

## Spa Terms of Service

[www.canbordoy.com](http://www.canbordoy.com)

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### **Opening hours:**

Open seven days a week, 10 am–8 pm.

### **Reservations:**

For further information or to make a reservation, please contact the hotel reception or visit the spa directly. We recommend booking at least 24 hours before your desired time.

### **Before arrival:**

Please leave your jewellery and personal belongings in your suite before coming to the spa.

### **Punctuality**

Please arrive on time for your appointment, as treatment times cannot be extended for latecomers. We recommend arriving 15 minutes early.

### **Cancellation policy**

- Cancellations or changes made more than 24 hours in advance will not incur a penalty.
- Cancellations made within 24 hours of the scheduled treatment time will incur a charge equivalent to 50% of the treatment price.
- Rescheduling is only possible if it can be accommodated without disrupting other bookings, and it is subject to the spa manager's approval.
- Cancellations made less than four hours before the scheduled treatment time will incur a charge equivalent to 100% of the treatment price, unless extenuating circumstances apply, such as a health emergency.

### **During your spa experience:**

To help us maintain the calm and intimate atmosphere of our private spa suite, please keep your voices down, respect the privacy of other guests, and refrain from using mobile phones. Smoking and mobile phone use are not permitted. To help you continue your wellness journey at home, we offer an exquisite range of beauty products from our exclusive brands.

### **Payment**

Any treatments you receive as a hotel guest will be charged to your room and itemised on your final bill. All prices are in euros and include VAT.