# TERMS & CONDITIONS

**OPENING HOURS**

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| Spa treatments | 10:00 am – 9:00 pm, Mon – Sun. |
| Fitness & Wellness Centre | 24 hours Mon – Sun (only for hotel guests) |
| Aqua Experiences | 8 am – 9 pm, Mon – Sun. |

**ADVANCE BOOKINGS** We highly recommend booking your treatment in advance to ensure that your preferred time and service is available.

**CANCELLATION POLICY** Please allow 24 hours notice of cancellation to avoid a 50% charge. Cancellations or no shows within 12 hours will incur a 100% charge. A credit card number is required when booking.

**GIFT CERTIFICATES** An ideal gift for Spa enthusiasts or simply anyone who wants to be pampered, gift certificates are available at The Spa at Mandarin Oriental, Barcelona. All gift certificates have one year validity; they are not refundable and cannot be exchanged for cash.

**SPA PACKAGES** Information on special Spa packages or group programmes can be obtained by contacting the Spa Concierge at +34 93 151 87 51.

**SPA ETIQUETTE** Our spa environment is one of tranquility and relaxation. Please respect all spa guests right to privacy and serenity. We kindly ask that you turn off your mobile devices at all times while in the Spa facility.

**SPA ARRIVAL** We suggest you to arrive 40 minutes prior to your spa appointment if you wish to use leisurely time to relax and enjoy the Aqua Experience before your treatment. Otherwise if you prefer a quick escape from the urban environment, we suggest you to arrive 15 minutes prior to your appointment, which will allow you time to shower and change into comfortable robe. Please understand that late arrivals will not receive an extension on scheduled treatments.

**AGE REQUIREMENT** The minimum age requirement for access to the Spa and Fitness Center is 18.

**HEALTH CONDITIONS** Please advise us of any health conditions, allergies, injuries which could affect your service when making your spa reservation.

**PREGNANCY** We have specially designed treatments for expectant mothers. Please allow the Spa Concierge to guide you in selecting which treatments are most suitable for you during this special time.

**CLEANLINESS** In keeping with our commitment to cleanliness, safety and hygiene, our equipment is sterilised and sanitised after every service and treatment.

**LOSS OR DAMAGE** We regret that we cannot be responsible for any loss or damage of personal articles. Please keep all valuables locked in your hotel room safe during your visit or request one of our spa concierge to place it in the Spa safe. For the protection of your clothing we also advise you to wear the robe provided.

**ACCIDENTS OR INJURIES** The Spa at Mandarin Oriental, Barcelona should not be liable for any accident or injury suffered by a guest.

**RESTRICTIONS AND USE OF FACILITIES** The use of alcohol and tobacco on Spa and Fitness facility premises is strictly prohibited. Proper attire must be worn while exercising. Sport shoes are required in the Fitness & Wellness Centre.

**SPA BOUTIQUE** To continue your spa regime at home, all products used in your treatments will be available in our Spa Boutique.

**REFUND AND EXCHANGE POLICY** Unopened retail products can be exchanged within 10 days of purchase, if presented with the original receipt. No cash or credit card refunds will be processed.

**The Spa at Mandarin Oriental, Barcelona**

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