



Booking policy

CONFIRMATION POLICY

In order to confirm the reservation, a payment of 50% of the total amount of the pre-booked services is required, as a deposit. In the case of Royal Suite, the amount required to confirm will be of 100%.

The deposit payment can be made by credit card, through a link to a secure online payment platform or by issuing a bank transfer to our bank account. In this case, you will be asked to provide a proof of payment.

At the time of check-in, the payment of the remaining amount of the pre-contracted services will be required, therefore, a charge will be made on your credit card. If you do not have it, payment must be made in cash (respecting current regulations on transactions) or by debit card.

The credit card provided, of which the guest must be the cardholder, will be used in order to guarantee all the services, treatments or products requested before and / or during the stay at SHA Wellness Clinic, as well as a guarantee of the final bill that may be pending.

BOOKING CANCELLATION POLICY

- As long as you give at least 14 days' notice, you may cancel your reservation without penalties, except for a 3% administrative fee.
- After this period, a penalty equivalent to 50% of the pre-contracted services will be applied.
- If more than 30 days have elapsed since the payment of the deposit, the refund can only be made by bank transfer to the guest's preferred account and providing a certificate of ownership.

We remind that all cancellations must be notified to the Reservations Department by email.

BOOKING MODIFICATION POLICY

- You may change your arrival date without fees as long as you notify us 7 days in advance.
- If you modify your arrival date fewer than 7 days before the booked date, the following fees will apply:
 - 500€ per person if the new arrival date is within 48 hours (before or after) of the original date
 - 1.000€ per person if the new arrival date is more than 48 hours (before or after) from the original date
- If the modification's notice is received on your scheduled arrival date, in addition to the previous fees, we will charge one night's stay. As an exception, we may waive the above charge if the original number of booked nights is unchanged.
- If the check-in date had already been modified, any successive cancellation will incur in cancellation fees, for the total amount of the deposit initially paid.

Albir Hills Resort, S.A.U. may proceed to cancel a reservation made by a guest when adopting measures to prevent the spread of Covid-19 that have been imposed or recommended by relevant health authorities or by the centre's clinical management team and that oblige Albir Hills Resort, S.A.U. to close the establishment or recommend that it do so. The guest will be notified of this circumstance at least forty-eight (48) hours before he or she is scheduled to arrive at the establishment. In this case, the amount the guest has already paid will be kept to go towards subsequent stays or will be refunded in full if requested by the guest.



Cancellation and modification policy

BOOKING CANCELLATION POLICY

- Provided that you give at least 14 days' notice, you may cancel your booking without any charge, except for a 3% administrative charge on the amount to be refunded.
- After this period, a charge equivalent to 50% of the services contracted during the booking process will be applied.
- If more than 30 days have elapsed since the deposit was charged, reimbursement can only be made by bank transfer to the account designated by the guest, and a certificate of ownership of the account must be provided.
- We remind you that all communication must be made in writing by email to the Reservations Department for the cancellation to be effective.

BOOKING MODIFICATION POLICY

- A booking arrival date may be changed without charge provided that it is communicated at least 7 days before the start of the booking.
- In the event of a change to your booking arrival date with less than 7 days notice, the following charges will apply:
 - €500 per person if the new arrival date is within 48 hours before or after the original arrival date.
 - €1,000 per person if the new arrival date is more than 48 hours before or after the original arrival date.
- If the change is communicated on the day of arrival, in addition to the charges stipulated in the previous points, the amount corresponding to the first night's stay in the suite booked will be charged. As an exception, this last charge will not be applied if the original number of nights booked is kept when changing the reservation.
- If the arrival date has already been changed, any subsequent cancellation will incur a cancellation charge of the full amount of the deposit already paid.
- In the event of early departure with respect to the initially contracted stay, 100% of the costs corresponding to the booking will be applied in full, with no refund permitted.

AlbirHills Resort, S.A.U. may decide to cancel the booking made by the customer, notifying the customer of this circumstance at least forty-eight (48) hours prior to the scheduled check-in, when the application of the measures to prevent the spread of Covid-19 that may have been imposed or recommended by the corresponding health authorities or by the clinical management of the centre lead to the obligation, recommendation or advisability of closing the establishment, in which case the amounts paid will be kept and applied to subsequent stays or, if requested by the guest, will be refunded in full.



PROGRAMME OR TREATMENT CANCELLATION AND MODIFICATION POLICY

- The contracted programme may be substituted by another programme or, for repeat guests, by à la carte treatments, up to 7 days prior to arrival without charge.
 - Once this time limit has been exceeded, the following charges will apply:
 - €300 in the event of cancellation* or substitution of 4-day programmes.
 - €500 in the event of cancellation* or substitution of 7-day programmes.
 - €700 in the event of cancellation* or substitution of programmes lasting 14 days or more.
- *Cancellation of the programme implies booking another programme or, for repeat guests, full board with à la carte treatments and/or services.
- Extra treatments and services contracted during the booking process may be substituted during the stay for other treatments and/or services, but may not be cancelled, except for 30% of the total amount contracted prior to arrival.