



General information and conditions

ACCOMMODATION CONDITIONS AND DETAILS

- Accommodation rates are per suite or residence and per night, taxes included.
- Arrival time is from 3:00pm and departure time is up to 12:00pm. If you leave the room after the established departure time, the corresponding current rate will be automatically charged to your account.
- For certain periods of the year SHA Wellness Clinic applies a minimum length of stay policy. Our Reservations team will inform you at the time of your booking request.
- The full board price includes breakfast, lunch and dinner, and will be charged as a total amount per person per night of your stay. No refund will be provided for not consumed meals.
- Presidential suites, Royal suite and SHA Residences' rates are per suite/residence regardless of the number of occupants. The maximum number of adults is 4.

PROGRAM RESERVATION CONDITIONS

- The programs offered at SHA have been designed by the medical team to achieve the indicated health goals. In order to ensure adequate therapeutic evaluation and achieve the desired results, booking a health program is mandatory on your first stay at SHA. Additional treatments and services may be reserved as desired.
- For returning guests, although it is still advisable to book a health program, it will be possible to design your stay using treatments and services à la carte, without a scheduled health program.
- If a health program is not booked, a full-board meal regime (€175/person per day) will be automatically added to your reservation. In order to have access to the Kushi diet, medicinal teas and therapeutic fasts, a healthy nutrition consultation must be booked (€160). If you already had a SHA nutritional consultation in the 6 months prior to your visit, you may instead book a nutritional plan validation (€80).
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MINORS

- In order to maintain an atmosphere of relaxation and tranquillity, the minimum age for admission to SHA Wellness Clinic is 12 years old, with the exception of SHA Residences, where children under 12 years old are welcome, with adult supervision at all times.
- Children under 12 are not allowed in SHA common areas, including: the Wellness Clinic Area, the Hydrotherapy Circuit, SHAmadi Restaurant, swimming pools and terraces, among others.
- In the event guests between 12 and 16 years old wish to enjoy treatments or services, SHA requires signed authorization and the presence of their parents or guardians during the provision of services.

PETS

- Pets weighing less than 5kg are welcome at SHA, with a supplementary fee per night of stay.
- Pets will not be allowed to walk in, access or stay in SHA common areas or make use of elevators.
- Owner supervision is required at all times to avoid any inconvenience with other guests and the owner will be responsible for any damage caused by the pet. In case these conditions are not respected, the owner will be asked to house the pet outside of the property.

TRANSFER AND PARKING SERVICES

- SHA offers a high-end car transfer service to and from the nearest airports, Alicante and Valencia, as well as other transfer options.
- Covered parking is available on the premises.
- Additional fees apply to these services. Please, contact the Reservations Department to find out more about prices and conditions.

INFORMATION TO KEEP IN MIND

- The official languages of SHA are Spanish and English. If you need something translated or interpreted to any other language during your stay, please notify us in advance to discuss the additional costs.
- In compliance with current legal regulations and for your and other guests' well-being, smoking is strictly prohibited in the SHA Wellness Clinic facilities.
- Silence and tranquillity are essential values at SHA. In order to enjoy them, please keep noise levels to a minimum, taking special care between 2:00pm and 4:00pm and after 10:00pm.
- Electronic devices must be kept silent. Answering phone calls in common areas is forbidden.

Frequently Asked Questions

Can I stay at SHA without signing up for a health program?

For your first visit, in order to get to know our concept and healthy lifestyle in depth, you must sign up for a health program for the duration of your stay:

Your program can always be complemented with additional treatments or services, according to your health needs and objectives.

If you have already been a SHA guest, you may reserve a health program or an à la carte visit. In that case you may select the treatments and services that best suit your needs and in all cases you must sign up for our complete meal plan.

When must I choose my program or my à la carte treatments?

Preferably at the time of booking. This will allow us to organize your agenda in advance, thus optimizing each day of your stay and reserving the treatments and services of your choice. Requests for additional services will be subject to availability at the time of your request.

Length of stay	Suitable programs
From 04 to 06 days*	4-day Rebalance program
From 7 to 13 days	7-day programs
From 14 to 20 days	14-day programs
More than 21 days	21-day programs

May I start my program any day of the week?

Yes, it is possible to start your health program on the day that best suits your needs, subject to availability.

It is important that you provide us with your estimated time of arrival and departure from SHA well in advance, so we can organize the beginning of your schedule accordingly. If we do not receive this information at least 72 hours before your arrival, your activities will begin the day after your arrival.

May I make changes to my program?

Our programs include a selection of treatments and services aimed at achieving a specific health objective. This means that we cannot permit changes to your program, unless our medical team decides that treatments included in your program after the initial consultations are contraindicated. In that case you will be offered a suitable alternative.

However, some treatments included in your program have predetermined alternatives that can be adapted to your preferences and needs.

What is the minimum time to achieve a health outcome?

The minimum duration to achieve a noticeable result is 7 days. However, we recommend a stay of at least 14 days for more visible and meaningful results. For certain health goals, we have designed 21-day programs. That is the minimum time needed to achieve a substantial change in your body, as well as to incorporate and consolidate in your daily routine the new healthy habits acquired during your stay.

May I complete my program in less time?

To achieve your desired results, it is advisable to complete the full duration of each health program.

Does the program include food?

Yes, all of our health programs include a complete meal plan. In the event you add days to your visit, you must also add full board those days at extra cost.

Why is the full meal plan mandatory?

Healthy nutrition one of the fundamental pillars of our method, so it is essential that you follow a diet consistent with our philosophy during your stay. All our dishes and menus, made with fresh and seasonal products, offer a wide variety of flavors and textures that awaken the palate while contributing to your health and well-being.

Is accommodation included in the price of the program?

In order for you to select the type of accommodation that best suits your preferences and needs, our programs do not include accommodation. Instead, you may select it separately. You may find our categories and rates of suites or residences in this document.

Can you sign up for more than one program per guest during the same stay?

In order to prioritize your health objective and avoid duplication of treatments and consultations, it is only possible to sign up for one program per guest during your stay.

It is always possible to customize your program by adding the most appropriate additional treatments and services.

Is it possible to follow a health program without being a guest?

In order to guarantee the exclusivity, peace and privacy of our guests, we do not offer health programs for people not staying at SHA.

Is it possible to sign up for a Focused Pack with a program other than Rebalance or without signing up for another program?

The Rebalance is the only program capable of being complemented with a Focused Pack, since it includes the necessary consultations and treatments to ensure that our packs will be really effective.

It is not possible to reserve a Focused Pack by only signing up for food and treatments à la carte, nor to combine it with any program other than the Rebalance. Each health program is structured to meet a very specific objective and the treatments could overlap or be contraindicated with respect to those already included in any of the packs.

Is it possible to add more than one Focused Pack to a Rebalance program during the same visit?

Our Focused Packs have been created in order to complement and enhance the Rebalance program, giving it a more specific health approach. In order to prioritize your main objective and avoid duplicating treatments and / or services, it is only possible to sign up for a single Focused Pack per guest with the Rebalance program.