

Terms and Conditions Sauna Romantica

Follow the hostess's instructions.

We do everything we can to make your stay a relaxing experience.

- You may arrive 10 minutes before the agreed time.
- Being late does not equate to staying longer and/or a discount
- Wearing swimwear is your own choice.
- Own consumption is allowed
- The duration of 2.5 hours includes changing clothes

Any form of reservation automatically and legally implies that you agree to the application of the general terms and conditions.

Cancellations must be made at least 24 hours in advance by telephone, not by email! The deposit will then be kept until the next reservation or refunded. If you cancel less than 24 hours in advance, you will lose the deposit as compensation for the costs we have incurred.

These measures were introduced due to abuse of trust. Hoping for your understanding.

- Minimum age 12 years, 12 – 18 years accompanied by an adult.
- Pets are not allowed
- Hygiene and order are our main concerns. We count on your cooperation.
- Before using our facilities you must first take a shower.
- When you go into the sauna, use the towel to sit on.
- It is forbidden to add products to the whirlpool
- Don't play the music too loud, the suite is for relaxation
- Eating food in the lounge or sitting area
- Equipment settings are not changed by customers
- Taking photos is only permitted for private use.
- It is forbidden to use photos or film recording for other purposes.
- Drugs are not allowed!

Liability.

- As a customer, you are responsible for the correct use of the facilities made available by Sauna Romantica. Under no circumstances can Sauna Romantica be held liable for the facilities provided. As a result, Sauna Romantica can never be held in default
- In the event of force majeure such as illness or unexpected circumstances, Sauna Romantica has the right to reschedule or cancel the appointment made. Any amounts paid will in that case be refunded without deductions.

Sauna Romantica is not liable for any loss or theft of goods or valuable objects brought by the guest and accepts no liability for injury to persons and/or damage to goods

- If damage is caused by the complex, you are obliged to pay the repair of this damage
- The bathrobes and bath towels remain the property of Sauna Romantica. If these are demonstrably taken by the customer, they will still be charged.
- Disruptive behavior, verbal or non-verbal as well as sexual harassment are not allowed. Guests who do not adhere to this must leave Sauna Romantica immediately after full payment
- take into account guests in other areas so that they can also relax.
- In the event of theft or other unlawful activities, we always contact the police
- Dutch law always applies, any disputes are preferably settled amicably.
- If there are any problems during your stay, please tell us and we will try to resolve them as quickly as possible.

We thank you for your attention.

Our team wishes you a very pleasant and safe stay