

General Terms and Conditions for THE SPA Frankfurter Hof

Preamble

THE SPA at the Steigenberger Frankfurter Hof provides its hotel guests with an exclusive spa area (THE SPA im Steigenberger Frankfurter Hof). THE SPA at the Steigenberger Frankfurter Hof includes a barber, various rooms for body therapies, a SPA suite, a sauna, a Turkish bath and MBR beauty rooms. THE SPA at Steigenberger Frankfurter Hof wishes to give customers and a select group of longstanding guests of the Steigenberger Frankfurter Hof the chance, as external guests, to use THE SPA at Steigenberger Frankfurter Hof alongside hotel guests.

1. Access and Use

- (1) The number of guests at THE SPA at the Steigenberger Frankfurter Hof is limited to an exclusive group of people ("guests"). Guests are permitted to use THE SPA at the Steigenberger Frankfurter Hof to the same extent as hotel guests.
- (2) The entry of young people under 18 is possible only after consultation with the spa reception and only with the accompaniment of a parent or guardian.
- (3) The facilities of THE SPA at the Steigenberger Frankfurter Hof are to be treated with care. By booking a treatment, the guest acknowledges THE SPA at the Frankfurter Hof's General Conditions and undertakes to comply with them.

2. Cancellations

- (1) Cancellations and changes to planned treatments will be accepted without charge up to 4 hours prior to the beginning of the treatment. In the event of a cancellation within 4 hours, or in the event of nonattendance, 100% of the treatment price will be charged.
- (2) If appointments are reserved prior to arrival at the hotel, THE SPA's cancellation guidelines from your hotel reservation will apply.

3. Limitation of Liability

- (1) THE SPA at the Steigenberger Frankfurter Hof assumes unlimited liability for damages arising from injury to life, body, health, and from the breach of a fundamental contractual obligation. For all other damages, the liability of THE SPA at the Steigenberger Frankfurter Hof as well as its legal representatives, employees and agents is excluded with respect to slight negligence. This limitation of liability includes claims from pre-contractual fault, ancillary contractual duties and for tort.
- (2) For cloakroom and valuables, THE SPA is only liable in the event of intent or gross negligence and only if the goods were properly enclosed by the customer in the provided lockers.

4. General SPA Conditions

- (1) Otherwise, the general conditions of THE SPA at the Frankfurter Hof apply.

Children

The minimum age for treatment in THE SPA is 16. Please note guests under the age of 16 must be accompanied by an adult for the use of our thermal area. We kindly ask that all guests respect the quiet and calm of the spa environment.

Terms and Reservations

Advanced booking is highly recommended to ensure preferred times are available, particularly if you wish to enjoy multiple treatments during your stay. The spa is able to accommodate walk-in bookings subject to availability.

Spa Experience

We recommend arriving 30 minutes prior to your appointment to take full advantage of our thermal facilities.

Cancellation and Change Policy

Cancellations and changes of scheduled treatments are accepted up to 4 hours prior to the appointment without incurring a charge. For cancellations within 4 hours or no shows, you will be charged 100% of the treatment price. If appointments are reserved before arrival at the hotel, THE SPA cancellation policy follows that of your hotel reservation.

Health Conditions

When making your spa reservation and at the beginning of your treatment, please advise us of any health conditions, allergies or injuries that could affect your experience.

Pregnancy

We have specially trained therapists for expectant mothers. Please allow our Spa hosts to guide you in selecting which treatments are most suitable during this special time.

Late Arrival

Out of respect to others, guests arriving late will not receive an extension to their scheduled treatment.

Spa Environment

Our Spa environment is one of tranquility and relaxation. Please respect all Spa guests' desire for privacy and serenity. We kindly request that you refrain from using your mobile phone and camera while enjoying the spa.

Loss or Damage

We regret that we cannot be held responsible for any loss or damage to personal articles. Please keep all valuables secure in your locker or in the hotel room safe.

Spa Dress Code

With respect for our international clientele we would like to advise you that guests may use the thermal area with or without bathing garments. Verspätete Ankunft.

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