

SPA label

Hotel guests are asked to use the hotel bathrobe and slippers provided in the room. In the wet zone, please use flip-flops or slippers. We provide a towel service to all guests.

The hotel is not responsible for valuables left at the Wellness & Spa. These should be deposited in a safe in the hotel room or at the reception.

There is no nudity at the Wellness & Spa at the Monopol Katowice Hotel. Wellness & Spa zone it is common to women, men and children. A swimsuit is required for the swimming pool. A towel must be covered when using the sauna.

It is strictly forbidden to bring in and eat at the Wellness & Spa area alcohol and smoking tobacco products.

The Wellness & Spa zone is a place of relaxation, so we suggest you give up using mobile phones. It is obligatory to mute the phone. Please keep silence so as not to disturb the stay of other guests.

In case of inappropriate behavior (aggression, disturbing others Guests, etc.) the hotel reserves the right to ask to leave Wellness & Spa.

We recommend making reservations in advance to ensure a convenient date. Our specialists will be happy to help you choose the treatments best suited to your needs. We understand that plans may change, so there is a possibility of free cancellation 24 hours before the scheduled time of the massage or treatment.

For reservations made less than 24 hours in advance, free cancellation is possible up to 2 hours after booking. In the event of no cancellation, the full price will be paid.

Treatments included in packages or vouchers are not subject to free exchange for other ones. Exchange is possible only in the case of an additional payment for the difference resulting from the standard price list. Packages and promotions do not add up.

Preparation for the procedure

Please arrive approximately 15 minutes earlier. In case of delay, the treatment will be shortened accordingly without the right to apply a discount.

Before the treatment, we recommend a short shower to fully prepare the body for the beneficial effects of cosmetics. We do not recommend consuming heavy meals and alcohol before massages and treatments. People with health problems (e.g. high blood pressure, heart disease, allergies, injuries) and pregnant women should report it to a physiotherapist before performing the procedure.

In the event of inappropriate behavior (sexual advances, aggression, etc.), the hotel reserves the right to terminate the treatment and charge the Guest with the full amount for the treatment. In this in the event, the Guest is asked to leave the Wellness & Spa.