



Celestino Spa Policies

- ❖ Celestino Spa is a drug- and cigarette-free establishment.
- ❖ Pets are not allowed.
- ❖ Recording massage sessions is prohibited. The therapist has the authority to stop the session if this rule is not followed.
- ❖ At Celestino Spa, we maintain a zero-tolerance policy toward any inappropriate behavior, including sexual advances, harassment, or mistreatment of our staff. We prioritize well-being and mutual respect within our space. In the event of any inappropriate conduct, the therapist is authorized to immediately interrupt the session. Additionally, anyone engaging in such behavior will be permanently restricted from entering the establishment.
- ❖ If you wish to purchase a package with decoration, a 50% deposit is required, which will be applied to the total payment. If you need to cancel, please do so at least one day in advance; otherwise, the deposit will not be applied to future bookings, and no refunds will be issued for no-shows.
- ❖ **Cancellations:** If you need to cancel your reservation, please do so at least one day in advance or no later than 5 hours before the appointment. No-shows will not have their appointment rescheduled. If you are redeeming a voucher or gift card and do not attend, you will need to pay a fee of 100,000 COP to reschedule.

Service Restrictions:

- ❖ We only serve clients over 18 years old (see next page for more information).
- ❖ For safety reasons, **our spa facilities and treatments are not suitable for pregnant women.** We are not equipped to provide specialized prenatal services, and therefore we are unable to offer treatments to guests who are pregnant, at any stage.



Medical Restrictions:

- ❖ We do not perform procedures if you have recently received Botox or undergone a chemical peel. Please consult with us for the recommended waiting period.

Appointment Recommendations:

- ❖ **Location and Access:** We are located at Cra 37 #8a 60, Hotel Celestino Poblado, Medellín. There is no parking available. Please note the street is pedestrian-only, with limited vehicle access. Ask us if you need further directions.
- ❖ We suggest arriving 10 minutes early to complete the registration. If you are late, after 10 minutes your appointment will be canceled automatically or adjusted according to availability.
- ❖ **Jacuzzi, Sauna, or Cold Plunge:** With the purchase of a relaxation or sports massage, you can access the hotel's common areas (sauna, jacuzzi, and cold plunge) for free. These areas are located on the terrace and may be shared with other guests; availability is limited. We recommend bringing a swimsuit and sandals for a comfortable and safe experience.

Policy on Minors and Guest Age Requirements.

- ❖ At Celestino Spa, our facilities and services are exclusively designed for individuals over the age of 18. For this reason, minors are not permitted to enter under any circumstances, not even as companions or in common areas such as the waiting room.

This policy is based on our internal guidelines regarding safety, comfort, and service quality, as well as a strong commitment to the protection of children and adolescents, in accordance with Law 1098 of 2006 (Code of Childhood and Adolescence) and other applicable regulations.

It also aligns with our internal standards for safety, comfort, and the experience we aim to provide our clients, in compliance with the provisions of the Colombian Commercial Code (Law 410 of 1971) and the Consumer Protection Statute (Law 1480 of 2011), which seek to ensure that the services offered respect consumer rights and established safety regulations.



Additionally, we do not offer services or have staff trained to care for or supervise minors, which could compromise their safety and well-being. This policy is implemented in strict compliance with Colombian legislation, including the Commercial Code and the Consumer Protection Statute, which authorize establishments to define objective conditions for the provision of their services, as long as such conditions are reasonable, proportionate, and do not constitute unjustified discrimination.

We appreciate your understanding and cooperation in complying with this policy, which is fundamentally aimed at safeguarding the well-being of minors and ensuring the quality of the experience for our adult clients.

Thank you for understanding and for engaging in responsible tourism in Medellin.

Spa Management.