

ACCOMMODATION CONDITIONS

PAYMENT

- Accommodation at the resort hotel during the weight loss programme is all-inclusive, with the cost per day depending on the programme and type of hotel room chosen.
- 14 days before arrival, the client receives an invoice for 50% prepayment and, unless otherwise agreed, payment is due within three days. The remaining 50% is payable on the day of arrival in cash or by payment card.
- Price indexation: if the price of the programme has increased by more than 10% from the time of booking to the time of arrival, the client pays 50% of the difference.

REGISTRATION

- Check-in at the resort hotel takes place the evening before the start of the programme, after 19:00. The programme starts the next day at 8.00. On the final day of the programme, check-out is until 17:00.
- For early check-in or late check-out, please contact the reception by phone +371 26511011 or email: via@vitalite.lv.
- Guests are required to show a passport or ID card upon arrival at the resort hotel. Check-in takes place after formalities have been completed at reception.
- If the reservation includes a change of hotel room, the room must be vacated by 17:00 and the change takes place at 19:00.

BOOKING CANCELLATION AND REFUNDS

- If the client does not give 48 hours' notice before the start of the programme, a one-day programme fee will be charged.
- If the client does not use any of the services of the programme, the programme fee is not reduced. You can only choose specific specialists by ordering additional services.
- Reasons for refusal of stay in the resort hotel and refunds: bringing and consuming alcoholic beverages and food products during the programme, systematic violation of the accommodation conditions, regular absence from treatments and activities.
- If the client has to cancel the programme due to circumstances beyond the control of the resort hotel, refunds for unused services will be considered on a case-by-case basis.

AGE RESTRICTIONS

- The weight loss programme is open to people over 18 years of age.
- It is also possible to participate in the programme from the age of 16 if accompanied by a parent or guardian, subject to prior agreement with resort hotel management.

CLIENT LIABILITY

- The client starts the programme after a medical examination to identify possible contraindications and limitations. Contraindications for the programme include: malignant tumours; cardiovascular disease in the process of decompensation; thrombus formation (thrombophlebitis in acute stage); ischaemic heart disease, a history of myocardial infarction, abnormal heart rhythm in the last six months; stroke in the last six months; pregnancy or lactation; myomas.
- You are prohibited from leaving Via Vitalité premises during the programme.
- The Client must follow a specific diet and plan of physical activity and treatments.
- Exemptions or substitutions of procedures and activities are only allowed with the permission of the medical staff.
- It is prohibited to bring in or consume one's own food and alcoholic beverages.
- It is prohibited to damage the hotel's equipment. If you notice any damage to your room upon arrival, please inform reception to avoid any misunderstandings. Clients will be charged for any damages they cause.
- Indoor shoes must be worn in all public areas.
- Mobile phone use is prohibited in public areas and treatment rooms.

SAFETY

- The resort hotel has a CCTV system that records video in public areas and partly in staff areas. Video surveillance is carried out to ensure security and a high standard of service.
- The hotel rooms are equipped with individual safes suitable for storing guests' personal belongings. The administration is not responsible for belongings left in guest rooms or unattended in public areas of the resort hotel.
- Guests are prohibited from leaving the premises during the programme without the agreement of the administration.

VIDEO AND PHOTO

- Photography and filming for commercial purposes requires written permission from the administration.
- Please note that filming and photography in the SPA area, pool and sauna is only allowed with the consent of other clients who nearby.

PETS

- Pets weighing up to 5 kg are allowed in the resort hotel, subject to prior arrangement with the administration. Extra charge for pet stay at the hotel: EUR 20/per day.
- Pets are not allowed in the reception building, gym, swimming pool, sauna, Relax and SPA building.
- The client assumes full material responsibility for any damage caused by the animal to the resort hotel room or equipment, as well as for any noise that disturbs the peace of other clients of the resort hotel.
- It is prohibited to feed wild animals on resort hotel premises.

GUESTS

- Non-participants of the programme are allowed to stay at the resort hotel only after prior agreement with the administration and upon presentation of an identity document.
- The fee for an additional guest in a programme participant's room is EUR 50 per day, including one meal and access to the swimming pool and sauna.

VEGETARIAN AND VEGAN MENUS

- The programme menu includes plant and animal products. Vegetarian or vegan menus are available by individual arrangement at an extra cost of EUR 20 per day.

SMOKING

- Smoking is only allowed in areas designated by the administration. Smoking is prohibited in all areas, rooms and terraces of the resort hotel. The fine for smoking in unauthorised locations is EUR 100.

PARKING

- Cars must be parked in the client car park. Driving your car on site is only permitted for the purpose of transporting luggage.

INTERNET

- Free Wi-Fi is available in the resort's public areas and client rooms.

RESORT HOTEL ROOM CLEANING

- Hotel rooms are cleaned daily. Bed linen and dressing gowns are changed every five days or as needed. Towels left on the floor will be changed.

EXTRA SERVICES

Services available according to the price list:

- Body and facial treatments
- Physiotherapist services
- Vegetarian or vegan menu
- Pet stay
- Additional guests
- Excursions
- Transfer to/from hotel
- Laundry
- Flower service