

Policies of the wellness & spa centre Harmonie

1. The opening hours of the entire wellness centre and particular treatments are stated at the hotel website www.augustian.cz or wellness reception. Children may enter the wellness centre only from 9:00 a.m. till 10:00 a.m. and then from 2:00 p.m. till 4:00 p.m.
2. Access to the wellness centre is possible only after paying the admission fee at the wellness reception and the guest is obliged to follow these rules of operations during his/her stay in it. Hotel guests may access the wellness centre free of charge.
3. Each guest is obliged to behave so as to avoid damage to the wellness centre's equipment. It is also required to maintain the premises of the wellness centre clean and in order.
4. The children under 12 years may enter the wellness centre only if accompanied by a person older than 18 years. Entry is prohibited for:
 - a. Persons with fever, conjunctivitis, skin or in other way transmitted diseases, parasites, rashes, discharges and illnesses and germ carrier,
 - b. Persons who are in quarantine for the occurrence of infections, family members or household member who occurred transmitted disease and the patient is not isolated,
 - c. Persons intoxicated by alcohol or under the influence of drugs,
 - d. Persons who do not respect in any way the visiting rules and ignore the instructions of wellness staff.
 - e. Access to the wellness centre with the animals is strictly prohibited.
5. Each visitor is obliged to maintain personal cleanness and keep clean the premises and equipment of the wellness centre. Visitor is obliged to pay attention to his/her own safety and take care of others.
6. Entry to the pool is allowed only in swimsuits. Shorts and shorts with pockets incl. metal or plastic ornaments are not allowed.
7. Before entering the wellness centre, each visitor is obliged to be properly washed with soap and take a shower without a swimsuit. The same applies after each use of toilet.
8. Each visitor enters the wellness centre at his/her own risk. There is an increased risk of slipping in the whole area of the wellness centre, each visitor is therefore obliged to move slowly and gently to avoid any injury by themselves or others.
9. The operator of the wellness centre reserves the right to refuse entry or take out without compensation any person, who does not follow these policies, staff instructions or any person whose conduct is found unacceptable by the staff. Any person under the influence of alcohol or drugs will not be allowed to enter the wellness center or will be taken out of the wellness center without any compensation.

10. Each person who notices on the premises or at the facilities of the wellness centre any defect, which could endanger the safety of persons or damage on the property, has an obligation to report such defect immediately to employees at the reception.
11. In case of injury to any person, anyone who notices this happening is obliged to notify this to the wellness center staff. The operation of the wellness centre is not liable for any damage on property or health of the guests if these were caused by irresponsible approach of these people or due to their own fault.
12. It is prohibited to bring any alcohol, drugs, narcotics and psychotropic substances, glass or glass objects and other dangerous items that could cause damage to health and property of the wellness centre. The wellness staff has the right to decide if the particular subject is dangerous in this regard.
13. Smoking is prohibited in the premises of the wellness centre. Only drinks and food purchased at the wellness centre can be consumed there.
14. Each person has a duty to take all objects found in the wellness centre over to the staff.
15. The operator of the wellness center does not take any liability for damage on health or property caused to the guest by his/her own fault or negligent.
16. The wellness centre operator does not accept any responsibility for the loss or theft of things, except of those that were taken over into custody on the premises designed for this purpose (e.g. locker room).
17. Payment of all damages caused by the visitor will be required to be compensated in compliance with the local legislation.

Operator:
TEKOO REALITY, s.r.o.
Na Dědinách 733/22
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IČ: 269 48 508
MS v Praze, spis. zn. C.204899

Responsible person:
Ing. Petr Borák
Hotel general manager