



Reservation Policies

- ✿ The minimum age for admission is 16 years old.
- ✿ If you cancel less than 24 hours in advance, you will be charged 100% of service.
- ✿ If you cancel more than 24 hours in advance, you will receive a full refund minus a 10% administrative fee.
- ✿ Changes must be made at least 48 hours prior to the appointment.
- ✿ Only guests over 16 years of age may access the facilities.
- ✿ It is important to arrive 15 minutes before your appointment; late arrivals reduce treatment time.
- ✿ Drunkenness will not be permitted.
- ✿ You may bring your own bathing suit or use a disposable one provided by the spa.
- ✿ Lockers and restrooms are available in our spa areas.
- ✿ If you are pregnant, please consult your doctor before booking. Some treatments are not available in the first and last trimester.
- ✿ Gratuity is not included in any spa experience; it is at your discretion.
- ✿ All prices are in Colombian pesos (COP), include VAT and may be subject to change without notice.

