



# Booking 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:
  - USD 550 per person if the new arrival date is within 48 hours before or after the original arrival date.
  - USD 1,100 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.

## 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:
    - USD 350 in the event of cancellation\* or substitution of 4-day programmes.
    - USD 550 in the event of cancellation\* or substitution of 7-day programmes.
    - USD 800 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.

## PAYMENTS POLICY

TO CONFIRM YOUR BOOKING	TO START YOUR STAY
Payment of 50% of the total amount of the booked stay*	Payment of the outstanding amount
Accepted methods of payment: <ul style="list-style-type: none"><li>• Credit card</li><li>• Bank transfer (a copy of proof of payment must be sent to the Booking Department)</li></ul>	Accepted methods of payment: <ul style="list-style-type: none"><li>• Credit card</li><li>• Bank transfer (will only be accepted if payment and proof of payment is made at least 48 hours before arrival)</li><li>• Debit card</li></ul>

### TO CONFIRM YOUR BOOKING

- A deposit of 50% of the total amount of the booked services is required to confirm the booking. In the event that the accommodation booked is in a Royal Suite, the amount required for confirmation will be 100%.
- Payment of the deposit can be made by credit card via a link to a secure online payment gateway, or by making a transfer to our bank account. Should the latter be the case, the booking will only be confirmed upon receipt and verification of the transfer receipt.

### AT THE START OF YOUR STAY

- At check-in, the remaining amount of the total amount contracted will be required to be paid, and a charge will therefore be made to your credit card.  
The credit card provided, which must be in the guest's name, will be used to guarantee all services, treatments or products requested before and/or during the stay at SHA Wellness Clinic, as well as the amount of any invoices that may be outstanding.
- If you choose to pay by bank transfer, you will be required to notify the Booking Department in advance and make the transfer in a timely way, sending the corresponding proof of payment at least 48 hours before arrival, since the payment must be received in full before check-in.  
Otherwise, payment by credit card, or by debit card will be required.  
For international transfers, 4 business days' notice is required, while 2 working days' notice is required for domestic transfers.
- Although payment of the full amount of the reservation is made in advance, a credit card will also be required upon arrival to guarantee any additional services or products that may be contracted during your stay.

### DURING THE STAY

Upon arrival and after providing your credit card as a guarantee, you will be able to freely contract services and treatments up to a limit of 5,000 USD (if the stay is in Deluxe, Superior and/or Grand suites) or 8,000 USD (if the stay is in Presidential, Royal or SHA Residences suites), and you must clear your balance in order to continue contracting additional services until you reach these limits again. Please note that the account must be fully settled before check-out.

### CHECK-OUT

- Payment of the total amount due at the end of your stay may only be made by credit card or by debit card.
- To be able to pay the outstanding amounts by bank transfer, the amounts must be received before departure, therefore, international transfers must be made 4 business days in advance, while the advance notice required is 2 business days for domestic transfers.  
In any event, the transfer receipt must be presented to the Guest Service department, and the deposit must be verified before departure, for the payment to be considered valid.

\*100% payment is required for Royal Suite accommodation booked.