

RULES OF WELLNESS PROCEDURES AT IRYS HEALTH CENTRE AND SRIBNI TERMY SPA COMPLEX

- **TIME OF ARRIVAL FOR PROCEDURES:**

Please come at least 15 minutes before the scheduled procedure to have time to change your clothes and get ready for the procedure. If delays are unavoidable, please call and warn the receptionist. Delays will reduce the duration of your procedure, since we need to complete it as scheduled to get ready for the next guest in a duly manner.

- **HEALTH RESTRICTIONS:**

Please warn the experts of the complex about pregnancy or any other conditions. We will offer you the procedures that will be most beneficial for you and advise you on which procedures to avoid due to physical limitations or sensitivity to medications. The visitors are solely liable for their health condition. We do not recommend consuming alcohol before, during or immediately after the procedure.

- **GIFT CERTIFICATES:**

You can buy gift certificates from the receptionist at Irys Health Centre or Sribni Termy SPA Complex. Gift certificate procedures shall be scheduled by prior appointment.

- **PAYMENT TERMS:**

The payment for the services provided by Irys Health Centre and Sribni Termy SPA Complex can be made in Ukrainian hryvnias in cash, by a credit card, or registered to the room number of the guest who booked the service.

CANCELLATION OF BOOKED SERVICES:

In order to cancel a service booked at Irys Health Complex or Sribni Termy SPA Complex, contact the receptionist personally or call the receptionist at least 1.5 hours before the start of the booked service.

If the booked service has been cancelled less than 1.5 hours before the start of its provision, the Front Desk reserves the right to consider it as provided and issue a bill of 50% of the cost of the booked service to the visitor. The receptionist must notify the guest of the bill. The bill will be closed with reference to the guest's room number, without their consent or signature.

We do our best to make your stay as comfortable and healthy as possible. If our service exceeds your expectations, you can tip employees directly or leave the tip at the front desk.

Front Office of Sribni Termy SPA Complex
+38 (050) 407 77 64/spa@derenivska-kupil.ua
Irys Health Centre Front Desk:
+38 (050) 446 30 00/medical@derenivska-kupil.ua

Have a great time!

