



## Hotel's Rules and Regulations

These rules are binding for all Guests of the Royal Spa Residence, regardless of age.

- Prices for services are published on the website [www.royal-spa.lt](http://www.royal-spa.lt). The hotel has the right to change the list of available services, or their rates without prior notice.
- Individuals can pay in cash (EUR) or by bank credit card. For invoicing, please inform the reception upon check-in.
- Guests are required to show their ID at check-in when completing and signing the registration card.
- Only registered and paid guests are allowed to stay overnight in the hotel room.
- Check-in for individual guests is from 15:00 and check-out is until 12:00 (group check-out until 11:00).
- Full responsibility for the health, safety and behaviour of children under 16 and disabled persons staying at the hotel, subject to the following rules.
- The parents or accompanying adults are responsible for the observance of the rules and regulations. Children under 16 and disabled persons must be accompanied to the swimming pool supervised by an adult who is responsible for their safety and life. Children under 14 years of age can exercise in the gym are not allowed. Children aged between 14 and 16 years old may exercise in the gym without their parents, but their parents assume full responsibility for their children, their behaviour and any injury to their health.
- For your safety, CCTV cameras are installed in the common areas of the hotel.
- Pets are not allowed in the hotel.
- For your own peace of mind, please leave valuables in the hotel safe at reception. The hotel is not responsible for belongings left behind by guests.
- Damage caused (to be assessed by the hotel administration) is subject to material liability.
- Intentionally causing a fire hazard by pressing a button, dismantling or damaging fire detectors is punishable by a fine of EUR 200.
- For your own convenience, if you notice any faults in the appliances or equipment, please inform the reception on 607 and defects will be rectified immediately.
- The Royal Spa Residence is a non-smoking property. We kindly ask you to smoke only in designated areas. In rooms and on balconies smoking is not permitted. Failure to comply will result in a charge of EUR 60 per day for additional room cleaning special facilities.
- Please kindly return the key to the property upon check-out. If the key is lost, we will add the cost of making the key to your bill. EUR 15.
- No refunds will be given for unused services included in the programmes.
- Rooms are cleaned daily from 9 am to 6 pm and in the guest's absence. Bed linen, towels and bathrobes are changed every 3 days. More frequent service is available for a fee of EUR 6.
- From 23:00 to 06:00 the hotel has a quiet period. Please respect your neighbours' rest. If you are disturbed, please let us know to the reception on 607.
- Ambulance (GMP) - primary level service - free of charge. Call 112 or contact reception on 607.
- The hotel has the right not to admit or serve persons under the influence of alcohol or drugs, persons whose behaviour may disturb the general order, endanger the safety or hygiene of themselves or other Guests, or be contrary to public order accepted standards of behaviour. In this case, no refunds will be made.
- If the Guest does not vacate the room by 14:00 and cannot be contacted, or if the Guest maliciously fails to pay for and does not vacate the room at the request of the management, the management reserves the right to remove any items in the room to move the room to the hotel's storage facilities.
- Items left in the hotel are stored for 3 months and then destroyed.
- The hotel management reserves the right to enter the room occupied by guests for security purposes.
- It is forbidden to wear outdoor footwear in the spa. Slippers suitable for use in wet areas must be worn in the spa. SPA The spa is a relaxation and tranquillity area - so please leave mobile phones in the room.
- You can cancel your reservation for a spa treatment up to 3 hours before the start of the treatment. If you do not arrive in time for your treatment and do not leave the without prior notice, no refund will be given.

Approved by order of the Director Rimantas Šimkevičius.