

## SPA GUEST INFORMATION ABOUT OUR SPA TREATMENT SERVICES SUBSIDISED UNDER THE HEALTH INSURANCE SCHEME OF THE NATIONAL HEALTH INSURANCE FUND OF HUNGARY

**What are the conditions of use and how long is the validity period for spa treatment courses prescribed by a specialist physician?**

- Our medical spa treatment services are available to our guests on the basis of a medical prescription from a specialist physician as well as a treatment form completed in two copies, in line with the specifications of NEAK (National Health Insurance Fund of Hungary).
- Following the registration, the spa treatment course begins with the first treatment session, which session must take place within 30 days after the date of issuance of the prescription. If the treatment course is not initiated within 30 days and the guest hands over his/her prescription to a doctor prescribing a new treatment course, the request for the original spa treatment course will be considered invalid.
- Treatment sessions may be utilised until the 56th day after the start of the treatment course.
- A total of two spa treatment courses per calendar year may be completed. The treatment course is associated to the calendar year in which it was started.
- The compensation for treatment sessions is always based on the current tariff. If the medical pool bath no. 01 is indicated on the treatment form, payment for this is always mandatory, even if you do not wish to use our services for the medical pool bath no. 01. If the guest is late for a treatment session, the treatment time will be reduced accordingly. We can only reimburse treatments that have been paid for but not utilised if a doctor's note is provided!
- The treatment form is issued in the guest's name and is non-transferable!
- If there is any change in the health condition of our guest relative to the time of prescription of the treatment course, either at the time of the first treatment session or after the treatment course has been started, our guest is required to inform the therapist as this is in his/her own best interest. If the therapist has concerns about the continuation of the treatment due to a medical reason, he/she may suspend the treatment. In such a case, the therapist will refer the guest back to the specialist physician who originally prescribed the treatment.
- If the treatment course cannot be completed during the validity period due to the illness of the guest, then, at the request of the guest, the prescribing specialist may again prescribe the unused treatment sessions on a new prescription and on another treatment form filled out in two copies, for which the guest must provide a doctor's note from the general practitioner or specialist physician together with the completed treatment form to the prescribing specialist.

**When is the spa treatment course considered to have begun?**

- Following the registration, the treatment course is considered to have begun at the initiation of the first treatment session.
- During registration, the following documents must be presented at the patient check-in desk or at the ticket office:
  - a document proving your social security number (TAJ): social security card or temporary card replacement form
  - a prescription exemption card in the case of public health care subsidy
  - 1 copy of the medical prescription
  - 2 copies of the treatment form

Our staff will check the documents and papers as well as record the information required to start the treatment course. If the documents or forms listed here are missing, or if the medical prescription and/or treatment form is incomplete or incorrectly filled in, we will not be able to register the treatment course, in which case our guest will not be able to start the treatments. If our guest only completes the registration but does not receive a treatment on the same day, the treatment course will not be considered to have started.

**How can I book and pay for the treatments?**

- Treatment appointments may be booked at the patient check-in desk/ticket office. When booking an appointment, the guest cannot choose a therapist, as assignment is always based on the current daily schedule of our treatment staff.
- The following is recorded on the two treatment form copies, receipt of which is confirmed by the guest's signature:
  - treatment dates,
  - receipt of the reusable sheet provided for the therapeutic massage service no. 06,
  - receipt of the guest information leaflet on the spa treatment services available with NEAK subsidy schemes.
- Reservation: A MINIMUM OF TWO TREATMENTS MUST BE RESERVED AND PAID FOR AT THE SAME TIME, and reserving further treatment appointments is also recommended in addition to the two treatments. Reserved treatments can be paid for at the ticket office within 60 minutes of booking in cash, by credit card or SZÉP card.
- No cash refunds are possible if paying by SZÉP card. Unfortunately, we are not able to accept medical savings cards. Please notify the cashier in advance of any invoice requirements. Invoices can only be issued when the payment is made at the ticket office.
- Upon payment, the guest will receive an RFID wristband for the use of the treatment services, which must be brought to the spa each time.

**How can I change my treatment appointments?**

- It is only possible to change treatment appointment times at least 24 hours prior to the use of the service, either in person or in writing (by e-mail). In the event of the therapist's illness, the spa will assign the booked treatment appointments to another therapist. If the spa is unable to provide the treatment on the same day, the treatment fee will be refunded to the guest at the ticket office.

**How can I utilise the treatment services?**

**Access control system**

- Following registration and payment, after leaving the ticket office, the guest must always first enter through the access control gate. Inside the spa premises, the guest will have the opportunity to change, shower and take a pre-bath, after which he/she will be able to use our services available either inside and outside the access control gate. The access control system only allows the guest to re-enter once per day.

**Use of the RFID wristband**

- An RFID wristband is given to our guests after registration and payment, which records the date and time of entry/exit. Wearing an RFID wristband on the spa premises is mandatory!
- When starting the booked treatment, the RFID wristband must be used to validate the treatment at the scanning terminal with the help of the therapist. Upon exit, the RFID wristband must be dropped in the appropriate slot at the access control gate and it will be returned by the system. Please do not leave your wristband at the access control gate!
- If the guest loses the wristband, a wristband replacement fee will be charged.

**Use of the treatment form**

- Starting the booked treatments is strictly forbidden without first presenting the treatment form! The patient must hand the treatment form over to the doctor prescribing the medical treatment within three weeks of completion of the treatment course, during the follow-up examination. Failure to do so will result in revoking access to further treatment courses.

#### General treatment information

- **Taking a pre-bath shower is mandatory before treatment.** It is advisable to start with a water treatment to ensure sufficient relaxation of the muscles in order to increase the effectiveness of further treatments. It is recommended to finish the treatments with the medical massage.
- Our medical massage and underwater jet massage services do not include a full body massage, but they are only applied to the areas indicated by the doctor. Please arrive for your medical massage treatment having dried your body and in a dry swimsuit. Please always bring the sheet provided by the spa and the treatment form prescribed by the doctor.
- In the case of underwater traction baths, a gradual approach must be strictly ensured during the treatments. The first two treatment sessions are always 10 minutes long and are performed without the use of any weights.

#### Spa treatment service code numbers and durations:

Spa treatment service designations:	Spa treatment service code numbers:	Spa treatment service durations:
Medical pool bath	01	30 minutes
Medical tub bath	02	20 minutes
Mud pack	03	20 minutes
Underwater traction	04	15 minutes
Carbonated bath	05	15 minutes
Medical massage	06	20 minutes
Underwater jet massage	07	15 minutes
Underwater group physiotherapy	08	25 minutes
Complex balneological care	09	4 hours

#### Length of stay (for Palatinus Thermal Bath, Public and Wave Pool the time of stay is unlimited)

- Medical pool bath: 2 hours
- Medical pool bath + other medical spa treatments: a maximum of 3 hours total
- Medical treatment prescribed without the use of medical pool bath service: 45 minutes / a maximum of 2.5 hours total in the case of repeated treatments
- For annual, semi-annual, quarter year, Gold, Silver, Bronze or 50-use pass holders: the patient is exempt from payment of fees for the medical pool bath service no. 01. The daily length of stay corresponding to the pass type is the time period indicated on the pass. Spa guests in possession of a pass are not charged the overstay fee.

#### Overstay deposit fee

- In addition to the service fees, our guests must pay an initial overstay deposit fee in cash (refundable at the end of the treatment course at the ticket office). The guest must leave through the access control gate before the end of their stay. The length of stay is calculated on a per minute basis. If the guest leaves through the gate only at a later time, the overstay deposit fee will not be redeemed and will have to be paid again the next time.
- The deposit fee remains with the spa to serve as a security deposit for the entire duration of the treatment course and can only be reclaimed at the ticket office after the last session of the treatment course.
- If you do not exceed the length of your stay, this fee will remain with the spa as a security deposit and should only be reclaimed at the ticket office after the last session of the treatment course ended.

By purchasing the treatments, our guest accepts the terms and conditions of the Policy Statement of the Spa available at the ticket office of the Spa as well as on the official website of Budapest Spas cPlc ([www.budapestgyogyfurdoi.hu](http://www.budapestgyogyfurdoi.hu)).

More detailed information on the individual medical treatments can be found in the Company Regulations titled Policy of the Budapest Spas cPlc for medical treatments subsidised by the National Health Insurance Fund of Hungary, which is also available on the website of Budapest Spas cPlc ([www.budapestgyogyfurdoi.hu](http://www.budapestgyogyfurdoi.hu)).

#### St. Gellért Thermal Bath

#### Opening hours

Weekdays: 9:00-19:00

Weekend: 9:00-19:00

The cashier close out is 1 hour prior to the closing time.

#### Opening hours for services available with a specialist prescription:

Code	Service	Opening hours	
		Weekdays	Weekend
01	Medical pool bath	9.00-19.00	9.00-19.00
06	Medical massage	9.30-19.00	9.30-19.00

#### Usage fees payable

Code	Services	General usage fees	Payable in the case of public health care subsidy
01	Medical pool bath	3100 HUF	1900 HUF
06	Medical massage	2900 HUF	
	Overstay deposit fee	3000 HUF	

#### Use of the treatment services

Our guests utilising the medical massage service will receive one piece of sheet at the beginning of the treatment, which must always be brought with them during the treatment course. The guest must confirm the fact of receipt by signing on the guest card. Sheets lost or left at home will be replaced for a fee of 300 HUF.

**Appointment rescheduling is possible by e-mailing at the address [furdovezetes.gellert@budapestspas.hu](mailto:furdovezetes.gellert@budapestspas.hu) or on the website [www.gellertfurdo.hu/contact](http://www.gellertfurdo.hu/contact) or in person at least 24 hours prior to the start of the treatment session. If the treatment appointment is cancelled only later, we will not be able to refund the fee for the treatment session.**

We wish you good health!