



OPERATIONAL INFORMATION FOR VISITORS

- Hotel guests have priority when checking in at the reception.
- The last entry is possible until 18:50 (for 120-minute tickets).
- The last entry is possible until 17:50 (for 180-minute tickets).
- Discounted family tickets apply only to children aged 3 - 11,99 years.
- Children aged 0 - 2,99 years have free entry.
- The entire area of outdoor and indoor pools and saunas is NON-SMOKING!
- Prices are inclusive of VAT.
- The discounts mentioned cannot be combined and applied to other special offers.
- The rental fee for a towel is 50 CZK / 1 piece, free for hotel guests.
- The rental fee for a bathrobe is 70 CZK / 1 piece, free for hotel guests.
- All refundable deposits can only be made in cash.
- Children under 12 years of age are allowed entry only if accompanied by a person older than 18 years, and youths from 12 to 15 years old only if accompanied by a person older than 15 years.
- Entry to the indoor and outdoor sauna world area is permitted only to persons older than 12 years.
- Children under 12 years of age are allowed entry into the sauna world area only if accompanied by an adult every day until 4:00 PM.
- The capacity of the Aquapark is limited.
- The hotel reserves the right to adjust opening hours and potential reservation options for internal needs.
- According to the regulation of the Ministry of Health of the Czech Republic No. 135/2004 Coll., children under 1 year of age are not allowed entry into the children's pool, the large pool, and the whirlpool.
- Children aged 1-3 years may enter the pool only in swim diapers with a snug elastic band around the legs.
- For hygienic reasons, entry into the pools in neoprene, swimming, beach, or similar footwear is prohibited.
- For hygienic reasons, entry into the sauna world in swimwear is prohibited.
- The operator has the right to limit or close parts of the Aquapark (attractions such as steam rooms, whirlpools, etc.) due to necessary maintenance or objective reasons without the right to claim a discount on the entry fee.
- For safety reasons and limited free water space, it is prohibited to bring loose inflatable objects (balls), tennis balls, etc., inflatable rings over 60 cm in diameter into the Aquapark - pool.