

## BOOKING POLICY

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## 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 (\*)

- As long as the guest notifies at least **14 days** prior to the date of their arrival, they may cancel their accommodation, program, and services without any charge.
- Between 14 and 7 days before arrival, a charge equivalent to 50% of the contracted services during the booking process (the first deposit) will be applied.
- Between 7 and 1 day before arrival, a charge equivalent to 100% of the contracted services during the booking process will apply.
- For the cancellation to be valid, all communication must be made in writing via email to the Reservations department: [reservations@zemaaltea.com](mailto:reservations@zemaaltea.com)

### BOOKING DATE MODIFICATION POLICY (\*\*)

- The arrival date of your program and accommodation booking can be modified without charge, provided that it is communicated in writing, up to 48 hours before the date of arrival.
- If the arrival date is changed with less than 48 hours notice, the following charge will apply: €500 per booking.
- In the case of early departure compared to the initially contracted stay, 100% of the costs corresponding to the total amount of your booking will be applied, with no possibility of a refund.

### PROGRAMME AND TREATMENT MODIFICATION POLICY (\*\*)(\*\*\*)

- The contracted program may be replaced by another program of equal or higher value up to 48 hours before the guest's arrival, without charge.
- Once the 48-hour limit has passed, the following charges will apply: €500 in case of replacing a 7/14/21-day program.

(\*) In 2025, all cancellations charge amounts may be used as credits for future bookings within a 6-month period from the date of cancellation.

(\*\*) All modification charge amounts may be used as credits for additional on demand services during the stay and will not be refunded in case of non-use.

(\*\*\*) Modification of reservations, programs, and treatments will always be subject to availability at the time the change is made.



## 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.