Operating Rules

WELLNESS HOTEL ČERTOV, s.r.o.

Valid and effective from 1. 11. 2026

This is an English translation for information. In case of any discrepancy, the Slovak version is binding.

Accommodation rules

1.1 The rules for staying in the hotel, in the Čertík cottages and in the Čertovka chalet are set out in Article 11 of the terms and conditions, which constitutes the hotel's accommodation rules.

1.2 The wording of the terms and conditions is binding. The list below only shows in which point you will find each topic:

- Registration on arrival and documents (point 11.1)
- Arrival, departure and extension of the stay (points 11.2 to 11.4 and 11.6)
- Return of the chip wristband, the electricity card and the keys (point 11.5)
- Taking over the room and compensation for damage (points 11.7 and 11.11)
- Your own electrical appliances, skis and bikes (point 11.8)
- Night-time quiet and behaviour in the hotel (points 11.9 and 11.10)
- Smoking ban and false alarms (points 11.12 and 11.17)
- Pets (point 11.13)
- Children (point 11.14)
- Cancellation of a booked treatment (point 11.15)
- Lost property (point 11.16)

Wellness operating rules (pool area and sauna area)

Article 1. Introductory provisions

1.1 These rules apply to the pool area and sauna area of the Wellness Spa hotel Čertov. They are operated by WELLNESS HOTEL ČERTOV, s.r.o., Lazy pod Makytou 1115, 020 55 Lazy pod Makytou, Company ID 36 358 479 (the ‘hotel’).

1.2 The pool area consists of a swimming pool, a relaxation pool with sea salt (two children's pools with a depth of 30 and 50 cm and a slide) and a hot tub. The sauna area consists of a Finnish sauna, a steam sauna and an infrared sauna, a shower oasis, a Kneipp path, heated loungers, a hot tub and a relaxation room with a fireplace.

1.3 Guests use the pool area and sauna area in accordance with these rules and the instructions of the staff. The hotel is liable for harm to health in accordance with the law.

1.4 These rules supplement the hotel's General Terms and Conditions (the ‘T&C’). If these rules conflict with the T&C, the T&C apply.

1.5 These rules are displayed at the entrance to the pool area and sauna area and at reception.

Article 2. Opening hours

2.1 The pool area is open daily from 8:00 to 19:30.

2.2 The sauna area is open daily on request at reception. For external guests it is open approximately from 16:00 to 19:00.

2.3 The hotel may set aside quiet hours for adults only and times for families with children.

2.4 The times may change, for example for a private event or sanitation. Guests can check the current situation, including the schedule under point 2.3, at reception, phone +421 42 468 1890.

2.5 The pools open only after the water quality has been checked. If the water does not meet the limits, the pool stays closed.

Article 3. Admission

3.1 The pool area and the sauna area are also open to external guests.

3.2 Guests staying in the hotel have admission to the pool area included in the price of their stay, unless the package states otherwise. Guests staying in the Čertík cottages and the Čertovka chalet can buy admission to the pools at reception.

3.3 The sauna area is included in the price of selected packages; otherwise it is paid according to the price list. The scope of admission to the sauna area is stated for each package.

3.4 External guests pay admission according to the price list. Their admission to the pool area is valid for 2.5 hours.

3.5 Admission to the sauna area is valid for 2 hours, unless the package states otherwise, and also includes admission to the pools. Each additional hour is paid according to the price list.

3.6 The price list is available at reception.

Article 4. Children

4.1 Children under 15 may enter the pool area and the sauna area only when accompanied by an adult and during the times set for children. The times set for children are the whole opening time except for the hours reserved for adults only (point 2.3). The accompanying adult always supervises the child.

4.2 Children aged 10 and over have admission to the sauna area. The hotel recommends the steam sauna and the infrared sauna for them, as they are milder.

4.3 The pools with a depth of 30 and 50 cm and the slide are also suitable for small children. Small children wear swim nappies.

4.4 Persons who need supervision are always supervised by a responsible adult in the pool area and the sauna area. For safety reasons, the staff may restrict access to some facilities, for example the hot saunas, for children under 12 and for these persons.

Article 5. Hygiene and clothing

5.1 Before entering the pool, the hot tub and the sauna, guests take a thorough shower.

5.2 In the pool area guests wear clean swimwear. In the pool area and the sauna area they wear flip-flops.

5.3 Guests may use the saunas with or without swimwear; the hotel recommends without swimwear. In the sauna, guests use a sheet or a towel.

5.4 Every visitor to the sauna area receives a hotel sheet at reception.

5.5 Food and drinks are not brought into the pool area and the sauna area. Refreshments are available at the pool bar.

Article 6. Safety and consideration

6.1 Entry under the influence of alcohol or drugs is prohibited.

6.2 Running, jumping into the water and rough play are prohibited.

6.3 There may be no more than 12 persons in the hot tub in the pool area at any one time. The maximum number of persons in the saunas and hot tubs must be observed, and the staff regulate the number of visitors

as needed.

6.4 The sauna area is intended for quiet relaxation. Guests behave considerately towards others there.

6.5 The pool area and the sauna area are non-smoking. The ban also applies to electronic cigarettes. Smoking is allowed only in the marked place in front of the hotel (point 11.12 of the T&C).

Article 7. Health

7.1 The hotel recommends drinking enough fluids and staying in the sauna for no more than about 15 minutes at a time.

7.2 In case of heart or vascular disease, fever, skin infection, an open wound or pregnancy, guests consider whether to enter the pools and saunas and respect the warnings.

Article 8. Belongings and damage

8.1 The hotel is liable for clothing and belongings left in the changing room or in a locker in accordance with point 12.2 of the T&C.

8.2 The hotel is liable for jewellery, money and other valuables up to €332. It is liable without limitation if it has taken them into safekeeping or if the damage was caused by its employees. The hotel recommends handing over larger valuables for safekeeping at reception (point 12.3 of the T&C).

8.3 Guests report damage to belongings under points 8.1 and 8.2 to reception without undue delay. The claim lapses if the guest does not make it on the 15th day after the day on which they learnt of the damage at the latest (point 12.4 of the T&C).

8.4 The hotel and the guest are liable for damage caused by a breach of obligations in accordance with point 12.1 of the T&C.

Beer spa operating rules

Article 1. Introductory provisions

1.1 These rules apply to the Bier.Bottich.Bad® beer spa in the Wellness Spa hotel Čertov. The operator is WELLNESS HOTEL ČERTOV, s.r.o., Lazy pod Makytou 1115, 020 55 Lazy pod Makytou, Company ID 36 358 479 (the ‘hotel’).

1.2 The hotel's General Terms and Conditions (the ‘T&C’) also apply to the beer spa. If these rules conflict with the T&C, the T&C apply.

1.3 Guests use the beer spa in accordance with these rules and the instructions of the staff. The hotel is liable for harm to health in accordance with the law.

Article 2. Premises and course of the treatment

2.1 The beer spa is in the wellness centre on the 1st basement floor. It consists of two tubs and two wooden relaxation beds with straw and a sheepskin blanket.

2.2 There are four types of bath to choose from: beer, straw, milk, and oak and lavender. The milk bath contains no beer and is suitable for children and drivers. With the other types, guests can tap their own beer during the bath. The beer is an extra and can be left out. Beer is not served to persons under 18 or to persons who are visibly under the influence of alcohol.

2.3 The treatment starts with 30 minutes in the infrared sauna. This is followed by 30 minutes in the tub at a water temperature of 35 °C. Finally, guests rest for 20 to 30 minutes on a bed of oat straw. Including changing, the treatment takes about an hour and three quarters.

2.4 Guests receive a sheet for the bed on site. Swimwear is not needed.

2.5 The hotel recommends not washing the skin for 8 hours after the bath.

Article 3. Booking, price and cancellation

3.1 The beer spa is open daily on request, for staying and external guests. It can also be booked by one person.

3.2 Guests book the treatment at reception in person, by phone on +421 42 468 1890 or by e-mail at recepcia@certov.eu. Capacity is limited, so it is advisable to arrange a time in advance, ideally straight after arriving at the hotel.

3.3 When times are available, staying guests have priority.

3.4 A treatment that is not included in the price of the stay is paid according to the hotel's price list valid at the time it is provided (point 5.3 of the T&C). A beer spa voucher remains valid even after the price list changes (point 13.15 of the T&C). The price list is available at reception, and beer spa prices are also on the hotel website.

3.5 Guests can cancel a booked treatment free of charge no later than 4 hours before it starts. They can cancel it, for example, by phone at reception or by e-mail at recepcia@certov.eu. In case of later cancellation or no-show, guests pay the full price if the hotel could not fill the time with another guest (point 11.15 of the T&C).

Article 4. Hygiene and health

4.1 Guests take a shower before getting into the tub.

4.2 Before each treatment, the tub is prepared with fresh warm water and ingredients. After the treatment it is drained, cleaned and disinfected.

4.3 Persons under the influence of alcohol or drugs must not get into the tub.

4.4 Pregnant women and persons with cardiovascular disease, fever, a skin disease or an open wound consider the treatment carefully and respect the warnings of the staff.

4.5 The hotel recommends drinking enough during the treatment and keeping to its set length.

Article 5. Children

5.1 There is no age limit for the bath in the tub. For the infrared sauna, the age limits of the sauna area under the wellness operating rules apply (point 11.14 of the T&C).

5.2 Children under 15 and persons who need supervision may take the treatment only when accompanied by an adult and in accordance with the instructions of the staff.

Lanáčik rope park

1.1 The Lanáčik rope park in the hotel grounds is operated by ŠAMO AKTIV, s.r.o., Lazy pod Makytou 1115, 020 55 Lazy pod Makytou, Company ID 36 354 554 (point 1.3 of the terms and conditions). Its own operating rules apply, which are displayed at the entrance to the rope park and on the website lanacik.certov.eu.