

Policies and Recommendations



Location & Access: We are located at Cra 37 #8a-60, Hotel Celestino Poblado, Medellín. Please note that we do not have parking. The street is pedestrian only, and vehicle access is limited. Feel free to ask us for detailed directions if needed.



Arriving time: We recommend arriving 10 minutes early to complete the check-in process. Please note that if you are late, the reservation will be automatically canceled after 10 minutes, or your session time will be adjusted according to availability.



Jacuzzi, Sauna, or Cold Plunge: If your reservation includes any of these services, please bring a swimsuit and sandals. These facilities are located on the rooftop and may be shared with hotel guests..



Service Restrictions: We only attend clients 18 years or older. For pregnant women, we offer massages between the 3rd and 8th month of pregnancy, with certain restrictions, avoiding sensitive areas ensuring a safe and comfortable experience. (Please note that we do not have special pregnancy massage beds.) and the use of wet facilities will only be permitted with explicit medical authorization.



Medical Restrictions: We do not perform treatments if you have recently had botox or a chemical peel. Please check with us to confirm the required waiting period before your appointment.



Cancellations: You may cancel at least 24 hours in advance, or up to 5 hours before your appointment. In case of a no-show, the session cannot be rescheduled.

We look forward to welcoming you and providing an unique, relaxing experience!



CELESTINO
SPA