

TERMS & CONDITIONS

OPENING HOURS

Fitness Centre : Open 24-hour
Pool Area : Mon – Sun 08:00am – 21:00pm
Spa Treatments : Mon – Sun 10:00am – 21:00pm
Spa MQ Hair Salon : Wed – Sat 11:00am – 19:00pm
Sun – Mon 10:00am – 18:00pm

CANCELLATION POLICY

Please allow 24 hours' notice of cancellation to avoid charges. Cancellations within 24 hours will incur 100% charge. A credit card number is required at the time of booking.

DIGITAL DISCONNECTION

Our spa environment is one of tranquillity and we would appreciate it if you can turn off your mobile devices and secure them in your locker to respect all spa guests' right to privacy and serenity.

SPA ARRIVAL

We recommend that you check in at Spa Reception at least 60 minutes prior to your first scheduled appointment. This allows us to have a brief discussion with you about your treatment expectations and gives you ample time to visit the spa's oasis of heat and water. Please understand that late arrivals will not receive an extension of scheduled treatments.

AGE REQUIREMENT

The minimum age requirement for access to the spa and fitness center is 16 years of age.

HOMECARE

To continue your spa regimen at home, all spa products used in the treatments are available in our spa boutique, including lifestyle items and souvenirs.

GIFT CARDS

Our gift cards are an ideal gift and are available online at <http://www.mandarinoriental.com/gift-cards/> and at The Spa concierge desk.

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.

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.