

Visitor Regulations

Krkonošské Wellness

Aparthotel Svatý Vavřinec

Operator:

Vavřinec group s.r.o.

Pec pod Sněžkou 355

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Visitor Regulations of Krkonošské Wellness in Aparthotel Svatý Vavřinec in Pec pod Sněžkou

I. GENERAL PROVISIONS

1. The Visitor Regulations serve to ensure safe and hygienic operation of the Wellness facility and must be observed by all visitors.
2. Visitors are required to familiarise themselves with the Visitor Regulations before entering the Wellness premises. The Visitor Regulations are displayed at the reception and on the hotel's website.
3. By paying the entrance fee (included in accommodation, single admission, subscription, etc.) and entering the Wellness premises, the visitors agree to the Visitor Regulations. Throughout their stay, the visitors are required to comply with Visitor Regulations and follow the current operating instructions as well as the directions of Wellness staff.
4. The Visitor Regulations complement the applicable legal regulations for the protection of the health and safety of the Wellness visitors and must be observed by all visitors.

II. ENTRY TO THE WELLNESS AREA

1. Entry to the Wellness area is allowed only during operating hours, which are always posted at the reception and on the hotel's website. Valid entrance ticket is also required.
2. The prices for admission and payment terms are determined by the valid price list, which is posted at the reception and on the hotel's website. This leaflet includes information about discounted admission for children, etc. Eligibility for a discount must be proven by presenting a valid document (student ID, ID card, disability card, etc.).

3. When buying the entrance ticket to the Wellness, visitors receive a wristband chip that allows them to lock the locker for valuables and the changing room locker, check the remaining time until the entrance ticket expires, and make cashless payments for refreshments and additional services.
4. Visitors are required to keep the wristband chip on their wrist throughout their stay in the visitor zones of the covered area.
5. All chips lended with the purchased single-entry tickets are the property of the Wellness facility. The visitors are required to return them at the reception upon leaving the premises.
6. The validity of a single-entry ticket begins and ends with the check-in and check-out process at the Wellness reception.
7. Visitors are required to keep the receipt for the purchase of a single-entry ticket during the entire stay in the Wellness area.
8. Ticket sales begin with the opening of the Wellness facility The last entry with a single-entry ticket is allowed 60 minutes before the end of the operating hours.
9. Visitors are required to leave the Wellness area no later than the end of the operating hours.
10. No refunds are provided for lost or unused tickets with expired validity.

III. SPECIAL PROVISIONS FOR ENTERING THE WELLNESS AREA

1. Minors are allowed entry and stay in the Wellness area only under the constant supervision of an adult.
2. Children under 12 years of age are permitted to stay only until 6:00 PM.
3. Children aged 1 to 3 years are allowed entry to the whirlpools only in swim diapers that are secured with elastic bands at the waist and legs, and always under the supervision of a responsible adult.
4. Children under 1 year of age are prohibited to enter whirlpools.
5. Adults may take children up to and including 7 years of age, regardless of gender, into both the men's and women's sections of the restrooms (showers, toilets).

IV. STORAGE OF PERSONAL BELONGINGS

1. Visitors are required to lock their personal belongings in lockers before entering the Wellness facility.
2. Money, payment cards, IDs, keys, mobile phones, watches, and other valuable items should be locked in lockers for valuables.
3. Clothing and footwear must always be stored in locked lockers in the changing rooms. Visitors are required to lock the locker using their wristband chip and to check that the locker is properly locked. Upon leaving the premises, visitors should leave the empty locker unlocked.
4. It is prohibited to bring unusually high amounts of cash and unusually valuable items into the Wellness area.
5. The operator of the Wellness facility is not responsible for items that visitors leave outside of the locked lockers or in unlocked lockers. Lost and found items are kept at the Wellness reception for 14 days.

V. BRINGING ITEMS INTO THE WELLNESS AREA

1. Visitors are not allowed to bring any items into the showers and visitor zones except for a towel, soap, shampoo, clean beach footwear, a bathrobe, and necessary medical assistive devices.
2. Permitted items brought into the visitor zones, if not in use, should be placed in the designated storage boxes. It is prohibited to leave these items on loungers to reserve them.
3. It is prohibited to use mobile phones, tablets, computers, cameras, and any other devices that allow for image recording in the Wellness area. The exception is at the sauna bar where the staff may restrict the use of these devices.

VI. PERSONAL HYGIENE

1. All visitors are required to perform personal hygiene before entering the visitor zones. This includes properly washing the entire body with soap and water in the shower, and this must be done without swimwear.
2. Visitors entering the visitor zone from the showers are only allowed to do so barefoot or in clean beach footwear.
3. Visitors to any sauna or steam room must always shower properly before entering the pool and must dry themselves thoroughly before entering the Finnish sauna or Bio sauna.
4. Entry from the showers to the changing room is permitted only after properly drying off.
5. Massaging with brushes or facecloths, shaving, cutting and dyeing hair is strictly prohibited in all areas of the Wellness for hygiene reasons.

VII. VISITOR'S RIGHTS AND OBLIGATIONS

1. Visitors are required to exercise increased caution to protect their health and property, especially concerning the risks associated with the operation of the Wellness facility. They are also required to be considerate of other visitors.
2. Visitors must follow the instructions of the information system and signage, and they must not damage, foul, or remove them.
3. In the case of misuse, intentional contamination, damage, or removal of Wellness equipment and facilities by the visitors, those visitors are liable for the incurred damage. If visitors cause a material damage to the Wellness facility through their behavior, the operator will assert a claim for compensation for the damage in accordance with applicable legislation.
4. Any requests, notices, and complaints can be reported at the Wellness reception. Visitors have the right to submit a written proposal to the hotel director.
5. Visitors must maintain cleanliness in all areas of the Wellness facility and dispose of used linens or trash only in designated containers.

VIII. OPERATOR'S RIGHTS

1. The operator reserves the right to limit the operation or completely close individual attractions as needed for operational purposes, during necessary maintenance, in case of an energy supply outage, or in other justified cases. Information about operational restrictions will always be posted at the reception, on the Wellness website, and at the location of the restriction. In such cases, visitors are not entitled to financial compensation.
2. The operator reserves the right to restrict visitor entry:
 - a) to the facility when the total capacity of the facility is reached,

- b) to individual visitor zones when the capacity of the zones is reached or during events for a specific target group (e.g., women's wellness, special events, etc.),
 - c) to the saunas when their capacity is reached or during events for a specific target group (e.g., sauna ceremonies, etc.).
3. The operator reserves the right to operate attractions in time intervals based on the facility's attendance. In such cases, visitors are not entitled to financial compensation.
 4. Visitors who fail to comply with the provisions of these Visitor Regulations, disregard the admonition of responsible staff, or behave in an inappropriate manner will be asked to leave the Wellness premises without any refund of the entrance fee. If visitors refuse to leave when asked, responsible staff may request intervention from the appropriate public authority.
 5. In accordance with Section 14 of Act No. 89/2012 Coll., the Civil Code, as amended, the Wellness operator is entitled to exercise self-help and actively prevent, in an appropriate manner, any unauthorized interference by visitors with the rights of the operator or third parties (e.g., failure to pay, theft, damage to property, harm to health, etc.) and to contact the appropriate public authority without undue delay.

IX. EMERGENCY EVENTS

1. Visitors must report any injury at the Wellness reception.
2. A first aid kit is kept at the Wellness reception.
3. An injury report will be written, detailing the relevant circumstances under which the injury occurred, along with other facts necessary for determining responsibility for the harm caused. The injured party or a responsible person, as well as a representative of the Wellness operator, must sign the completed report. Visitors are required to provide truthful and complete information necessary to identify themselves.
4. The Wellness is not responsible for injuries caused by visitors' failure to comply with the Visitor Regulations, the Operating Rules of attractions and services, the Special Provisions for Wellness, or the instructions of Wellness staff, as well as by their own carelessness, negligence, or the actions of a third party.
5. Visitors must report any emergency/extraordinary event to any Wellness staff member.
6. A report may be written for emergency/extraordinary events, detailing the relevant circumstances and other facts necessary for determining responsibility for any potential damage caused. The person reporting the event and a representative of the Wellness operator must sign the completed report. Visitors are required to provide truthful and complete information necessary to identify themselves.
7. Injuries and emergency events must be reported immediately after they occur, preferably before the validity of the purchased ticket expires, to ensure that the circumstances of the injury can be properly and promptly investigated. Visitors to the Wellness facility agree to cooperate with the operator to determine all the relevant facts necessary for assessing liability for the damage caused. The Wellness operator is not responsible for properly determining the relevant facts if the damage was not reported in accordance with the previous sentences or if the visitors failed to fulfill their obligation to provide necessary cooperation.

X. ACCESS RESTRICTIONS TO THE WELLNESS AREA

1. Entry to the Wellness area is prohibited for individuals under the influence of alcohol, medications affecting attention, drugs, or intoxicating substances.
2. The operator reserves the right to deny entry to the Wellness area to individuals who are clearly unfit to be present in the Wellness, if there is reasonable suspicion that their presence may endanger their own safety or that of other visitors, the basic rights of other visitors, good morals, peace, and order in the Wellness premises.
3. Wellness may only be used by healthy individuals at their own risk. The use of saunas and other wellness facilities in the Wellness area is prohibited for individuals suffering from the following illnesses:
 - Serious and extensive skin diseases
 - Septic infections
 - Acute viral infections (e.g., flu)
 - Acute inflammatory diseases of internal organs
 - Acute and untreated pulmonary tuberculosis
 - Inflammatory heart diseases
 - Acute heart attack
 - Circulatory disorders
 - Seizure disorders, such as epilepsy
 - Individuals within the first 3 months after a stroke
 - Phlebitis (vein inflammation)
 - Severe disorders of the autonomic nervous system accompanied by high circulatory instability
 - Inflammatory and passive skin diseases, and eczema
4. In case of serious illness, after a medical procedure, or in case of any doubt, consult your doctor about the suitability of visiting the Wellness facility.
5. Access to all Wellness areas is prohibited for the individuals listed above, as well as for those who are unclean, have insufficient hygiene habits, or otherwise limit or significantly disturb the peaceful stay of other visitors by their presence. Individuals who disturb other visitors, threaten the moral upbringing of youth, or violate personal hygiene principles will be expelled from the premises without the right to a refund.
6. Entry to the visitor zone is prohibited for individuals with items attached to their bodies that may cause an injury, damage Wellness equipment, or may come loose from the body (e.g., earrings, necklaces, piercings, etc.).
7. Entry to the visitor zones is prohibited for individuals with dyed hair if the colour runs.
8. Access to the Wellness is allowed with compensatory aids such as wheelchairs for immobile individuals, that show a valid disability card with a ZTP/P designation. Individuals using crutches, splints, prostheses, braces, or other hygienically questionable items are only allowed entry to the visitor zones after disinfecting them.

XI. NECESSARY RESTRICTIONS ENSURING THE SAFETY AND GENERAL RIGHTS OF THE VISITORS

1. Visitors must not engage in any behavior that contradicts good morals, endangers their own safety or that of others, or disrupts peace and order within the Wellness area.
2. A year-round ban on smoking all tobacco products, including heated tobacco products, electronic cigarettes, etc., is in effect within the indoor facility.

3. Bringing glass containers or other items that could create shards if broken, alcoholic beverages, drugs, narcotics, weapons, chemicals, flammable substances, toxic materials, etc., into the Wellness area is prohibited.
4. The use of electrical outlets to power personal devices is prohibited. Only hairdryers may be plugged into outlets in the changing rooms.
5. Moving Wellness furniture (chairs, tables, loungers, etc.) is forbidden.
6. Visitors must respect the gender-specific intimate zones of the Wellness (showers and toilets).
7. Visitors must move slowly and cautiously within the facility to avoid slipping or injuring themselves or other visitors.
8. Food and beverages may only be consumed in designated areas of the Wellness—near the reception refreshment area.
9. Visitors are prohibited from polluting the water and other Wellness areas, especially by urinating, spitting, or blowing their nose into the water or overflow channels of the pool, discarding chewing gums and waste, or using soap and other hygiene products outside of the showers.
10. Without permission from the Wellness operator, any form of promotional activity, including the distribution of promotional materials, or engaging in business activities such as selling products, goods, and services, is forbidden within the Wellness area.

XII. GUIDELINES FOR WELLNESS VISITORS

1. The sauna area is designated as a mixed intimate zone for both men and women.
2. After 6:00 PM, the entire area is swimsuit-free; however, in the sauna bar, relaxation rooms, etc., visitors must cover themselves with sheets, bathrobes, or similar items. Before this time, the operation is mixed (visitors in swimsuits and without).
3. Every sauna visitor receives a clean sheet and towel from the reception after paying the entrance fee, which must be returned to the designated laundry bins at the Wellness or main reception upon leaving.
4. In other Wellness areas, it is permissible to remain only in clean sauna garments (towel, sheet, or possibly a bathrobe).
5. Sauna ceremonies take place in selected sauna areas according to the posted schedule. During ceremonies, visitors must follow the instructions of the sauna master and allow the procedure to proceed undisturbed.
6. Entry into the sauna cabin is allowed only with appropriate sauna garments. Before using a lounge or bench in the sauna (with wooden benches), you must place a sufficiently large mat (sheet, towel) under yourself. A mat must also be placed under your feet to prevent sweat from contaminating the benches or other wooden parts of the cabin. In the steam cabin (with ceramic-covered benches), entry is without garments, and before sitting down, the seat must be rinsed with the hose.
7. Only the staff is authorized to pour water over the stones (heater) in the sauna cabin. It is forbidden to use your own sauna additives. Mats must not be placed near the sauna heater (fire hazard).
8. Visitors must be aware that different areas of the sauna cabin have different temperatures. It is forbidden to touch the heating elements, particularly metal or glass parts, steam evaporators, or the heaters themselves.
9. Extra caution is required when stepping onto surfaces at different height levels, especially if they are not equipped with railings.
10. In case of emergency or an acute condition (health problems, loss of consciousness), other visitors must immediately inform the staff.

11. Before using a lounger or a bench in the relaxation area of the Wellness, you must spread a sufficiently large mat (e.g., a towel, bathrobe, or sheet) under yourself.
12. Sauna visitors must behave in a manner that does not disturb other visitors.
13. In the quiet relaxation room, sauna visitors must maintain silence.
14. For the consideration of other sauna visitors and to prevent injuries, diving into the whirlpools is prohibited.
15. Adjust your speed and movements in wet areas to avoid slipping, especially in showers or outdoor areas during freezing weather.
16. Wellness visitors can purchase refreshments in the sauna bar, with the expense added to their chip and settled upon departure at the main reception.
17. Beverages in appropriate non-breakable containers can be taken into the relaxation areas of the Wellness.
18. When transporting refreshments or consuming them, care must be taken to avoid spills or accidents.
19. For aesthetic and hygiene reasons, entry into the refreshment area is allowed only in appropriate garments (e.g., bathrobe, covered with a sheet or towel).
20. Any spills on the floor, tables, etc., must be reported to the staff immediately to ensure prompt cleaning.

XIII. CCTV

1. The Wellness reception area is monitored by a camera system. The camera system is established to ensure the protection of the lives and health of Wellness visitors and to safeguard property. The camera system is managed by Vavřinec Group s.r.o. The processing of personal data complies with the requirements of Regulation (EU) No. 2016/679 of the European Parliament and the Council of the EU (General Data Protection Regulation or GDPR).

XIV. OTHER

1. CHIP = Electronic Ticket / The Chip (chip wristband) is an entry and locking medium provided to every paying visitor as a rental upon payment of the admission fee. Upon departure, the visitor is required to return the rented chip. If the chip is not returned, the operator will claim compensation for damages in the amount of 750 CZK. This amount will be refunded if the chip is found within 14 days of the reported loss. The refunded amount will be reduced by the balance owed for any overdrawn services. If a visitor loses the chip, they must request the contents of their locker at the reception. If the visitor cannot present an ID, the locker contents will only be released in the presence of the Czech Police. The chip also holds a credit for additional services in the facility (e.g., payment for massages, refreshments, or the rental of extra linens). The credit on the chip for adults is set at 500 CZK, and for children, it is 200 CZK.
2. Linen Rental. Linen can be rented for a fee according to the current price list beyond the standard linens issued to customers upon entry. Upon departure, the visitor must return the rented linens. If not returned, the operator will charge the visitor according to the facility's price list, available at the reception.

Visitor Regulations are effective from September 1, 2024

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Martin Venglář
 Director of Apartohotel