Treatment Exchange Rules 2025

1. One procedure is always exchanged for one other procedure. It is not permissible to exchange several procedures for one other.

2. We charge an administrative fee of €2 for each individual replacement of the procedure for any reason. The fee for the exchange of procedures is not charged if the guest reports the exchange in advance, at least 7 days before the start of the stay.

3. It is not possible to change the date of an already scheduled procedure to another date or to cancel the ordered procedure at the client's request less than 24 hours before the date of the procedure.

4. If the guest requests to exchange a cheaper procedure for a more expensive one, the hotel charges an additional fee for the price difference between the original and requested procedure. The price of the original and requested procedure is determined according to the currently valid non-promotional price list of medical and wellness procedures.
If the price of the requested procedure is lower than the original one, the hotel does not refund the overpayment.

. A missed (not completed) procedure cannot be exchanged or replaced.

This procedure also applies if the client purchased a procedure before or during the stay and decides to exchange it for another one before using it.
The timing manager can refuse the exchange for capacity, operational or security reasons. The exchange of procedures is not claimable. If providing the procedure could endanger the guest's health, and he insists on providing it, it will only be provided to him after signing the "Informed Consent".

Valid from: 01.01.2025



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