment.