



OPERATIONAL INFO FOR VISITORS

- Hotel guests have priority at the reception check-in queue.
- Discounted family admission is valid only for children aged 3 to 11.99 years.
- Children aged 0 to 2.99 years are admitted free of charge.
- The entire indoor and outdoor pool and sauna area is non-smoking! A designated smoking area is located by the outdoor pools.
- Prices include VAT.
- Discounts cannot be combined or applied to other promotional offers.
- Towel rental: CZK 50 per piece, deposit: CZK 150/piece
- Bathrobe rental: CZK 70 per piece, deposit: CZK 500/piece
- All refundable deposits are payable in cash only.
- Children under 12 years may enter only when accompanied by a person over 18 years old. Youth aged 12 to 15 must be accompanied by a person over 15 years old.
- Entry to the indoor and outdoor sauna areas is permitted only for persons aged 12 and above.
- Children (under 12) are allowed only in the children's saunas located within the aquapark. Entry to the main sauna world is prohibited.
- Aquapark capacity is limited.
- The hotel reserves the right to adjust opening hours or make internal reservations.
- According to Czech Ministry of Health Decree No. 135/2004, children under 1 year are not allowed in the children's pool, main pool, or whirlpool. Children aged 1–3 years may enter only in snug-fitting swimwear with elastic around the legs.
- For hygienic reasons, entry into the pools wearing neoprene, swimming, beach, or other footwear is not allowed.
- For hygienic reasons, swimwear is not allowed in the sauna area.
- The operator reserves the right to limit or close parts of the aquapark (e.g. wild river, whirlpool, etc.) due to maintenance or objective reasons, without entitlement to a refund.
- For safety reasons and limited swimming space, bringing large inflatable items (e.g. balls), tennis balls, or swim rings over 60 cm in diameter is prohibited.