



SPA Residence “Aukštoji Liškiava” Internal Rules and Regulations

Hotel Rules:

UAB “Ruginė” is the data controller. With your written consent, the personal data you provide may be used for internal marketing purposes. You have the right to review the company's personal data management policy and regulations.

By checking into the hotel, the guest agrees to comply with the internal rules listed below.

1. The hotel reception is open from 8:00 AM to 10:00 PM.
2. Check-in time for individual guests is from 3:00 PM; check-out is by 12:00 PM.
3. Check-in time for groups is from 3:00 PM; check-out is by 11:00 AM.
4. Upon check-in, please provide your personal identification document number.
5. Full responsibility for the health, safety, behavior, and compliance with these rules of minors under 18 and persons with disabilities staying at the hotel lies with their parents or accompanying adults throughout the entire SPA Residence “Aukštoji Liškiava” premises.
6. Hotel staff reserves the right to refuse accommodation or access to the SPA, pool areas, or restaurant to individuals under the influence of alcohol, narcotic, or psychotropic substances.
7. Quiet hours in the hotel are from 10:00 PM to 6:00 AM. Please respect the rest of other guests. If someone is disturbing your rest, contact the 24/7 security service at +370 (6) 1726465.
8. For your own safety, only registered guests are allowed to stay overnight in the rooms.
9. Please note that guests are charged for all individuals actually staying in the room.
10. Hotel staff has the right to enter the guest rooms at any time of the day or night, with prior notice, for service purposes.
11. Please kindly return the key card to the hotel receptionist upon departure. If the key is lost, a key replacement fee of €5 will be charged to your account;
12. If you have used the mini-bar, please kindly provide a list of consumed drinks and snacks at check-out;
13. We thank guests who take care of the hotel environment. In case of damage (broken furniture, torn bedding, stained or otherwise damaged carpet, additional cleaning with special products required for the room, etc.), material liability applies. Damage will be assessed by the hotel administration;
14. Rooms are cleaned daily from 9:00 AM to 4:00 PM and only when the guest is not present in the room;
15. Bed linen, towels, and robes are changed every 3rd day. Towels are changed daily if left on the bathroom floor;
16. To ensure your comfort, please report any technical or equipment malfunctions to the hotel reception, and they will be promptly resolved;
17. If a guest does not vacate the room by 2:00 PM and cannot be contacted, or if the guest maliciously refuses to pay for the services provided and does not vacate the room upon the administration's request, the administration reserves the right to move the guest's belongings to storage within the hotel;
18. SPA center opening hours: daily from 9:00 AM to 9:00 PM. Contact phone number: +370 (6) 1726465;
19. Children under 18 and disabled persons are allowed in the SPA pool area only when accompanied by responsible adults who are liable for their safety and wellbeing;
20. The SPA center is a zone of relaxation and tranquility — therefore, we recommend leaving mobile phones in the room or in the SPA center's changing lockers.
21. SPA procedure reservations can be canceled no later than 4 hours before the procedure starts. If you do not arrive on time and fail to notify in advance, the payment will not be refunded.
22. Payments for unused services included in the packages are non-refundable.
23. Smoking is prohibited in the residence area and all indoor premises. Please kindly follow this rule: a €150 fee applies for additional room cleaning with special products. Taking into account the needs of guests who smoke, a designated smoking area has been established away from the buildings;
24. Pets are not allowed in the hotel or restaurant;
25. The restaurant dress code is elegant casual. Guests are not permitted in the restaurant wearing robes;
26. For your safety, video surveillance cameras are installed in the hotel's public areas;
27. Individuals may pay in cash in euros or by bank credit cards;
28. We recommend leaving valuables in the hotel safe or in the room safe (if available). The hotel is not responsible for items not deposited in the safe;
29. Please use electrical appliances according to their intended purpose. For instructions on appliance use or to report malfunctions, please contact the reception.