

General terms and conditions for the provision of services and rules for the use of Medical SPA Center Perelik - BODY & SOUL SPA LOUNGE

The SPA Center in Perelik Hotel Complex 5* is open every day from 9:00 am to 9:00 pm

Telephone at the reception of *Body & Soul SPA Lounge*: +359 882 266 066

The rules for using the services and facilities in *Body & Soul SPA Lounge* in Perelik Hotel Complex 5* shall be mandatory for all visitors to the area of the complex and guarantee the safety of the guests.

- Individual under 14 years of age shall use the services of the Spa Center only if accompanied by an adult.
- The purchase of a children's package shall include access to the pool and salt room while the use of the other facilities in the SPA Center shall not be allowed without a companion who decides whether to allow minors in the other rooms.
- The use of most of the facilities - all types of saunas and steam baths, as well as the fitness, is not recommended for medical reasons for persons under 14 years of age. Their use, despite the recommendation, is entirely at the responsibility and the risk of the accompanying adult and Pamporovo AD shall not be held responsible in case of possible deterioration/threat to the health of that person.
- Bringing in food and beverages is not allowed.
- Smoking is not allowed in the area of the SPA Center.
- Pamporovo AD shall not be responsible for any lost or stolen items not handed over for storage at the reception of the Center.
- The use of slippers and appropriate clothing (swimsuits, bathrobe or towel) is mandatory when using the facilities in the SPA Center and the pool.
- It is mandatory to enter the gym with clean shoes and appropriate sportswear.
- When operating the equipment in the gym, the customers are required to use a towel to protect the leather parts.
- The individuals using the SPA Center are required to register at the reception of the Center.
- For the use of the SPA Center, the individuals over 18 years of age and the accompanying adult of individuals under 18 years of age shall be required to fill in a declaration for the provision of personal data and their retention, as well as they shall declare that they are aware of the risks pertaining to the use of part of the facilities in the complex by a certain group of people. The provision of this declaration is a mandatory condition for the use of the SPA Center.

- For the admission to the SPA Center, the reception staff must give the customers bracelets that provide access to the Center and to individual rooms, according to the type of package or services paid for by the customers.
- The persons accommodated in the hotels Perelik and Orlovets, using the SPA Center shall have the right to receive a towel when using the Center, while the external customer are provided a bathrobe in addition. The use of the additional bathrobe is charged separately.
- Upon leaving the site, each customer should go through the reception and return the access bracelet and the used towels / bathrobe. After returning the bracelet, the customer's stay will be considered ended. The customers other than the guests at the hotels Perelik and Orlovets may only re-enter the complex after paying once again the entrance fee.
- In case of failure to return the bracelet, the bathrobe / towel, each customer is required to pay the price of the respective lost / unreturned items at the price announced in the price list for the services and items.
- When using additional services, apart from the paid packages, a prior request should be made at the reception of the Center, otherwise such services will be provided only if possible. The amount due must be paid at the reception of the SPA Center before the service is provided or upon leaving the Center. The tourists can also buy packages for the SPA Center at the ONLINE STORE on the website www.pamporovo.me.
- The payment of all services used in the SPA Center by the guests of the hotels Perelik and Orlovets shall be made at the reception of the respective hotels and charged to the account of the room or at the reception of the SPA Center at the explicit request of the customer.
- The use of towels in saunas and steam baths is mandatory.
- Customers with long hair are advised to wear a swimming cap or to put their hair in a bun or wear it in another suitable way before entering the pool / jacuzzi.
- It is recommended to use the showers before entering the pool / jacuzzi.
- Persons who have used alcohol or drugs shall not be allowed to use the SPA facilities.
- Running in the area around the pool is not allowed in order to ensure the comfort of the other guests.

SPA ETIQUETTE

- The advance booking shall guarantee the receipt of the desired therapy at the most convenient time for the customer.
- If the customer suffers from high blood pressure, allergies, varicose veins or other illnesses, or in case the customer is pregnant, they should notify the reception or when booking the procedure by phone.

- If having preferences for the therapist to be male or female, the customer should specify this fact when booking an appointment for the desired procedure.
- In case of no-show for a procedure and failure to notify of it in advance, the customer shall have to pay a penalty set up according to the price list of the Center.
- In order to endure the normal and full implementation of the therapy, the customer is required to appear at the Center 10 minutes before the time of the booking. Any possible delay will reduce the time of the procedure and its effectiveness. The therapy must be completed in time so as not to affect the booking of the following guest. The therapy starts with the time of the appointment and ends with leaving the SPA Center. The shower time in the therapy room is according to the procedure. An employee of the Center will meet the customers at the reception and will accompany them to the place of the procedure. The employee or the therapist will explain to the customer the essence of the therapy, as well as inform the customer about the services offered and the rules at the Center.
- To cancel a reservation for a SPA procedure, it is required to cancel the therapy in a timely manner and the customer must call the reception of the Center or the therapist with whom the customer has made an appointment.
- The communication with the therapist is important. The customer should discuss with the therapist all aspects of the customer's program, including light, sound, and room temperature.

RULES FOR THE FITNESS

- It is mandatory to enter the gym with clean shoes and appropriate sportswear.
- When operating the equipment in the gym, the customers are required to use a towel to protect the leather parts.
- In case of questions about the proper use of the equipment, the customer should contact the fitness instructors.
- The customer should put the weights and dumbbells back in their places after finishing using them.
- Children under 14 years of age are not allowed in the fitness center.

SPECIFIC RULES WHEN USING BODY & SOUL SPA LOUNGE IN CONNECTION WITH COVID-19

The staff of the Center is required to observe the personal hygiene rules and is obliged to wear masks or shields when serving you in order to ensure maximum security and safety.

The movement of customers in the Center will be organized so as not to mix the flows and to ensure the maintenance of the required physical distance between visitors according to the instructions of government and local authorities.

Considering the existence of specific requirements related to the availability of COVID-19, the staff servicing the Center - receptionists, lifeguards, hygienists, will be responsible to ensure the compliance with the additional safety rules listed below:

- Disinfectants will be provided through stationary dispensers at the reception of the SPA Center, in the gym, in the area of the pool and the locker rooms;
- All sinks and showers will be provided with the necessary detergents;
- The necessary disinfection of the sunbeds will be carried out when the guests using them leave for the purpose to ensure their safe use by the subsequent customers;
- Door handles, toilets and shower faucets and mixing cocks will be disinfected every hour;
- Several times during the day the floors of the common areas and the individual rooms in the Center will be cleaned using non-aggressive disinfectants, approved and recommended by the competent state authorities;
- Disinfection with bactericidal lamps without ozone release will be performed in the evening after the end of the visits of customers to the Center and/or early in the morning before its opening;
- There will be ongoing ventilation of the premises, where possible through windows and doors of the premises, and where there are none - through the continuous use of the air conditioning and ventilation system of the Center;
- Customers will be checked by measuring their temperature at the reception;
- People with obvious symptoms of colds or viral diseases such as cough, runny nose, fever will not be allowed in the Center;
- Customers will be invited to wear masks and disinfect their hands at the entrance to the Center and after using the pool, fitness equipment or other premises - saunas, steam baths, rest areas, changing rooms or vitamin bar.
- In case the customers join group activities, they will be required to disinfect their hands before joining the group.

Pricelist

Valid for the period: 01.12.2020 – 15.04.2021

Body & Soul SPA Lounge Wellness Package:

18 BGN per adult /14+ y.o./ per day per guest who is accommodated in Perelik hotel 5* and Orlovetz hotel 5*

40 BGN per adult /14+ y.o./ per day per all other guests

The package includes:

Swimming pool with semi-Olympic size (25m/ 12,5m)

Fitness

Jacuzzi

Hammam

Steam bath

Aroma herbal steam bath

Tropical shower

Ice room

Infrared sauna

Cedar sauna

Herbal sauna

Energy steam sauna

Finland sauna

Chill out lounge

Salt lounge

Horizontal shower

Rasul steam bath