GENERAL TERMS AND CONDITIONS FOR WELLNESS CENTRE SERVICES AND BOOKINGS

Sava Hotels & Resorts (SHR)

Sava Turizem, d.d., Dunajska cesta 152, 1000 Ljubljana, company registration ID number 5301971000, tax identification number SI 53667409 (hereinafter: the "Provider"), operates wellness centres at all its destinations, serving both day visitors and hotel guests (hereinafter: "Guests").

Contact details of the Provider:
Company email address: **info.shr@sava.si**
Website: **www.sava-hotels-resorts.com**

SHR wellness centres:

Wellness Živa, Spa Park, and Spa Luisa (Sava Hotels Bled)
Medico Wellness Thermalium (Terme 3000 – Moravske Toplice)
Wellness Valens Augusta (Terme Ptuj)
Corrium Centre (Zdravilišče Radenci)
Wellness Syra (Salinera Resort)
Wellness Benedicta (St. Bernardin Resort)
Wellness Paradise Spa (St. Bernardin Resort)
Wellness & Spa Mirta (San Simon Resort)

1. BOOKING WELLNESS SERVICES

Bookings can be made through wellness reception desks by email, telephone, post, or in person. When making a booking, the Guest must provide the first name and surname of the person who will use the service, the type of service, the preferred appointment date and time, and contact details (telephone number or email address). The Guest staying at the Provider's accommodation must also provide their room number. A non-resident Guest (a Guest not staying at the Provider's accommodation) must also provide their residential address if they wish to pay in advance against a pro forma invoice. Before confirming a booking, the Provider informs the Guest of these General Terms and Conditions, in particular the cancellation terms and charges. For bookings made in person or by telephone, this information is provided verbally, with a reference to the published terms. For bookings made by email, a link to the terms is provided. A booking becomes binding when the Provider confirms it to the Guest by email, text message (SMS) or, for bookings made in person, verbally. Written confirmation specifies the type of service, the appointment date and time, the price, and the cancellation terms, and includes a link to these General Terms and Conditions. By booking an appointment, the Guest confirms that they have been informed of and agree to these General Terms and Conditions. Opening hours for wellness reception desks and wellness centres are published on the wellness centre pages at www.sava-hotels-resorts.com.

Wellness centre services are provided on a specific date and at a specific time. Accordingly, under point 12 of Article 135 of the Consumer Protection Act (ZVPot-1), the consumer has no right to withdraw from the contract when making a booking remotely (by telephone or email). Bookings may be cancelled subject to the terms set out in Section 3 of these General Terms and Conditions.

Minors may use wellness centre services only with the consent of, and when accompanied by, a parent or legal guardian. Age restrictions for individual services and facilities (such as saunas) are specified in the house rules of each wellness centre.

2. PAYMENT TERMS

Each wellness centre publishes its own official price list in printed form at the wellness reception desk

and on the company website:www.sava-hotels-resorts.com. All prices in the price lists are in euros (€) and include VAT. The Guest must pay for services at the wellness reception desk before the service begins. Accepted payment methods are cash, credit and debit cards, advance bank transfer against a pro forma invoice provided upon booking, charging the service to the Guest's room account, gift vouchers, purchase orders, and vouchers. Advance bank transfers must be made at least two days before the service is used. Gift vouchers for a specified monetary value are accepted in the same way as cash. When paying, the Guest must present the original gift voucher, which must still be valid (i.e. has not expired). Gift vouchers issued for a specific service at a specified wellness centre may only be redeemed for the service stated on the voucher and cannot be exchanged for another service. They may also only be redeemed at the wellness centre specified on the voucher. All gift vouchers must be redeemed in full; partial redemption is not possible. This applies to both service-specific and monetary gift vouchers. Payments using gift vouchers are subject to the General Terms and Conditions for Purchasing and Paying with Gift Vouchers, published at www.sava-hotels-resorts.com.

Charges may only be transferred to a room account if the Guest signs for them at the wellness reception desk. The Guest receives a copy of the service slip, while the original signed by the Guest is forwarded to the reception desk of the accommodation where the Guest is staying. Payment for the service is made at the hotel reception desk, where the Guest also receives an invoice.

Payment may also be made using a travel agency voucher or a purchase order issued by a legal entity. This payment method must be agreed in advance and approved by the service provider's finance department. Otherwise, the Guest must pay for the services at the wellness reception desk.

For a hotel Guest, any cancellation charge under Section 3 of these General Terms and Conditions is added to their room account and settled at check-out. For a non-resident Guest, any cancellation charge is deducted from the advance payment, if one has been made.

3. CANCELLATION NOTICE PERIOD AND CHARGES

Notice given before the appointment	**Cancellation charge**
More than 24 hours	Cancellation is free of charge. Any advance payment will be refunded in full to the bank account from which it was paid, no later than 14 days after cancellation.
Less than 24 hours, or failure to attend without a valid reason	The Provider charges 50% of the price of the booked service. At its discretion and subject to availability, the Provider may offer the Guest one alternative appointment without a cancellation charge.

The Guest must cancel their booking using the same method by which they booked the appointment: by telephone, email, or in person at the wellness reception desk. The time of cancellation is deemed to be the time at which the Provider receives the cancellation notice. The Provider confirms receipt of the cancellation to the Guest.

We recommend arriving 10–15 minutes before the scheduled appointment to allow time for check-in, preparation for the treatment, and a prompt start.

If a Guest arrives late, the duration of the service will be reduced by the length of the delay to avoid delaying subsequent appointments. The full price of the service remains payable.

If the wellness centre cancels an appointment, for example due to staff illness, we will telephone the Guest or contact them at the address provided when booking and offer an alternative appointment. If no suitable alternative appointment can be arranged and the Guest has paid in advance, the full amount paid will be refunded to their bank account within 14 days.

4. WELLNESS CENTRE LIABILITY

Before the treatment begins, the Guest must inform the person providing the service of any health problems, pregnancy, allergies, injuries, chronic illnesses, or other conditions or limitations that could affect the safe provision of the service. Guests use wellness services at their own risk. The Provider is not liable for any deterioration in a Guest's health if the Guest has failed to disclose, or has concealed, relevant health-related limitations beforehand.

The Provider does not record health information disclosed verbally by the Guest before a service is provided. Where a written health declaration is required for the safe provision of a particular service, the Guest must complete and sign it before the service begins. The Provider processes the declaration on the basis of the Guest's explicit consent under Article 9(2)(a) of the GDPR, stores it securely against unauthorised access, and destroys it at the end of the retention period, namely one (1) year after the declaration is signed. The person providing the service may refuse to proceed if the information disclosed or any apparent signs indicate that the service could put the Guest's health at risk. In such cases, no cancellation charge applies.

The wellness centre operator ensures that services are provided professionally, with due care, and in accordance with applicable regulations, and that the premises, facilities, and equipment are regularly maintained and safe to use. The operator is liable for any damage suffered by a Guest as a result of the operator's unlawful conduct or failure to exercise due care or inadequate maintenance of the premises, facilities, or equipment. The operator's liability is governed by the applicable laws and regulations of the Republic of Slovenia. Liability cannot be excluded or limited in advance where such exclusion or limitation is prohibited by law.

5. HOUSE RULES AND PERSONAL DATA PROTECTION

Wellness centres are places of peace and relaxation. Mobile phones should be switched off or set to silent mode.

The Provider is not liable for loss of, theft of, or damage to personal belongings, valuables, or clothing that Guests bring with them, leave in lockers, or place in treatment rooms, unless the loss or damage results from intentional misconduct or gross negligence on the part of the Provider or its employees. Guests are advised not to bring valuables into the wellness centre, but rather to store them in the safe in their hotel room or at the hotel reception desk, where available.

The data controller is Sava Turizem d.d., Dunajska cesta 152, 1000 Ljubljana. The Provider processes Guests' personal data in accordance with the General Data Protection Regulation (GDPR) and the Personal Data Protection Act (ZVOP-2) for the following purposes: receiving, confirming, and fulfilling bookings and communicating with the Guest (legal basis: performance of a contract under Article 6(1)(b) of the GDPR); issuing invoices and complying with tax obligations (legal obligation under Article 6(1)(c)); and pursuing claims for cancellation charges (legitimate interest under Article 6(1)(f)).

Booking data is retained until the service has been provided and all obligations have been settled, or until any potential claims become time-barred. Invoices are retained for 10 years after the end of the year to which they relate, in accordance with the Value Added Tax Act (ZDDV-1). Personal data is not disclosed to third parties, except to contracted data processors, such as booking or payment system providers, and where provided for by law.

The Guest has the right of access, rectification, erasure, restriction of processing, objection, and data portability, as well as the right to lodge a complaint with the Information Commissioner of the Republic of Slovenia. The Guest may exercise these rights by contacting the Data Protection Officer at dpo@sava.si. Further information is provided in the Privacy Policy published at www.sava-hotels-resorts.com, and in the personal data protection brochure available at wellness reception desks.

6. COMPLAINTS AND DISPUTES

The Provider complies with applicable and binding consumer protection legislation. It makes every effort to fulfil its duty to establish an effective complaints handling system and designate a contact person whom the consumer can reach by telephone or email if problems arise.

Complaints may be submitted by email to info.shr@sava.si, by post, or in person at the respective wellness reception desks or to the respective wellness manager. The complaints handling procedure is confidential. The Provider must acknowledge receipt of a complaint within five working days, inform the consumer of the expected handling time, and keep them informed of the progress of the procedure.

The Provider recognises that a material feature of consumer disputes, particularly those resolved through the courts, is the disproportion between the monetary value of the claim and the costs of resolving the dispute. This is also a major obstacle to the consumer bringing proceedings before a court. The Provider therefore makes every effort to resolve any disputes amicably.

The consumer may initiate proceedings to resolve a consumer dispute in accordance with the Out-of-Court Resolution of Consumer Disputes Act.

7. FINAL PROVISIONS – PUBLICATION AND VALIDITY

These General Terms and Conditions apply to all the Provider's wellness centres listed in the introduction, and to all Guests, both hotel Guests and non-resident Guests.

These General Terms and Conditions are published on the individual wellness centre pages at www.sava-hotels-resorts.com and are available in printed form at the Provider's wellness reception desks and hotel reception desks. Wellness service price lists include a link or QR code to these General Terms and Conditions, and a link is included in every written booking confirmation.

The Provider reserves the right to amend these General Terms and Conditions. Each booking is subject to the General Terms and Conditions in force on the date the booking is confirmed. The relationship between the Provider and the Guest is governed by the law of the Republic of Slovenia.

These General Terms and Conditions take effect on 1 November 2026.

Sava Turizem d.d.