



1. Personal Information

Date and time of arrival

Date and time of departure

___/___/202__

___/___/202__

Full Name

Place of birth

Date of birth ___/___/___

Passport / ID card number, Date of issue, Issued by

Email @, Phone 7

2. Consent to receive information via communication channels
3. Consent to personal data processing

Consent validity period (if granted): until six months after the user withdraws consent to receive the relevant information.

4. The procedure for withdrawing consent to the personal data processing: To withdraw consent, an application shall be submitted in writing to the Alatau Wellness Center at least 30 days prior the intended withdrawal.

5. I confirm that all the information provided in this questionnaire is correct, and I also confirm that the above number is my phone number. I have read and agree to the rules of stay and provision of services at Alatau Wellness Center:

Date ___/___/20, Signature/Printed name - Surname, Name, Patronymic

To be filled in by the designated employee - administrator of the Alatau Wellness Center: the identity of the individual named above has been verified by me. The signature is affixed in my presence.

Date ___/___/20, Signature/Printed name - Surname, Name, Patronymic

RULES OF STAY
and provision of services in Alatau Wellness Center
(Alatau Wellness Center LLP)

I. Reception, Guest accommodation, and departure

1. Reception to the Alatau Wellness Center (hereinafter referred to as the Centre) and services are carried out only in accordance with the purchased program and procedures. Foreigners arriving in the territory of the Republic of Kazakhstan within three days shall register at the place of their stay. On the day of arrival at the Centre, they should contact the accommodation service of Swissôtel Wellness Resort Alatau Almaty (hereinafter referred to as the Hotel).
2. The Guest shall pay the full (100%) cost of services either by cash deposit to the cash desk of Alatau Wellness Center LLP or by using bank payment card, VISA or Mastercard. Payment shall be made in advance or on the day of arrival by transferring funds to the bank account of Alatau Wellness Center LLP.
3. The cost of Additional Services is determined based on the Price List and shall be paid in advance at 100% of the amount for the Additional Services requested by the Guest.
4. Refunds of advance payments shall be made upon written request from the Customer, which shall be accompanied by a bank statement (or other document proving payment).
5. The refund shall be made minus the commission charged for transferring funds in the following cases and amounts:
 - 4.1. If the Guest cancels a reservation 3 or more business days before the check-in - in the amount of 100% of the total cost of the reservation.
 - 4.2. If the Guest cancels a reservation less than 3 business days before the check-in - in the amount of 50% of the total cost of the reservation.
 - 4.3. In case of no-show, the payment shall not be refunded.
 - 4.4. In case of early cancellation of services by the Guest after the start of the program posted on the website www.alatauwellness.kz, the funds are returned with recalculation of the cost of accommodation at the Hotel at the "Best available tariff" and received procedures in accordance with the Center Price List (Article 686 of the Civil Code of the Republic of Kazakhstan).
6. If payment is not received on the day of arrival, the Center shall have the right to deny services.
7. The Alatau Wellness Center shall refund the Guest the cost of any unused days of rest and treatment within five (5) business days of receiving a written request from the Guest.
8. In the event a Guest becomes ill during the program, they shall submit a medical certificate for sick leave/doctor's certificate. Upon receipt of this documentation, the Centre shall allow the freezing of any remaining procedures for up to 30 calendar days from the date of arrival. However, in such cases, any discounts on Hotel accommodations and meals at the Centre for the remaining/unused procedures shall be cancelled (not provided).
9. For unused days resulting from circumstances beyond the Centre's control, such as late arrival or early departure without written notice to the Centre, the cost of the services that the Guest could not utilize shall not be refundable.
10. Early check-in is offered complimentary from 09:00 to 15:00, subject to room availability at the Hotel.
10. The Guest shall pay in full for any paid services provided by the Centre and the Hotel that are not included in the program price before departure. Additionally, in the event of financial damage to the Centre and the Hotel, the Guest shall be responsible for compensation.
11. If the Guest has contraindications for certain types of medical procedures, those procedures may be substituted (with the agreement of the attending doctor at the Centre and the Guest's consent) with alternative procedures that align with medical indications, as part of the treatment program.

II. Responsibility for violation of the regime and conditions of stay in the Center and the Hotel

1. While receiving treatment or resting at the Centre, the Guest shall adhere to the rules of the Centre/Hotel and respect the rights of other guests. In the event of repeated serious violations of the established conduct rules, the Guest may be discharged early without reimbursement for any unused days, and may also be held responsible for any actual losses incurred to the Centre and the Hotel as a result of such violations.
2. The unused days of the program or meals and procedures that the Guest misses due to circumstances beyond the Centre's control shall not be compensated or refunded.
3. When holidaying with children, parents shall be responsible for their minor children. They shall accompany children up to 12 years old during medical procedures, in the canteen, at cultural and entertainment events, to supervise children when playing on playgrounds. Children aged 7 and older may use swimming pools and SPA centre if accompanied by their parents or their legal guardians.
4. Guests may be discharged early from the Hotel without compensation for any unused days if they commit a single administrative offense that violates public order and public safety, as stipulated by the legislation of the Republic of Kazakhstan.

III. Miscellaneous.

1. The Centre/Hotel shall take measures to protect the safety of Guests and their belongings in the rooms, in line with standard safety and security measures. The Hotel/Centre shall not be liable for any financial and moral damages caused to the Guest due to reasons beyond the control of the Hotel/Centre or based on the Guest/s personal assessment.
2. The Hotel/Centre shall not be liable for the Guest's property, except for the property that have been deposited with it (safe deposit box, administration safe).
3. In the event that Guests are sent to the Center by a legal entity, the legal entity shall be directly responsible for the accuracy of the information related to the Center's services, and is also responsible for the timeliness of submitting the accompanying documents (documents confirming the fact of payment for the program, powers of attorney, etc.).

RULES FOR VISITING THE RESTAURANT COMPLEX

1. To ensure proper nutrition, it is essential to adhere to the diet and nutrition plan recommended by the attending physician or dietitian.
2. The administration shall have the right to deny meal service in the event of a schedule violation.
3. The administration shall have the right to substitute the dishes listed on the menu without prior notice.
4. In our Hotel, it is not permitted to visit the restaurant in outerwear, sportswear, pajamas, bathrobes, or swimwear. Additionally, taking food, utensils, and cutlery out of the restaurant complex is prohibited.

BEST REGARDS, Alatau Wellness Center ADMINISTRATION