SPA POLICIES

• SPA SCHEDULE:
  o Spa pools open from 09h00 to 19h30. Closing: 20:00
  o Thermal Club (treatments): open from 09H00 to 21H00 / Last treatment’s schedule at 20h00
  o Restaurant:
    Monday to Friday: 9h00 to 17h00
    Saturday, Sunday and holidays: 10h00 a 19h00

• IMPORTANT NOTES:
  o Children age 3-11 years pay child fare.
  o Children under 2 years old must wear swimming diaper
  o SPA pools entrance includes: bathing caps, locker and towel.
  o Bathing robes for renting are available
  o Pools are not recommended in case of pregnancy, heart conditions or high blood pressure, recent surgeries, palsy and epilepsy, alcohol or drug abuse.
  o In case of doubt, consult our medical clinic.
  o No barbecues are allowed in any areas.
  o No pets of any kind are allowed.

• RESERVATIONS AND PAYMENT POLICIES:
  o On line reservations: the receipt must be presented at front desk of the SPA.
  o If you have bought a package which includes therapies at the SPA, you must arrive 15 minutes before your appointment in order to avoid any delay that may take time off the contracted services.
  o In the case you need to cancel your booking please do it within the following anticipation: If cancelled later or in case of no-show, the total price of the reservation will be charged.
    Ecuadorian and local residents: 48 working-hours before the date of arrival so you do not lose your pre-payment. With a previous cancellation your receipt will be valid for 1 year.
    Foreign: 7 days before the date of arrival so you do not lose your pre-payment.
  o Pre-payment Refund: please do it within the following anticipation, so you do not lose your entire prepayment:
    Ecuadorian and Local resident’s pre payments: 48 working-hours before the date of arrival, refund will be granted with a 15% penalty.
    Foreign pre-payments: 7 days before the date of arrival, refund will be granted with a 15% penalty and the costs for the money’s shipment. (DHL, Western Union, wired transfers, etc.)

SPECIAL RECOMMENDATIONS:
  o Termas de Papallacta SPA & Resort is found at approximately 3250 meters (10660 feet) above sea level. If you have not become acclimatized to the altitude of Quito, please take notice of health information or ask for advice at the reception of either the Hotel or the SPA. Medical assistance is always available.
  o Wear warm and waterproof clothing.
  o Wear rubber boots or waterproof trekking shoes if you intend to go trekking.
  o Protect yourself from the sun. Use sunglasses and water-resistant sun block.
  o Do not consume alcoholic drinks while inside the pools, as it is very risky. In general, we recommend you moderate your consumption of alcoholic drinks in order to make the most of the therapeutic features of this place.
  o If you are going to drive, take precautions with ice, rain and fog, particularly when crossing the mountain range.
  o Watch your personal belongings and follow the safety and health recommendations about our services.