



General observations on the prices and tariffs at Caldaria Hotels and Spas.

- Rates current throughout the whole year 2017, including VAT.
- High Season: weekends, public holidays including days before them and linking to them, August, September and Christmas.
- Low Season: Rest of the year
- Opening times for the facilities are from 9:00 am to 9:00 pm in High Season and 9:00 am to 7:00 pm in Low Season.
- Rooms are available from 4:00 pm and must be vacated before 12:00 noon; this does not affect access to enjoy all other facilities.
- One supplemental bed free accommodation only for children aged 12 (included) in a room with 2 adults.
- Free cot for babies in a room with 2 adults. Accommodation only.
- Meals are on a buffet system.
- All guests at the spa hotels can enjoy the mineral-medicinal thermal waters. At Arnoia they can also enjoy the Alvea thermal area for two hours a day.
- There is free provision of bath robes and towels during your stay.
- For spa programmes including a stay of 4 nights or more and 3 or more hydrotherapy techniques, guests must have a medical check-up.
- Medical check-ups must be booked in advance.
- The timetable during which children can access the thermal facilities is regulated by the rules of each establishment in the Caldaria Hotel and Spa group.
- On days when child access to the thermal facilities is restricted, free children's activities will be available for 3- to 12-year-olds (those ages are included and there is no nursery service), while their parents enjoy the thermal techniques.
- Children under 18 cannot undergo thermal treatments.
- Our facilities comply with norms for reducing physical barriers to access.
- No animals are allowed in any part of the facilities, except guide dogs for people with visual impairment.
- All Caldaria Hotel and Spa facilities are closed on 24th December, 2017..

Specific Observations on acquiring vouchers.

- Invitation valid until 31st December, 2017.
- The voucher must be presented on arrival at the establishment.
- The vouchers are the responsibility of the bearer and Caldaria is not liable for their loss or theft. Vouchers cannot be exchanged for money. They cannot be used in fractions.
- The techniques included in the vouchers cannot be modified or substituted by others.
- The card services can be enjoyed from Sunday to Thursday, excluding public holidays and days joining public holidays and weekends.