

**RULES FOR THE USE OF GIFT VOUCHERS**

1. The gift voucher or its code confirms the right of the gift voucher holder to pay, up to the amount indicated on the gift voucher, for any services or exclusively for access to the pool and sauna area (single visit or membership), where expressly specified in the gift voucher. A gift voucher or its code does not entitle the holder to purchase another gift voucher for the amount indicated therein.
2. The gift voucher is valid for 6 months from the date of purchase, unless stated otherwise.
3. In order to use the gift voucher, an advance reservation of services is required, which can be made using one of the following methods:
  - a. by presenting the gift voucher or its code at the reception of Bokšto SPA;
  - b. by calling the reception of Bokšto SPA by phone +370 665 00666 and providing the gift voucher code;
  - c. by contacting the reception of Bokšto SPA via email at [info@bokstospa.lt](mailto:info@bokstospa.lt) and providing the gift voucher code;
  - d. by making a reservation on the Bokšto SPA website and by applying the code of the gift voucher during the payment stage.
4. Reservations are accepted based on the availability of Bokšto SPA.
5. The gift voucher must be spent in one use.
6. If the price of the services requested exceeds the value of the gift voucher, the difference must be covered by the gift voucher holder.
7. If the gift voucher holder purchases services for less than the amount stated on the gift voucher, the remaining amount is non-refundable.
8. VAT invoices are not issued when selling the gift voucher. At the Client's request, the Service Provider may issue the gift voucher the transfer-acceptance deed. Only after using the gift voucher the supply of such services shall be subject to a VAT invoice.
9. The consumer (natural person) who has purchased a gift voucher remotely shall have the right to withdraw from the distance contract within 14 days from the conclusion of the contract without giving any reason, except when the gift voucher is used within 14 days from the conclusion of the contract (Art. 6.228<sup>10</sup> of the Civil Code of the Republic of Lithuania). In all other cases, the gift voucher cannot be returned to the Service Provider and shall not be exchanged by the Service Provider for cash. The withdrawal from the distance contract in respect of the purchased gift voucher may be made before the expiry of the withdrawal period by sending a notification to [info@bokstospa.lt](mailto:info@bokstospa.lt). The model withdrawal form

provided in Annex 1 to these Rules may be used, but is not obligatory. In the event of withdrawal from the distance contract, the Service Provider must refund the total amount paid by the Client for the gift voucher immediately and no later than 14 days from the date of receipt of the Client's notification of withdrawal from the distance contract for the gift voucher purchased. The Service Provider shall transfer the amount of the refund to the bank account specified by the Client; the Client shall in no case be liable to pay any fees in connection with such refund.

Annex 1

### **Model form for withdrawal from a distance contract**

*(please complete and return this form only if you wish to withdraw from the contract)*

**To:** UAB "Bokšto SPA", address Bokšto g. 6, Vilnius, e-mail: info@bokstospa.lt

**I hereby notify that I withdraw from the distance contract concluded on** \_\_\_\_\_ **20**\_\_\_\_ **for the following goods / services:**

\_\_\_\_\_  
**Name and surname of the Client:**

\_\_\_\_\_  
**Address of the Client:**

\_\_\_\_\_  
**Bank account to which I wish to receive a refund (bank account number):**

\_\_\_\_\_  
**Signature of the Client:**

\_\_\_\_\_  
**Date of document completion:**

10. The holder of the gift voucher is prohibited from reselling, transferring, or otherwise distributing the gift voucher through advertisement portals, social media platforms, or other online channels without the prior written consent of Bokšto SPA

11. If the gift voucher is not used within its validity period:

- a. within 90 days from the expiration of the gift voucher, its validity period can be renewed once for one month from the day it was applied for. However, in this case, the value of the

gift voucher shall be reduced by 20 %. For the renewal of the validity period of the gift voucher, contact the Service Provider by email to [info@bokstospa.lt](mailto:info@bokstospa.lt);

- b. If the option to renew the validity period of the gift voucher is not used, the validity period of the gift voucher is considered to have expired and no refund shall be given, unless the gift voucher is unused due to: fault of the Service Provider; force majeure; restriction of the provision of services due to a declared emergency and / or quarantine.

12. In the event of loss or other misplacement of the gift voucher or its code, the gift voucher or its code shall not be reissued, and no refund shall be provided.