

SPA DEL MAR POLICIES & ETIQUETTE

GYM OPENING HOURS: from 7:00 a.m. to 7:00 p.m. (closed 1 hour per day by cleaning protocol, from 1:00 p.m. to 2:00 p.m.)

SPA & HYDROTHERAPY OPENING HOURS: from 9:00 a.m. to 6:00 p.m. daily. Treatments are also available outside these hours by request (with an extra charge of 15% more than the current price).

AGE PERMITTED: spa services are available for people of all ages, minors under 18 years must always be accompanied by an adult. The hydrotherapy area is restricted to adults over 18 years of age.

RESERVATIONS: to guarantee the safety of you and our Sandos team, we have new reservation policies for spa treatments, hydrotherapy circuit and gym. You can know about our sanitization and hygiene processes in the next section of this file.

SPA TREATMENTS: to reduce and control the number of users in these facilities, access to the spa should be by reservation (the reservation will be made via spa extension or the spa itself).

HYDROTHERAPY CIRCUIT: for the use of the hydrotherapy circuit, you must reserve at least one day in advance, each guest can enjoy one hour. Steam and/or sauna will be a maximum time of 15 min per person, respecting the use of one person at the time.

GYM: to reduce and control the number of users in the facilities, consider the option of access to the gym by prior reservation. It is suggested to bring your personal water cylinder for hydration during your workout. It will close one hour a day for the cleaning and disinfection protocols.

DRESS CODE: for the hydrotherapy you must wear a swimsuit and sandals. Body treatments are normally done on bare skin; if you should feel uncomfortable, please let us know as we would like you to feel as comfortable as possible. Your body will be fully covered during all our treatments, only the part of your body that we are working on will be uncovered. Robes and sandals for your use can be found at the spa locker area. It is suggested to bring your personal water cylinder for hydration.

INDICATIONS: please inform our personnel of any physical impairment or illness that you should have as well as pregnancy. You must follow all the indications that our personnel consider appropriate according to your specific case. If you should feel uncomfortable during any of our treatments, please let your therapist know immediately.

TIME OF ARRIVAL: you must come to your treatment at least 30 minutes ahead of the scheduled time. This will allow you to check-in, change, and put your belongings away. If you wish to use the hydrotherapy area before your treatment.

PAYMENT: the spa services may be charged to your hotel room account. We accept major credit cards as well. Cash payments may be done only at the hotel front desk.

GIFT CERTIFICATES: gift certificates are an excellent option if you wish to pamper that special person in your life. Do not hesitate to contact our personnel and let us help you choose the best option to

make an unforgettable experience. They are available for service, package or for a specific amount of money.

CANCELLATIONS: cancellations without charge must be done at least 24 hours ahead of the scheduled time of service. If the cancellation is made 4 hours ahead a 50% of the cost of the service will apply. When done within less than 4 hours, the total cost of the service will be charged to your account.

ASSIGNMENT OF THERAPISTS: all of our therapists are qualified to perform in a professional way all of our services listed on the menu, respecting and protecting your privacy. The therapists are assigned automatically. If you wish to ask for a male or female therapist specifically, you may be able to do so, although we cannot guarantee the availability of such therapist at the time of your scheduled appointment.

Please contact us, our personnel will be happy to advise you on the best option for you to choose among our different treatments:

Extension: 17960 o #36

Email: spaconcierge.caracol@sandos.com

CLEANING AND SANITATION PROTOCOLS

At Spa del Mar, we know how important it is to instill confidence and a sense of security within our guests and Sandos team, and for this, we have implemented several strategic changes to the operational and cleaning methods. Spa del Mar will begin to reopen with extensive safety measures such as maintaining physical distancing, increased hygiene, and sanitization measures throughout all area of spa and gym and enhanced personal safety and service procedures.

SPA & FITNESS CENTER FACILITIES: we have added to our already rigorous cleaning protocols, requiring that surfaces, treatment rooms, spa tools, furniture and fitness center equipment are thoroughly treated with hospital-grade disinfectants at both areas. This cleaning is done with increased frequency.

As always, we will fully sanitize all treatment spaces for each service with clean sanitized linens, towels, robes, sandals, etc. Our spa team has also undergone enhanced sanitation training. At the fitness center, all equipment will be cleaned and disinfected before and after each guest's use. We also provide appropriate sanitation materials for guest use.

SANITIZATION AND HYGIENIC STANDARDS: we have added hand sanitizing stations at strategic points, the Spa & fitness center Our staff have also undergone stringent sanitizing training courses, including personal hygiene, washing and disinfecting uniforms, and will follow strict measures during their work shift. The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds, or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station.

SERVICE AREAS: in addition to having information readily available about the Spa del Mar hygiene and sanitary measures, guests will receive recommendations on how to stay healthy during their service. In addition to increasing our frequency of disinfecting common areas. we also disinfect with steam-based processes and biodegradable to guarantee the sanitization of sheets, towels, bathrobe, treatment booths, lockers. We are making daily hygiene and disinfection records and ensuring the proper management of each process.

ENHANCED TECHNIQUES: we have added ozone generators, which are an environmentally friendly and hospital-grade method to deeply sanitize spaces. These ozone generators are used to disinfect safely and unobtrusively, reception, gyms, and other spa areas. This method eradicates bacteria, viruses, and other allergens. After the operation, guests can enjoy fresh air and germ-free rooms.

NOTE: All the cleaning and sanitization protocols of Spa del Mar, you can consult in our QR code located at the Spa reception, bathrooms, and gym.