

## GENERAL TERMS & CONDITIONS

The Contracting Parties :

**SLOVOTHERMAE, Kupele Diamant, Dudince, s. e. (state enterprise), Kupelna 107, 962 71 Dudince, identification number: 00 165 506, registered in the Business Register of District Court in Banska Bystrica, depart. Sa, number 294/R** (hereinafter referred to as "**KDD**")

**Bank: VÚB, a. s.**

**IBAN: SK63 0200 0000 0000 8760 6012**

**Website KDD: www.diamant.sk**

**Contacts: phon: + 421 45 5502 111, + 421 45 5502 200,**

**e-mail: diamant@diamant.sk**

**and**

Natural and legal persons who have full legal capacity under the relevant applicable Slovak legislation (hereinafter referred to as "**Clients**")

### Preamble

KDD provides services, i. e.: healing spa care, catering services, residential, curative services, relaxation programs and services in KDD (hereinafter referred to as "**Services**") as well as the sale of goods in KDD: Café and Boutique located in KDD as well as the sale of gift items, newspapers and magazines at the reception KDD (hereinafter referred to as "**Goods**").

### Article I.

#### Introductory provisions

These General Terms and Conditions (hereinafter referred to as "**GTC**") govern the legal relationships between KDD and the Clients (hereinafter referred to as "**Contracting Parties**") during providing the Services and the Sale of Goods. These GTC may be deviated on the basis of specially agreed terms and conditions governing the provision of Services between the Contracting Parties, or on the basis of any other written agreement between the Contracting Parties and / or the unilateral written statement of KDD. A special agreement of the Contracting Parties, which deviates from the provisions of the GTC, takes precedence over the GTC.

## **Article II.**

### **Orders and formation of contractual relations**

**1.** The order shall contain all the necessary details, namely the date of the Client's arrival, including his / her basic personal data, the number of persons, the name of the spa house („Diamant“/„Achat“), the type of stay, including the selected method of payment according to the current price list published on KDD website, or by price or at a discounted price, respectively. The condition of the validity of the order is the accurate and complete filling of all necessary data and details. KDD is authorized to perform the necessary measures to verify the truthfulness, accuracy and completeness of the data given in the order. If there is no doubt about the truthfulness, accuracy and completeness of the data, KDD without undue delay shall provide the order in accordance with clause 3 or in accordance with Article III clause 2 e) of the GTC.

**2.** Order of Services / Goods The Client shall execute:

A) individually / in person, either in written, or phone (+421 45/5502 461, +421 45/5502228) or in electronic form (rezervacie@diamant.sk, rezervacie1@diamant.sk),  
or

B) a cooperating travel agency which provides accommodation for the Client and which is accepted by KDD (hereinafter referred to as "TA") may execute on behalf of the Client and on a contractual basis, the Order of Services on the basis of a written agreement of cooperation as an agent for the sale of stays in KDD, in written, or phone (+421 45/5502 380, +421 45/5502 381) or in electronic form (rezervacie@diamant.sk, rezervacie1@diamant.sk).

**3.** The contractual relationship between the Contracting Parties arises:

A) on the basis of the confirmation of the Client's order by KDD by phone, e-mail form or in writing, submitted in accordance with clause 2 (a) of this article, which shall contain the signature of the legal representative of KDD or other authorized employee of KDD and the seal of KDD, thereby making the Client's order valid and binding,

B) in the case of an order of TA in accordance with clause 2 b) of this Article after its written confirmation from KDD, on the basis of the previous clause, contractual relation arises only after paying of **50% of the price** of the ordered stay (Services), within **30 days** prior to the ordered arrival of the Customer / Client.

**4.** The client who has made the order in accordance with clause 2 (a) of this Article, has the opportunity to pay for the stay (the Service):

A) in the form of a prepayment to KDD account indicated on the website of KDD,  
or

B) directly at the reception office (at KDD reception) after arrival (by cash or credit card).

**5.** The Terms, Content and Scope of the Services provided by KDD are governed by these GTC as well as the current Pricelist of KDD and the current offer of KDD Services, which include the current offer of discounts, always indicating the lowest price for a stay in the form of "price from". GTC, current price list, offer of KDD Services and special offers of discounts are published at KDD website listed at the top of the GTC, and also they are available at the reception. For any questions at any time during the working hours on the part of the Client, the Client can apply by phone / e-mail or personally at KDD's reception prior to stay and to request additional information on offers of discounts related to accommodation, Services and price list.

## **Article III.**

### **Rights and Duties of KDD**

**1. KDD as a Service Provider shall to:**

- a) provide the Client KDD Services in a timely manner, properly and to the extent agreed between the Contracting Parties;
- b) provide the Client with all necessary information regarding the provided Services or any changes in the provided Services,
- c) comply with all legal rights and interests of the Client, in particular, but not exclusively, in order to ensure the protection of their personal data.

**2. KDD has the right to:**

- a) unilateral changes in prices and conditions of the Services provided, on the grounds and in accordance with the provisions of Article V, clauses 2 and 3 of these GTC;
- b) change the range and extent of the Services and Products in accordance with the provisions of Article VI, clause 2 of these GTC;
- c) withdraw from the contract with the Client, who has violated the contractual terms, the terms of the Terms and Conditions and / or grossly violated good morals and / or harasses and / or threatens to other Clients and / or employees of KDD and / or in another way, seriously infringed its obligations. In such a case, the Client is not entitled to a refund of the part of the price paid for KDD Services, and the price paid for the unused KDD Services is considered a contractual fine, but without prejudice to KDD claim for compensation for the damage caused;
- d) a cancellation fee in the amount and under the conditions set out in Article VIII of these GTC, unless the Contracting Parties have agreed otherwise;
- e) to refuse the order of the Client and / or TA on the basis of objective reasons for the impossibility of providing the Services to the Client, because of the inability to provide KDD services due to a lack of human resources;
- f) withdraw from the contract with the Client due to the occurrence of events and circumstances in the form of force majeure which prevent KDD from ensuring the performance of the Services;
- G) terminate the contract with the Client on the grounds that during the medical examination and the primary examination in accordance with Article IV, clause 2 f) the Client will be diagnosed a contraindication to the use of treatment in KDD, which could result to deterioration of the Client's health.

## **Article IV.**

### **Rights and Obligations of the Client**

**1. The Client shall be entitled to:**

- a) the proper and timely provision of the Services by KDD which were agreed on the basis of the contract and paid for;
- b) receive information on all material facts relating to the Services provided by KDD which were agreed upon on the basis of the contract and paid for;
- c) get timely information on changes or cancellations, and on the reasons for changes or cancellations the provision of KDD services, which were agreed on the basis of the contract and paid for;
- d) withdraw from the contract at any time prior to the start of the use of KDD Services in accordance with the provisions of Art. IX of these GTC, even without any reason;
- e) claim the Services and Goods provided in accordance with the provisions of Articles VII and VIII of these GTC;

f) cancel your order within 48 hours of sending it even without giving any reason.

**2.** The Client is obliged to:

a) provide KDD with the necessary assistance for the proper and timely provision of KDD Services, as well as the fulfillment of KDD's other obligations to the Client;

b) use KDD services in accordance with the rules of residence, rules of catering services, spa treatment rules, as well as other rules of KDD, as amended, which, which, in the event of their issue, will be presented in Annex 2 to these GTC and which set out the conditions of use of KDD Services;

c) make an advance payment for the Services in the amount of 50% of the price of the ordered stay (Services), within the term not later than 30 days prior to the beginning of the stay;

d) pay the price for the contractual Services of KDD in accordance with these GTC and / or contract and to take over from KDD the documents necessary to the using of KDD Services not later than the day specified by the Contracting Parties

as the beginning of the provision of KDD Services;

e) act and behave in the use of KDD Services so as not to endanger, limit or damage the property and / or the health of other Clients of KDD, KDD or third parties;

f) undergo a medical examination and prescribed medical procedures, because the Spa treatment services that are provided by KDD are regulated in accordance with the current relevant legislation.

## **Article V.**

### **Price list, price and payment terms**

**1.** Prices for KDD Services are governed by the current price list of KDD and the current offer of KDD Services, which is in force and published on the website of KDD at the time of the formation of contractual relations between the Contracting Parties.

**2.** KDD shall have the right to unilaterally change the price of the Services provided on the basis of the contractual relationship between the Contracting Parties only in the event that such a change occurs no later than 30 days before the date specified by the Contracting Parties as the beginning of the provision of KDD Services, and such a change in the price of KDD Services occur due to:

a) changes in the current relevant legislation, which affects the price and / or conditions of provision of the Services:

- changes in the prices of transportation costs of more than 5%,

- changes in the prices of energy resources of more than 5%,

- changes in the prices of other costs included in the cost of the Services provided by KDD of more than 5%,

in comparison with prices and / or costs, at the time of publication of the current price list of KDD Services,

b) caused by an Event of Force Majeure;

This clause does not apply in the case if the Client paid for the Services or Goods of KDD in full (100%) before KDD made a decision to change the prices of KDD Services in accordance with the foregoing. Payment for the services of KDD is considered to be the funds transfer to the bank account of KDD that is specified in the title of the GTC, or payment in cash at the reception office / at KDD reception.

**3.** In the event of a change in the prices and / or conditions of the provision of KDD Services in accordance with the preceding clause, KDD shall to notify the Client of such changes and its causes in writing, no later than 30 days before the date agreed between the Contracting Parties as beginning of the provision of KDD Services, otherwise such change is not applicable to the Client. The condition for informing the Client in accordance with the provisions of these GTC is fulfilled if KDD notifies in writing a price change and its reasons, not later than 30 days before the date agreed between the Contracting Parties as the beginning of the provision of KDD Services, to the address of Client's or TA's, which is known to KDD.

**4.** The client is obliged to pay 100% of the price of the ordered and provided KDD Services by the date agreed between the Contracting Parties as the date of beginning of the provision of KDD Services, otherwise KDD has the right to refuse to provide the Services to the Client, and in that case the Client is not entitled to return of the advance paid in accordance with these GTC, and also not even for the compensation for any costs or damage incurred.

**5????**

**6.** Payment for the services of KDD in accordance with these GTC is considered to be the funds transfer to the bank account of KDD that is specified in the title of the GTC, or payment in cash or by credit card at the reception office / at KDD reception.

**7.** The prices in the price list or the prices for accommodation with discount do not include the fee for accommodation in the amount of 1, - €, which the Client shall to pay directly at KDD reception after his arrival for a stay. KDD in accordance with the law are required to pay monthly to the city Dudince the fee for accommodation on the basis of the current relevant binding regulation of the city.

**8.** Prices of Services and Goods in KDD are in EURO (€), and the prices for the Services are calculated for 1 person / 1 night, excluding VAT in accordance with the current legislation. Prices for Services are exempt from VAT only if it is a spa stay. All prices can be adjusted unilaterally in the event of a change in the relevant legislation governing the payment of VAT.

**9.** KDD reserves the right to change prices.

## **Článok VI.**

### **Changes and Cancellations of Agreed Services**

**1.** The scope and terms of the provision of KDD Services are governed by the current price list of KDD, the current offer of the Services, the rules of residence, rules of catering services, the spa treatment rules, as well as other rules issued by KDD, which are in force at the time of formation of the contractual relationship between the Contracting Parties.

**2.** KDD has the right to unilaterally change the scope and conditions of the provision of KDD Services solely by its own free will, taking into account changes in the relevant legislation and / or standards in the provision customary of the same and / or similar KDD Services.

**3.** In the case of necessity that is caused by factors or events that are not depend on KDD or by other serious objective reasons, or in the case of the necessary technical, constructional or other works, or in case of decision on the reconstruction of the premises where KDD Services are provided, is made by KDD with the intention to extend or to improve the quality of the provided Services, then KDD has the right to change, and especially in the case of serious objective reasons, or cancel the agreed Services of KDD even during their use by Customers / Clients. In such case KDD undertakes to provide the Clients with the least possible restriction of extent and the period of time of use of KDD Services agreed between the Contracting Parties, in this case the Client has the right to terminate the contract with its entry into force from the date of receipt of the decision to terminate contract by KDD, in this case the Client has the right to

refund the value of the Services to the extent to which was not allowed to use them. In this case the provision of Article IX of the GTC on cancellation **fees** is not cover the Client.

**4.** KDD undertakes to inform Clients about the reasons for the change of the provided Services or their cancellation, without delay after known this fact, and provide the Client with a proposal for solving the situation, which the Client does not have to accept.

**5.** 5. Amendment of the terms of contract made under the agreement in accordance with clauses 2 and 3 of this article shall not to be deemed to be a change of accommodation unit, if it is necessary for objective or technical reasons from KDD, and if the Client is provided with a replacement for the agreed accommodation stay the same or higher category, and even if a change in the schedule of provided Services for objective reasons (technical problems in the supply, power outage, etc.) do not comply with the agreed schedule, and the client has been got a new schedule with the same or similar quality of the same or a wider range of services.

## **Article VII.**

### **Complaints about Services**

**1.** If the quality or scope of the Services in a particular case does not comply with the conditions agreed upon by the Contracting Parties or with the terms and conditions customary in providing the same or similar Services, the Client shall to have the right to complain to the Service provided by KDD.

**2.** The Client is obliged to exercise his right to claim badly provided Service immediately upon its provision (no later than 24 hours upon its provision), either directly at the place of provision of the Service to the person providing the Service in KDD, or to the responsible employee in a certain branch of KDD so that it is possible to eliminate the drawback without delay. Claims filed at a later date will not be taken into account by KDD.

**3.** KDD immediately shall to review the Client's claim and if the claim is justified, then at the Client's option, the Service poorly provided or canceled, shall to be re-provided to the Client, or a reasonable discount shall to be provided to the Client from the price of the poorly provided Service in accordance with the current legislation. After the Client chooses a way to settle the claim, the way the complaint can be settled can not be changed.

**4.** If the claim can not be settled in accordance with clause 3 of this article, or the problem is not remedy immediately, KDD shall to sign a Complaint Protocol indicating the Client's details and a description of the subject matter of the complaint, also shall to be signed by both parties, where KDD undertakes no later than 30 days after the filing of the claim, provides the Client with a notification of the outcome of the complaint investigation and the manner in which it is resolved.

## **Article VIII.**

### **Sale of Goods and Claim for the Goods**

**1.** The GTC in this article outlines and clarifies the rights and obligations of KDD as a seller and the Client as a buyer, who is either a consumer or a non-consumer business entity. Client-Consumers means - is any natural person entering into and executing a contract, does not act within the scope of his entrepreneurial activities or trading activities, who does not act in his work or profession (i. e., a natural person who buys Goods solely for personal use or for the needs of members of his household) when concluding and fulfilling a consumer contract. Consumer contract means any contract, regardless of the legal form concluded by KDD within its scope of business with the Client-Consumers.

**2.** The GTC is a part of every purchase agreement concluded between KDD on the one hand and the Client on the other. All contractual relationships are concluded in accordance with the

legislation of the Slovak Republic. If the Client - Consumer is a party to the contract, the relationships that are not governed by these GTC are governed by Act no. 40/1964 Coll. The Civil Code (hereinafter referred to as "**Civil Code**"), Act No. 250/2007 Coll. on Consumer Protection and on Amending the Act of the Slovak National Council no. 372/1990 Coll. on Offenses, as amended (hereinafter referred to as "**Consumer Protection Act**") and, if applicable, also by Act no. 102/2014 Z.z. on consumer protection in the sale of goods or the provision of services on the basis of a distance contract or contract concluded outside the premises of the seller, and the amendment and amendment of certain laws (hereinafter referred to as "**Consumer Protection Act**"). If the Contracting Party is a non-consumer business entity, all contractual relationships not governed by these GTC are governed by the Act no. 513/1991 Coll. The Commercial Code (referred to as "**Commercial Code**"). All laws in the wording of their later regulations.

**3.** A Client who is not a Client-consumer (or an entity that is not a Client-consumer) is an entrepreneur who buys the Goods for his entrepreneurial activity, or trade in this Goods. Such Client-Consumer shall to be subject to the GTC insofar as it relates to it, as well as the Commercial Code.

**4.** KDD is entitled at any time without any reason to refuse to deliver the ordered Goods to the Client until the full purchase price has been paid. The Contracting Parties have agreed that the ownership of the Goods will not pass to the Client until the full payment of the contract price for the Goods has been made. The risk of damage to the goods passes to the Client by the delivery of the Goods.

**5.** KDD shall be liable for defects in the goods sold that were discovered upon receipt by the Client and defects that will be detected after the receipt of the Goods during the period of warranty. The period of warranty is 24 months. The period of warranty shall start from the date of delivery of the Goods to the Client. If this is possible and enough, a proof of purchase (a sales receipt) will be issued instead of the warranty card. The warranty does not cover normal wear and tear, mechanical damage to the Goods or damage caused to the Goods by improper handling, or unprofessional fixes. In the event of filing a claim for an Electronic Type Product, the CDD shall not bear any additional responsibility for the loss of data, nor for damage caused as a result of loss of data that was on the defective Goods. The client is obliged to save the data himself before the time of filing the claim.

**6.** The warranty card (if has been issued) has to contain the designation of KDD (trade name, legal address, ID), the contents of the warranty, its scope and conditions, the duration of the warranty period, the indication of the specific Goods and the data necessary to apply the warranty. If the warranty card does not contain all the details (or, if it has not been supplied with the Goods), this does not invalidate the warranty.

**7.** The Client may file a claim directly at the point of sale of the Goods to the person selling the Goods, or to the responsible employee in the relevant branch of KDD, who is obliged to settle the Client's claim. A Client who is a Client-consumer may file a claim for the Goods by means of a claim form attached to these GTC.

**8.** If the Client-consumer file a claim, KDD or the Employee or Designated Person is obliged to inform the Client about his / her rights on the basis of the current legislation; on the basis of the Client's decision which of these rights applies, is obliged to determine the way to settle the claim immediately, or in complex cases within 3 working days from the date of filing the claim, as appropriate, especially if a complex technical evaluation of the condition of the Goods is required, not later than 30 days from the date of filing the claim. After determining the way the complaint is handled, the claim is settled immediately, in some cases, the claim may be settled later, however, no later than 30 days from the date of filing the claim by the Client.

**9.** When submitting the Goods for a warranty repair, the following terms and conditions shall to be met by the Client:

- (A) submit an original of warranty card (if has been issued and delivered with the Goods);
- B) provide a proof of payment for the Goods,
- C) the goods shall to comply all the terms of the warranty claim specified in the warranty card (if has been issued), or in these GTC,
- D) provide a detailed written description of the goods complained of.

**10.** KDD is obliged to issue to the Client-Consumer a confirmation of its submission when submitting a claim. KDD shall to deliver a confirmation of the filing of the claim to the Client-Consumer immediately, if it is not possible to deliver the confirmation immediately, then shall to be delivered without undue delay, but at the latest with the proof of equipment; the confirmation of the claim does not have to be delivered, if the Client-consumer has the possibility to prove the filing of the claim in another way.

**11.** Within 30 days from the date of submission of the claim by the Client, KDD is obliged to issue a written document on the settlement of the claim.

**12.** Other terms of claim that are not governed by these GTC, are governed by by the current legislation and the internal rules of KDD.

## **Article IX.**

### **Cancellation terms**

**1.** The terms of service provision agreed between the Contracting Parties in accordance with these GTC shall be effective between the Contracting Parties from the commencement of the contractual relations established in Article II of these GTC.

If the Client withdraws from the contract for any reason (and / or without reason) on the Client's side, the Client shall to pay to KDD a contractual fine (cancellation fee) depending on the number of days remaining until the date set between the Contracting Parties as the start of the provision KDD Services in the following amount:

- If the Client withdraws from the contract within a period of less than 30 days prior to the agreed commencement of the provision of the KDD Services - he / she loses the right to a refund of the paid advance in accordance with Article IV clause 2 c) of the GTC.
- If the Client withdraws from the contract on the day of commencement of provision of the Services and / or during the provision of the Services - 100% of the price of the Services provided, then Client has no right to refund the price paid for the Services provided, unless the Contracting Parties have agreed otherwise in these GTC or in the Contract.

**2.** If for any reason the Client does not come to KDD for the provision of the Services ordered on the day that was agreed between the Contracting Parties as the date of commencement of the provision of these Services, the Client is not be entitled to a refund of the prepayment deposit for the Services (accommodation) and KDD has the right of withdrawal from the contract in accordance with Article III clause 2 c) of the GTC.



## Article X.

### Special and additional terms

1. KDD is not be responsible for any loss of the Client's personal items during his stay in KDD. Each Client has the opportunity to rent a safe at the reception area of KDD, where personal items can be deferred during staying in KDD.
2. KDD is not be responsible for the health damage incurred during the Client's stay in KDD, if the Client deliberately concealed his or her state of health or did not truthfully inform the doctor about the current state of health.
3. Neither KDD nor the Client shall not be responsible for the delayed in the performance and / or failure to fulfill its obligations under the GTC, if such delay / failure was caused by events such as: vis major / force majeure - 'force majeure' or circumstances excluding liability. In the event of the delay for this reason, the Contracting Party shall to have the right to a reasonable extension of the time limits for the performance of its obligations under the GTC.
4. For the purposes of these GTC, the term "vis major / force majeure circumstances" means any circumstances that are not expressly specified or mentioned in these GTC or in the contract and which are not caused by the activities of the Contracting Parties and are not related to the causes and consequences of the action / inaction of any of the Contracting Parties, as well as the effect of those circumstances that arise without the fault of any of the Contracting Parties and that are not an expression of the will of the Contracting Parties and / or are directed against them and which can not be prevented, even when using the professional knowledge of any Contracting Party. An irresistible force in the sense of the foregoing, in particular, may be natural disasters, war, mobilization, uprisings, government interference, military or civil interventions, embargoes or other similar events that do not depend on the action / inaction of the Contracting Parties or third parties. To avoid misunderstanding, an irresistible force is any form of the above obstacles. Neither Contracting Parties shall be liable for such breach of the Contract, as well as the GTC, if that has been or is caused by force majeure circumstances.

## Article XI.

### Clients Personal Data Protection

1. The client, if he / she is a natural person, in his order shall to give to KDD his full name, date of birth, permanent address including postal code, nationality / citizenship, phone number and / or valid e-mail address. In the event that he is a legal entity or an individual entrepreneur, he / she shall to inform the seller of the company's name, legal address, or business location, including the postal code, identification number, taxpayer identification number, VAT number (if has been assigned), name and surname of the person authorized to act on behalf of the company, including the phone number and / or valid email address.
2. The Client hereby confirms that he / she is aware of he / she rights as a data subject in the processing of his / her personal data by the Seller pursuant in accordance with the Act No. 122/2013 Coll. of the Collection of Personal Data Protection Act, as amended (hereinafter referred to as "**Personal Data Protection Act**"), in particular the right to request in writing information about the nature, scale and other conditions for the processing of personal data, the right to disagree with the conduct of KDD related to the processing of his / her personal data and, if there is a suspicion of unauthorized processing of personal data, has the right to file a notification to the Office for Personal Data Protection of the Slovak Republic (Úrad na ochranu osobných údajov SR).
3. The Client declares that he agrees in accordance with the Personal Data Protection Act, with fact that the seller, to process and store his / her personal data in the scope specified in the Order

sent / submitted to the Seller in both manual and automated form, or as subsequently amended by the Client upon request of KDD and / or necessary for KDD activities, and to process them in all its information systems, always for the purpose of proper performance of the contract concluded between the Client and KDD. The client grants KDD this approval for an indefinite period of time. The Client may withdraw a consent to the processing of personal data at any time in writing. The consent expires within one month from the receipt of the notice of withdrawal of the consent by the Client. After fulfilling the purpose of the processing, KDD shall to immediately ensure the liquidation of the Client's personal data in accordance with the § 17 clause 1 of the Personal Data Protection Act.

4. KDD and the KDD operator undertake that the data provided will be used only for the purpose of concluding and performing the contract on the basis of these GTC intended for KDD. After sending / submitting the order the Client, expressed a consent, may receive mailings with offers of Goods, discounts and Services of KDD. The Client can cancel such a mailing in writing at any time.

5. The client, by giving consent with the GTC, gives KDD the right to provide, on a minimum scale, the necessary personal data (name, address, telephone, e-mail) to a third party for the proper performance of the contract concluded between the Client and KDD, with such third parties, according to agreed terms, is any of the following: a doctor, other medical personnel, or other third parties whose cooperation is necessary for the proper performance of the Contract.

6. The processed data will not be published, disclosed or provided to any third party unless otherwise provided in these GTC and / or in the special agreement, without the written consent of the Client.

## **Article XII.**

### **Final provisions**

1. KDD reserves the right to amend the GTC. The obligation to notify in writing about changes in these GTC is fulfilled by publishing on the website and / or at the KDD's reception. The GTC come into force from the moment they are published on the website and / or at the KDD's reception, whichever occurs first.

2. The GTC enters into force from the moment of their issue and becomes effective against the Clients from the moment of sending / placing the order in accordance with Article II clause 2 of the GTC.

By sending / submitting the order, the client confirms that he / she has become aware of these GTC and accepts them in their entirety.

*Any comments or suggestions about our services, your impressions of staying in our SPA resort, send to the e-mail address [director@diamant.sk](mailto:director@diamant.sk). Your opinions and suggestions are a valuable source of information for us and allow us to adapt our services to suit your requirements and to meet your expectations of your stay in SLOVOTHERMAE, Spa Diamant Dudince, s. e.*