



## The Oriental Spa Garden

### Terms & conditions

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**Opening hours** Mon – sun 8.00 am – 8.00 pm

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**Cancellation policy**

- > Please allow 12 hours' notice of cancellation to avoid charges. Cancellations within 12 hours will incur a 50% charge.
- > Cancellation within 2 hours or no-show will incur a 100% charge.

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**Gift cards** An ideal gift for Spa enthusiasts. Gift cards are available at The Oriental Spa Garden, Tenerife.

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**SPA etiquette** Our Spa environment is one of tranquility and relaxation. Please respect all Spa guests' desire for privacy and serenity.

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**SPA arrival** We recommend that you check in at the Spa at least 10 minutes prior to your scheduled appointment. Please understand that late arrivals will not receive an extension of scheduled treatments

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**Age requirement** The minimum age requirement to access the Spa is 16.

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**Loss or damage** We cannot be held responsible for any loss or damage of personal articles. Please keep all valuables in the safe in your room or in a locker during your visit.

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**Accidents or injuries** The Oriental Spa Garden, Tenerife, shall not be liable for any accident or injury suffered by any member or guest.

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**Refund 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.

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