

This rule applies for exchange of:

- Any treatments included in pre-defined treatment packages within stay arrangements
- Any treatments purchased by guest before or during the stay

1. Treatments are exchanged one for another one.
2. Exchange of several less expensive treatments for one more expensive treatment is not accepted.
3. Guest is charged for price difference according to official Price list (underpayment).
4. The overpayment is not refundable.
5. Refund / substitute for missed treatments are not claimable.
6. 1 € Manipulation Fee is charged for exchange of each single treatment (in addition to the Price Difference Charge):
 - € 5,- for replacement of the same day treatment
 - € 1,- for replacement of the next days treatment
7. Manipulation fee is not charged if the treatment exchange is reported at least 7 days prior the guest arrival to the hotel.

Exchange can be refused:

- For capacity or operational reasons
- In case of any health contraindication (unless the “Informed Consent Agreement Form” is signed by the guest)

Valid from: 01.01.2021



Dr.Phil. Branislav Širilla DiS
Hotel Manager