

## SPA Residence “Aukštoji Liškiava” Internal Rules and Regulations

### House 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.

Upon checking into the hotel, the guest agrees to comply with the following internal rules and regulations:

1. Reception hours: 07:00–22:00;
2. Individual guests: check-in from 15:00, check-out by 12:00;
3. Groups: check-in from 15:00, check-out by 11:00;
4. Upon registration, please provide an identification document number;
5. Parents or accompanying adults assume full responsibility for the health, safety, proper behavior, and compliance with these rules by minors (under 18) and persons with disabilities throughout the entire SPA residence “Aukštoji Liškiava” premises;
6. The hotel reserves the right to refuse accommodation or deny access to the SPA, pool areas, or restaurant to persons under the influence of alcohol, narcotic, or psychotropic substances;
7. Quiet hours are observed from 22:00 to 06:00. Please respect the rest of other guests. If your rest is disturbed, please contact security (available 24/7) at +370 (6) 1726465;
8. For your safety, only registered guests are permitted to stay overnight in the rooms;
9. Guests are charged for all persons actually staying in the room;
10. Service staff have the right to enter guest rooms at any time of day after prior notice;
11. Please return your key card to reception upon departure. A replacement fee of €5 will be charged for lost keys;
12. If you have used the minibar, please provide a list of consumed items at check-out;
13. We thank guests who help preserve the hotel environment. Material liability applies for any damage caused (e.g., broken furniture, torn bedding, stained or otherwise damaged carpets, or when additional cleaning with special equipment is required). Damage is assessed by hotel administration;
14. Rooms are cleaned daily between 09:00 and 16:00, typically when the guest is not present;
15. Bed linen, towels, and bathrobes are changed every three days. Towels are replaced daily if left on the bathroom floor;
16. For your comfort, please report any technical or equipment issues to reception; they will be resolved as quickly as possible;
17. If the guest fails to vacate the room by 12:00 on the day of departure and cannot be contacted, or refuses to settle payment and vacate upon request, the administration reserves the right to remove the guest’s belongings and store them in designated hotel facilities;
18. SPA center hours: daily 10:00–21:00 (subject to seasonal changes). Contact phone: +370 (6) 1726465;
19. Minors (under 18) and persons with disabilities are only allowed in the SPA pool area when accompanied by responsible adults, who assume full responsibility for their safety and well-being;
20. The SPA center is a relaxation and quiet zone—guests are advised to leave mobile phones in their rooms or lockers;
21. SPA treatment reservations may be canceled no later than 4 hours before the scheduled time. No-shows without prior notice are non-refundable;
22. Unused services included in packages are non-refundable;
23. Smoking is prohibited throughout the residence and all indoor areas. A €150 fee applies for additional cleaning due to smoking. Designated smoking areas are available outdoors, away from buildings;
24. Pets are not allowed in the hotel, restaurant, or SPA center;
25. Restaurant dress code: smart casual. Guests wearing bathrobes are not admitted;
26. Consumption of outside food and alcoholic beverages is prohibited in all public areas of the residence (including relaxation zones, inside and terraces of the “Viensėdis” restaurant, lobby area, greenhouse “Šiltadaržis,” SPA center “Debesylas,” and forest sauna “Šepšė”);
27. For your safety, video surveillance cameras are installed in common areas of the hotel;
28. Payments can be made in euros (cash) or by bank credit cards;
29. Guests are advised to store valuables in the hotel safe or in-room safe (if available). The hotel is not responsible for items not deposited for safekeeping;
30. Please use electrical appliances only for their intended purpose. For instructions or in case of malfunction, contact reception;
31. In case of non-compliance with these rules, the administration reserves the right to: terminate services, request guests to leave the premises immediately, and/or apply additional charges or penalties as stipulated in these internal regulations.