



## The Oriental Spa Garden

### Terms and Conditions

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#### Opening Hours

Mon – Sun: 8:00 a.m. to 8:00 p.m.

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#### Cancellation Policy

Please, if you need to cancel your service, let us know at least 4 hours in advance; otherwise, 100% of the service will be charged to your account.

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#### Gift Vouchers

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 guests' desire for privacy and serenity within the Spa.

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#### Arrival at the SPA

We recommend that you check in at the Spa at least 20 minutes prior to your first appointment. Please understand that late arrivals will not receive an extension of their scheduled treatments.

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#### Age Requirements

The minimum age to access the Spa is 16 years old.

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#### Loss or Damage

We are not responsible for the loss or damage of personal belongings. Please store all valuables in your room safe or in a locker during your visit.

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#### Accidents or Injuries

The Oriental Spa Garden, Tenerife is not responsible for any accidents suffered by any member or guest.

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#### Refund Policy

Unopened retail products may be exchanged within 10 days of the purchase date, upon presentation of the original receipt. No cash or credit card refunds will be issued.

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