Purchase and Refund Conditions
Hévíz / District Annual Spa Pass

The Annual Spa Pass provides one entry per day for 3 hours to the Indoor Bath and the Lake Bath for 365 days, during the validity period of the pass, in accordance with the current opening hours and under the following conditions. These conditions must be accepted on site at the time of purchase.

Use of the pass

- The pass is valid for one person only and can be purchased upon presentation of a personal ID, address card showing **permanent residence** in Hévíz / the district, and a photo not older than one year.
- The number of entries is limited to **one entry per day** during the validity period, either to the Indoor Bath or to the Lake Bath.
- For the same person, a photo ID for permanent residents of Hévíz cannot be purchased simultaneously with the annual pass. Therefore, a choice must be made between purchasing the annual pass or obtaining a discount photo ID and buying discounted entry tickets occasionally.
- The pass may be used only in compliance with the spa's house rules.

Refund conditions
Refund of the pass is possible under the following conditions:

- During refund calculation, **the entries already used will be counted based on the current price of the 3-hour full-price admission.**
- The refundable amount equals the difference between the total price of the annual pass and the total value of the used entries calculated at the single admission ticket price.
- If the value of the used entries reaches or exceeds the price of the pass, no further refund is possible.

Other provisions

- The refund of the pass can only be initiated by submitting a written request to titkarsag@spaheviz.hu or by post to the hospital's address.
- The refund will be made using the same payment method as the original payment, or in justified cases by separate agreement.
- The institution reserves the right to modify these terms of use. The current conditions are available on www.spaheviz.hu.

Hévíz, 05.03.2026

Dr. Holléné Dr. Mándó Zsuzsanna
General director