GENERAL TERMS AND CONDITIONS

sãrana wellness – Wellness Ninove BV

Version	October 2026
Website	www.sarana-wellness.be
E-mail	info@sarana-wellness.be

Article 1 – Identity and contact details

These general terms and conditions apply to all services, bookings, sales and agreements of Sãrana Wellness, operated by Wellness Ninove BV.

Registered name	Wellness Ninove BV
Trading name	Sãrana Wellness
Legal form	Private limited company (BV)
Registered office	Bovenhoekstraat 39, 9406 Outer (Ninove), Belgium
Operating address	Bovenhoekstraat 39, 9406 Outer (Ninove), Belgium
Company number	1030.427.634
VAT number	BE 1030.427.634
E-mail	info@sarana-wellness.be
Website	www.sarana-wellness.be

Wellness Ninove BV is hereinafter referred to as 'Sãrana'.

Article 2 – Scope

2.1. These general terms and conditions apply to every visit to Sãrana and to every booking, purchase or agreement made via the website, by telephone, by e-mail, at reception or through an external sales partner.

2.2. By making a booking, purchasing an admission ticket, gift voucher, treatment or package, or visiting Sãrana, the guest declares that they have read and agree to these general terms and conditions, the cancellation policy, the house rules, the privacy policy and any special conditions stated with an offer, voucher, gift voucher or package.

2.3. In the event of any conflict, special conditions expressly communicated with a specific offer or booking take precedence over these general terms and conditions.

2.4. Deviations are only valid if Sãrana has confirmed them in writing in advance.

Article 3 – Bookings

3.1. A booking is only final once the guest has received a booking confirmation and, where advance payment is required, the payment has been correctly registered.

3.2. The guest is responsible for providing correct and complete details, including name, e-mail address, telephone number, number of guests, chosen date and chosen services.

3.3. The guest must check the booking confirmation immediately. Any inaccuracies must be reported to Sãrana in writing as soon as possible and before the visit.

3.4. A booking is personal. Transfer to another person is only permitted with Sãrana's prior written consent.

3.5. Bookings are always subject to availability. A preferred time, preference for a particular staff member or any other special request is only final once Sãrana has confirmed it in writing.

3.6. Sãrana may apply limited availability for certain days, packages, promotions, treatments or times.

3.7. A person who books for several guests guarantees that all guests concerned take note of these terms and conditions and the house rules.

Article 4 – Prices and payment

4.1. All prices are expressed in euros and include VAT and other statutory levies, unless expressly stated otherwise.

4.2. The price stated when the booking is confirmed applies to the service booked.

4.3. Sãrana may change its prices, packages and offering. A price change does not affect bookings that have already been confirmed and paid, unless the change results from a statutory tax or levy.

4.4. Sãrana may request full advance payment or a deposit. If payment is not received on time, Sãrana may treat the booking as not final and release it.

4.5. Payment is made using the payment methods offered during the booking process or at reception.

4.6. Food and drinks, additional treatments, rental items and other expenses during the visit are recorded on the personal wristband or till system. The guest settles the outstanding amount in full before leaving Sãrana.

4.7. The guest must report any error in the bill to reception immediately so that it can be checked.

Article 5 – Admission and age

5.1. Admission to Sãrana is only possible with a valid booking or a valid admission ticket and after acceptance of these terms and conditions and the house rules.

5.2. The minimum age for admission to Sãrana is 12 years, unless a different age is expressly stated for a particular activity or formula.

5.3. Underage guests must always be accompanied by a responsible adult. This adult remains responsible for the minor throughout the entire visit.

5.4. Sãrana may ask for valid ID to check a guest's identity, age or eligibility for a particular rate.

5.5. Sãrana may refuse admission to persons who are visibly under the influence of alcohol, drugs or other narcotics; who display aggressive, intimidating or inappropriate behaviour; who endanger the safety, peace, hygiene or privacy of others; who refuse to follow the instructions of staff; or who do not comply with the general terms and conditions or the house rules.

5.6. Refusal of admission or removal due to a breach by the guest does not entitle the guest to a refund or compensation.

Article 6 – House rules

6.1. The house rules form an integral part of these general terms and conditions and are available on the website and at reception.

6.2. Every guest must comply with the house rules, the safety regulations, the hygiene rules and the instructions of staff.

6.3. The announced dress code and swimwear days must be respected. The current calendar is published via Sãrana's official communication channels.

6.4. The use of a bathrobe, sufficient towels and suitable bath slippers is compulsory in accordance with the house rules.

6.5. A bathrobe must be worn at all times in the restaurant and bar areas, corridors and other designated areas.

6.6. Glass and breakable objects are not permitted in the wellness areas, around the pools, jacuzzis and other wet areas.

6.7. Taking photos, filming and making sound recordings is not permitted without the prior express consent of Sãrana and of all recognisable persons depicted.

6.8. Sãrana may amend the house rules where this is necessary for reasons of safety, hygiene, legislation, operations or guest comfort. The most recent version always applies.

Article 7 – Massages and treatments

7.1. Sãrana's massages and wellness treatments are intended solely for relaxation and well-being. They do not constitute a medical diagnosis or medical treatment and do not replace advice or treatment from a doctor or other healthcare provider.

7.2. Before the treatment, the guest must share all relevant information needed to carry out the treatment safely, including pregnancy, allergies or hypersensitivities, skin problems or open wounds, cardiovascular problems, recent surgery or injuries, contagious conditions, relevant medication use and any other medical complaints or contraindications.

7.3. Sãrana only processes health information insofar as this is necessary for a safe treatment and in accordance with the privacy policy.

7.4. If in doubt about whether a treatment is suitable, the guest must seek advice from their doctor beforehand.

7.5. Sãrana or the therapist may refuse, adapt or stop a treatment if it may be unsafe or if the guest displays inappropriate behaviour or crosses boundaries.

7.6. The guest is not automatically entitled to a therapist of a particular gender, unless Sãrana has confirmed this in writing in advance.

7.7. If the guest arrives late, the treatment ends at the originally booked time. Lost treatment time will not be made up or refunded.

7.8. Any intimacy, whether wanted or unwanted, and any sexual or inappropriate behaviour are expressly prohibited. In the event of a breach, the treatment will be stopped immediately, the full amount remains payable and the guest may be removed from Sãrana.

Article 8 – Changes and cancellations by the guest

8.1. A booking can only be changed or cancelled in writing, by e-mail or via Sãrana's contact form.

8.2. The same cancellation policy applies to all bookings, regardless of the access, massage, treatment, activity or package booked. A booking can be cancelled free of charge up to 24 hours before the scheduled start time. If you cancel in time, the amount paid is converted into a Sarana credit for a future visit, or the booking can be rescheduled free of charge, subject to availability. No refunds are given. If you cancel within 24 hours of the scheduled start time, any amounts already paid will not be refunded.

8.3. If a guest does not show up without notifying Sãrana in writing beforehand, the booking lapses and any amounts already paid will not be refunded.

8.4. In the event of a demonstrable serious illness or force majeure, Sãrana may exceptionally allow the booking to be rescheduled. Each request is assessed individually and does not automatically entitle the guest to a rescheduling or refund. Sãrana may ask for valid supporting evidence.

Article 9 – Changes or cancellation by Sãrana

9.1. Sãrana may change or cancel a treatment, booking, activity or package when this is necessary due to technical defects, maintenance work, illness or unexpected absence of a staff member, safety or health risks, government measures, force majeure or other circumstances that reasonably prevent a safe or high-quality service.

9.2. Sãrana will inform the guest of this as soon as possible.

9.3. If Sãrana cancels a booking in full, the guest can choose between a new booking date, a Sãrana credit equal to the amount paid, or a refund of the amount already paid for the cancelled part.

9.4. A limited change to the programme, a temporarily unavailable facility or the replacement of a treatment with an equivalent alternative does not automatically entitle the guest to a refund. Sãrana assesses this taking into account the extent and impact of the change.

9.5. Sãrana does not reimburse external costs incurred by the guest, such as transport, parking or other personal expenses, unless mandatory legislation provides otherwise.

Article 10 – Gift vouchers, vouchers and promotions

10.1. A gift voucher represents the value or service stated on it and can be used within the stated period of validity and subject to the stated conditions.

10.2. The period of validity is stated on the gift voucher or in the accompanying confirmation. The guest is responsible for using the gift voucher in time.

10.3. A gift voucher must be mentioned when booking and presented or digitally validated on arrival.

10.4. Gift vouchers cannot be exchanged for cash, either in whole or in part.

10.5. In the event of loss, theft, damage or illegibility, Sãrana can only consider a replacement if the guest can prove the original purchase and unique code and the voucher has not yet been used.

10.6. If the chosen service costs more than the value of the gift voucher, the difference must be paid.

10.7. Unless stated otherwise, gift vouchers, vouchers, promotions and discount codes cannot be combined.

10.8. Offers are only valid during the stated period and while places or stocks last.

10.9. Once a booking has been made with a gift voucher or voucher, the standard cancellation policy applies.

10.10. Vouchers from external partners are additionally subject to the conditions of the partner concerned. In the event of any conflict regarding Sãrana's services, these general terms and conditions apply, insofar as permitted by law.

Article 11 – Restaurant, bar and allergens

11.1. Food and drink prices are listed on the current menu.

11.2. Bringing or consuming your own food or drinks is not permitted, unless Sãrana has given express prior permission or compelling medical reasons require it.

11.3. Guests with an allergy, intolerance or dietary restriction must clearly inform a member of staff before ordering.

11.4. Sãrana provides the legally required allergen information. Despite careful working methods, the presence of traces of allergens can never be completely ruled out in a professional kitchen.

11.5. Alcohol is not served to persons under the legal age. Sãrana may ask for ID and refuse to sell alcohol.

11.6. Sãrana may refuse or stop the sale of alcohol where this is necessary for safety, health or good order.

Article 12 – Safety, health and personal responsibility

12.1. The guest uses all facilities with care, in accordance with their intended purpose and in line with the safety regulations and the instructions of staff.

12.2. Guests must judge for themselves whether their health allows them to use the saunas, steam rooms, swimming pools, jacuzzis, cold plunge pools and other facilities.

12.3. Persons with health problems, pregnancy, cardiovascular disease, epilepsy, diabetes, serious blood pressure problems or other relevant conditions are advised to seek medical advice before their visit.

12.4. The guest must report any unsafe situation, damage, injury or technical defect to a member of staff immediately.

12.5. Diving, running on wet floors, dangerous behaviour and ignoring safety instructions are prohibited.

12.6. These provisions do not limit Sãrana's statutory liability for damage resulting from a fault for which Sãrana is liable under mandatory law.

Article 13 – Personal belongings and lockers

13.1. The guest remains responsible for their personal belongings.

13.2. Available lockers must be used correctly. Guests are advised not to bring valuables.

13.3. Loss or theft must be reported to reception immediately.

13.4. Sãrana is only liable for loss, theft or damage if the guest proves that it results from a fault on the part of Sãrana, without prejudice to mandatory legal provisions.

13.5. Lost property is kept for a maximum of two months. After this period, Sãrana may dispose of, donate or destroy the items.

Article 14 – Damage and liability of the guest

14.1. The guest is liable for damage caused intentionally or through wrongful, reckless or careless behaviour to buildings, installations, equipment, staff or other guests.

14.2. Sãrana may recover the reasonable costs of cleaning, repair or replacement from the guest responsible.

14.3. The lead booker may be held liable for damage caused by the persons for whom they booked, insofar as permitted by the applicable legislation.

14.4. Theft, vandalism, violence and serious offences may be reported to the police.

Article 15 – Liability of Sãrana

15.1. Sãrana undertakes to organise its services carefully, safely and professionally.

15.2. Sãrana is not liable for damage resulting solely from failure to comply with the house rules or safety instructions, incorrect or incomplete information provided by the guest, a pre-existing medical condition that was not disclosed, improper or incorrect use of the facilities, the guest's own fault or force majeure.

15.3. Nothing in these terms and conditions excludes liability that cannot be excluded or limited under Belgian law, including liability for intentional misconduct or for physical injury caused by a fault on the part of Sãrana.

Article 16 – Privacy and personal data

16.1. Sãrana processes personal data in accordance with the General Data Protection Regulation, the applicable Belgian legislation and the privacy policy on the website.

16.2. Personal data may be processed for purposes including bookings and payments, customer management, the provision of treatments, invoicing and accounting, complaint handling, security and fraud prevention, legal obligations and commercial communication where there is a valid legal basis for doing so.

16.3. Health data is only processed when this is necessary for a safe treatment and with appropriate protection.

16.4. For questions or requests regarding personal data, the guest can contact info@sarana-wellness.be.

16.5. Full information about purposes, legal bases, recipients, retention periods and the rights of data subjects can be found in the separate privacy policy.

Article 17 – CCTV

17.1. Sãrana may use CCTV in areas where this is permitted by law to protect the safety of people and property and to prevent or detect incidents.

17.2. There are no cameras in changing rooms, toilets, showers, treatment rooms, saunas or other places where guests undress or can reasonably expect complete privacy.

17.3. Monitored areas are marked with the legally required camera pictograms.

17.4. Camera footage is only viewed by authorised persons and, where permitted or required by law, may be handed over to the police, the judicial authorities or other competent bodies.

17.5. More information about the controller, purposes, retention period and the rights of data subjects can be found in the privacy policy and the separate information on CCTV.

Article 18 – Website and electronic communication

18.1. Sãrana endeavours to keep the information on its website accurate and up to date. Obvious typographical, pricing or technical errors are not binding.

18.2. Images, descriptions and mood photos are for illustrative purposes and may differ from reality, without affecting the essential characteristics of the service booked.

18.3. Electronic communications are deemed to have been received when sent to the e-mail address provided by the guest, unless the guest proves that Sãrana was aware of a technical problem.

18.4. The guest is responsible for checking their inbox and spam folder.

18.5. The texts, photos, logos, house style and other content of the website are protected. They may not be copied or used commercially without Sãrana's prior written consent.

Article 19 – No statutory right of withdrawal for dated bookings

19.1. For wellness services, admission, treatments, food and drink and leisure activities provided on a specific date or within a specific period, the consumer does not have the statutory 14-day right of withdrawal, in accordance with Article VI.53, 12° of the Belgian Code of Economic Law.

19.2. The cancellation policy set out in Article 8 does continue to apply.

19.3. For other online purchases for which a statutory right of withdrawal does apply, Sãrana will inform the consumer separately of the conditions and how to exercise it.

Article 20 – Complaints

20.1. Guests are encouraged to report any problem immediately during their visit, so that Sãrana has the opportunity to look for a suitable solution on the spot.

20.2. Written complaints can be submitted via info@sarana-wellness.be, stating name and contact details, booking number, date of visit, a clear description and any supporting evidence.

20.3. Sãrana will acknowledge receipt and aims to provide a substantive response to the complaint within fourteen calendar days. If further investigation is needed, the guest will be informed.

20.4. Submitting a complaint does not automatically suspend the guest's payment obligations.

20.5. If no amicable solution is reached, a consumer may contact the competent Belgian consumer mediation service, insofar as it has jurisdiction.

Article 21 – Force majeure

21.1. Force majeure means any unforeseeable or unavoidable event beyond Sãrana's reasonable control that makes normal performance wholly or partly impossible.

21.2. This may include, among other things: fire, flood or natural disaster; prolonged interruption of the energy or water supply; serious technical failure; epidemic or government measure; strike; serious staff shortage; or a threat to public health or safety.

21.3. Sãrana will limit the consequences as far as possible and inform the guest as soon as possible.

21.4. If the service booked definitively cannot be provided, the options set out in Article 9.3 apply.

Article 22 – Validity and amendments

22.1. If any provision proves to be wholly or partly invalid or unenforceable, the remaining provisions remain valid.

22.2. The invalid provision will be replaced by a valid provision that comes as close as possible to its purpose and balance.

22.3. Sãrana may amend these general terms and conditions. The version in force at the time of booking continues to apply to that booking, unless an immediate amendment is required by law.

22.4. Sãrana publishes the current version and its effective date on the website.

Article 23 – Applicable law and competent court

23.1. All agreements with Sãrana are governed by Belgian law.

23.2. Disputes are preferably settled amicably first.

23.3. If no amicable solution is possible, the courts with jurisdiction under the applicable Belgian and European legislation shall have jurisdiction.

23.4. This provision does not deprive consumers of any protection or rights they enjoy under mandatory legislation.