

PAYMENT AND CANCELLATION POLICY



PAYMENTS POLICY

TO CONFIRM YOUR BOOKING

- To confirm your booking, 50% of the total amount of the contracted services is required to be paid within 5 working days after confirmation of the quotation (which includes the dates, contracted services and the guest's preferences and will act as a pre-booking)).
- If the accommodation booked is the Royal Suite, the amount required for confirmation will be 100%.

TO BEGIN YOUR STAY

- The payment of the remaining 50% of the contracted services must be made at least 14 days before the arrival date.
- If payment is made by bank transfer, proof of payment will be requested at least 48 hours before arrival.

DURING YOUR STAY

- Upon arrival, having provided your credit card as a guarantee, you will have the possibility of contracting services and treatments freely, €4,000 will be blocked if the stay takes place in (Deluxe Suite, Deluxe Premium) or €6,000 (for stays in other Suites) and you must proceed to cancel your balance in order to continue contracting additional services and until you reach these limits again.

CHECK OUT

- Payment of all amounts due at the end of your stay may only be made by credit card, in cash (in accordance with the regulations in force regarding transactions) or by debit card.
- In order to make the payment of the outstanding amounts by bank transfer, the funds must be received before the time of departure, therefore, international transfers are required to be made 4 working days in advance, while in the case of national transfers the advance notice required is 2 working days.
- In any case, in order for the payment to be considered valid, the transfer receipt must be presented to the Guest Service/ZEM Master department, and the deposit must be verified before the time of departure.

CANCELLATION AND MODIFICATION POLICY

BOOKING CANCELLATION POLICY

- Provided that notice is given at least 4 weeks prior to arrival, guests may cancel their reservation of accommodation, programme and services without charge.
- Between 27 and 14 days, a charge equivalent to 50% of the services contracted during the booking process (the first deposit) will be applied.
- Between 14 and 1 day, a charge equivalent to 100% of the services contracted during the booking process will be applied.
- For the cancellation to be effective, all communication must be made in writing by email to the Reservations Department: reservations@zemaaltea.com

BOOKING DATE MODIFICATION POLICY (**)

- The arrival date of a reservation with programme and accommodation may be changed without charge, provided that written notice is given at least 14 days prior to arrival.
- If the arrival date is changed less than 14 days before arrival, the following charges will be applied:
 - i. 1.000€ per booking if the new requested date is within 48 hours before or after the original arrival date.
 - ii. 500€ per booking if the new requested date exceeds 48 hours before or after the original arrival date.
- In the event of early departure with respect to the initially contracted stay, 100% of the expenses corresponding to the reservation will be applied in full, without the possibility of reimbursement.

PROGRAMME AND TREATMENT MODIFICATION POLICY (**)

- The contracted programme may be replaced by another programme of the same or greater value up to 7 days before the guest's arrival without charge.
- Once the 7-day limit has been exceeded, the following charges will be applied:
 - i. 500 € in case of substitution of 7-day programmes.
 - ii. 700€ in case of substitution of programmes lasting 14 days or more.

(**) All charges amounts can be used as credits for additional à la carte services and will not be refunded in case of non-use. Modification of reservations, programmes and treatments is always subject to availability at the time of the change.



PAYMENT METHODS

1. Payment of the deposit can be made by credit/debit card via a secure payment link sent to you by our Booking Agent, or by transfer to our bank account. In the latter case, the booking will only be confirmed when the payment is received in the account or the guest sends us the transfer receipt.
2. Cash (in accordance with current regulations on transactions). As of 29/08/2024 the cash transaction limit for tax residents in Spain is 1000 euros. For tax residents abroad, 9999 euros. If this limit is exceeded, the guest will be notified and ZEM Wellness Clinic Altea will send a report to the Spanish Tax Office.
3. Bank Transfer:

COMPANY	ZEM WELLNESS CLINIC SL
IBAN	ES85 2100 1193 0902 0002 9780
SWIFT/BIC	CAIXESBBXXX
BANK	Caixabank
ADDRESS	CENTRO EMPRESAS BENIDORM AV. MEDITERRANEO, ED. TORRE LEVANTE 03503 - BENIDORM - ALICANTE
CONCEPT	Please indicate booking number, ID or Passport number.



BANK TRANSFER

BANK DETAILS FOR PAYMENT BY TRANSFER

COMPANY ZEM WELLNESS CLINIC SL
IBAN ES85 2100 1193 0902 0002 9780
SWIFT/BIC CAIXESBBXXX
BANK Caixabank
ADDRESS CENTRO EMPRESAS BENIDORM
AV. MEDITERRANEO, ED. TORRE LEVANTE
03503 - BENIDORM - ALICANTE
CONCEPT Please indicate reservation number, ID number or
Passport number.