

INTERNAL RULES OF THE SPA CENTER SPA RESIDENCE “AUKŠTOJI LIŠKIAVA”

1. Upon entering the SPA center, it is considered that the visitor has read and agrees to the internal rules of the SPA center.
2. The SPA center is open daily from 9:00 AM to 9:00 PM. Contact phone: +370 (6) 1726465.
3. Massages and other treatments are available from 10:00 AM to 7:00 PM, by individual appointment.
4. The last entry to the SPA center is allowed at 8:00 PM.
5. Information about SPA treatments and other services is provided by the receptionist or SPA specialists.
6. Treatments are available by prior reservation only, which can be made at the hotel reception or by phone at +370 (6) 1726465.
7. Advance booking for SPA treatments, the pool, and sauna areas is mandatory. Reservations can be made at the hotel reception or by phone at +370 (6) 1726465.
8. Booked SPA treatments can be canceled no later than 4 hours before the scheduled time. If the reservation is not canceled and the guest does not show up, the service is considered provided and the guest is obliged to pay the full price.
9. SPA staff reserve the right to adjust the timing or course of treatments due to unforeseen circumstances.
10. Please arrive on time for your scheduled SPA visit – do not be late. You must arrive at least 10 minutes before your treatment begins.
11. If you are more than 10 minutes late for a reserved treatment, the duration of the treatment may be shortened.
12. Outdoor clothing and footwear must be left in the hotel cloakroom located within the SPA center. If you are wearing outdoor shoes, please use disposable shoe covers.
13. Hotel guests are recommended to visit the SPA center wearing bathrobes and are required to wear non-slip rubber slippers. If needed, appropriate slippers can be purchased at the SPA or hotel reception.
14. The SPA center is a place for peace and relaxation. Please avoid making noise, do not use mobile phones, and respect the rest and privacy of other guests.
15. SPA staff reserve the right to refuse service and remove a guest from the SPA center if any of the internal rules are violated, or if the guest's behavior is inappropriate (e.g., under the influence of alcohol or other substances, aggressive, of a sexual nature), poses a threat to staff or client safety, or does not meet health requirements. In such cases, the service will be considered rendered, and the guest agrees to pay 100% of its price.
16. If you have any health issues or are currently pregnant, please inform the receptionist before booking any treatments. Otherwise, the guest assumes full responsibility for their health and physical condition while using SPA facilities and services.
17. Pregnant women booking SPA services must sign a consent form at the SPA reception prior to the treatment.
18. For facial cosmetic treatments, a consent form must also be signed at the SPA reception before the treatment.
19. Parents or accompanying adults are responsible for the safety and behavior of minors in the SPA center.
20. Individuals accompanying persons with disabilities are responsible for their safety.
21. SPA center staff are not responsible for items left unattended by visitors. We recommend keeping valuables in your hotel room or in a locker in the SPA changing room.
22. Any damage to property, equipment, or furniture must be compensated by the person responsible for the damage.
23. Smoking and the consumption of alcoholic beverages inside the SPA center or in its immediate surroundings is strictly prohibited.
24. The SPA center reserves the right to change the rules, with notice provided on its website or information boards.
25. Your comments, suggestions, and feedback are always welcome — please speak to our SPA staff or write to us at info@aukstojiiskiava.lt.

INTERNAL RULES OF THE SPA CENTER'S POOL AND SAUNA AREA

The Pool and Sauna Area Rules have been established in accordance with the legal acts of the Republic of Lithuania and the internal regulations of UAB “Ruginė”. Every visiting guest must read and comply with these rules. Guests are personally responsible for any consequences resulting from not being aware of or not following these rules. These rules apply to all guests visiting the Pool and Sauna Area.

1. **Pool and sauna area working hours:** Monday–Sunday from 9:00 AM to 9:00 PM.

2. **Children under the age of 18** may visit the sauna area **only when accompanied by supervising adults**, who are fully responsible for their safety. The accompanying adult must be over 18 years old and assumes full responsibility for the behavior of the children, their compliance with these rules, and the safe locking of their belongings in the lockers.
3. **Persons with disabilities** who require supervision in the sauna area due to their condition **may enter only when accompanied by a responsible adult**, and **only after informing the staff** of SPA Residence "Aukštoji Liškiava" in advance.
4. **Outdoor clothing must be left** in the cloakroom located on level -1 near the SPA reception. Disposable shoe covers must be worn over outdoor footwear while in the cloakroom.
5. After changing, **clothes and personal items must be stored and locked in the lockers** located in the changing rooms.
6. Rubber slippers must be worn by all guests in the pool and sauna area.
7. Women must use the women's changing room, and men must use the men's changing room.
8. Hotel guests are recommended to come to the pool and sauna area wearing a bathrobe and slippers directly from their room (depending on the season) or bring a bathrobe and slippers with them.
9. Towels for use in the pool and sauna area will be provided additionally — this condition applies to guests staying at SPA Residence "Aukštoji Liškiava".
10. Entry to the pool and sauna area is strictly prohibited for persons under the influence of alcohol, narcotic, or other psychotropic substances. In case of suspicion, the staff has the right to ask the guest to leave the pool and sauna area without refunding the paid fee.
11. If a guest feels unwell (experiences any health issues) in the pool area, they must immediately inform a SPA center staff member.
12. Guests suffering from infectious, viral, or other contagious diseases, as well as those with open wounds, fungal foot infections, or any other health conditions that may pose a risk to their own or others' health and safety, are not allowed to use the pool and sauna area.
13. Hotel guests are recommended to visit the SPA center wearing bathrobes and are required to wear non-slip rubber slippers. If needed, suitable slippers can be purchased at the SPA or hotel reception.
14. The SPA center is a place for peace and relaxation. Please refrain from making noise, avoid using mobile phones, and respect the privacy and tranquility of other guests.
15. SPA staff reserve the right to refuse service and remove any guest from the SPA center who violates these internal rules, behaves inappropriately (e.g., is under the influence of alcohol or other substances, is aggressive, or exhibits sexually inappropriate behavior), poses a threat to the safety of staff or other clients, or does not meet health requirements. In such cases, the service will be considered rendered, and the guest agrees to pay 100% of its price.
16. If you have any health concerns or are currently pregnant, please inform the receptionist before booking any treatments. Otherwise, the guest assumes full responsibility for their own health and physical condition while using SPA facilities and services.
17. Pregnant women booking SPA treatments must sign a consent form at the SPA reception prior to the procedure.
18. For facial cosmetic treatments, a consent form must also be signed at the SPA reception prior to the procedure.
19. Parents or accompanying adults are responsible for the safety and behavior of minors in the SPA center.
20. Persons accompanying guests with disabilities are responsible for their safety.
21. SPA center staff are not responsible for unattended personal belongings. Guests are advised to keep valuables in their hotel room or in lockers provided in the SPA changing area.
22. Guests are liable for any damage caused to property, equipment, or furniture.
23. Smoking and the consumption of alcoholic beverages are strictly prohibited inside the SPA center and its surrounding areas.
24. The SPA center reserves the right to amend these rules. Any changes will be announced on the official website or posted on information boards.
25. Your feedback, suggestions, and comments are always welcome — please speak to a SPA staff member or contact us at info@aukstojiiskiava.lt