



Payments Policy

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

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. If you do not have one, payment must be made in cash (subject to current transaction regulations) or by debit 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, cash (subject to current transaction regulations) 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.

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



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 €7,000 (if the stay is in Deluxe, Superior and/or Grand suites) or €10,000 (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, in cash (subject to current transaction regulations) 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.