

§ 1. Appointment Booking

1. To book a treatment at the SPA, please contact us in advance. Reservations can be made by phone: +48 75 71 22 140 | +48 728 923 335, by email: info@zamekkarpniki.pl, or in person.

2. The Karpniki Castle Reception makes reservations for treatments or massages no later than one day in advance. Same-day appointments may not be possible due to the limited availability of the massage therapist.

3. It is not possible to book treatments or massages for two people at the same time, as the SPA room has only one treatment station. Massages and treatments take place one after the other.

4. If a massage or treatment is included in a package or voucher, please contact the receptionists at Karpniki Castle immediately to arrange an appointment. If the booking guest fails to inform us at least 7 days prior to arrival, hotel guests will be required to accept the time slots offered by the reception. Refunds for missed appointments are not possible.

5. The receptionists at Karpniki Castle always send an email confirmation of the scheduled appointment in the SPA treatment room. Please follow the instructions provided in the confirmation email.

§ 2. Arrival at the SPA

1. Please arrive 5–10 minutes before your scheduled appointment to prepare calmly. We kindly ask you to wear a bathrobe and spa slippers in your hotel room before entering the SPA & Wellness area.

2. In case of late arrival, the time missed will be deducted from your treatment duration without a reduction in price. The SPA reserves the right to refuse service if the guest is more than 15 minutes late. In such cases, the guest will be charged 50% of the treatment's value.

3. The guest is fully responsible for remembering or noting down the appointment time agreed upon with the hotel receptionists.

§ 3. Rescheduling and Cancellation Policy

1. Changing or canceling an appointment is possible up to 3 hours before the scheduled time. Failing to do so or notifying us less than 3 hours before the appointment will result in a charge of 50% of the treatment's value.

This fee must be paid by the guest no later than on the day of departure at the reception.

2. If the guest requests a different treatment or massage from our offer during their visit, they must accept any price difference.

3. The massage therapist has the right to refuse service if the guest requests a treatment that the therapist does not perform.

§ 4. Safety and Contraindications

1. Guests in poor health or physical condition must immediately inform the staff. The SPA is not liable for any consequences resulting from undisclosed health issues.
2. Treatments will not be provided to individuals under the influence of alcohol, intoxicants, or those behaving inappropriately.
3. Treatments will not be provided to individuals with unhealed wounds, skin conditions, or allergies to disinfectants.
4. SPA treatments are available only to adults (18+).

§ 5. Conduct in the SPA Area

1. Please maintain silence and mute your mobile devices.
2. Any hotel or SPA staff member who observes inappropriate behavior by individuals under the influence of alcohol or drugs has the right to ask them to leave the Wellness area immediately.

§ 6. Liability and Complaints

1. Any comments or complaints should be reported immediately after the treatment.
2. The SPA reserves the right to make changes to the regulations.
3. All complaints will be reviewed on a case-by-case basis.
4. Purchasing a treatment or massage from the SPA offer of Karpniki Castle implies full acceptance of these regulations. The current SPA offer and price list are available at:
<https://www.zamekkarpniki.pl/our-spa>