

Landmark Spa Policies:

- ❖ Landmark Spa is a drug-free and smoke-free establishment.
- ❖ Pets are not allowed.
- ❖ Recording the massage session is not permitted. The therapist has the authority to stop the session if this rule is not respected.
- ❖ At Landmark Spa, we maintain a zero-tolerance policy toward any inappropriate behavior, including sexual insinuations, harassment, or mistreatment toward our staff. We are committed to preserving wellbeing and mutual respect within our space. In the event of any inappropriate conduct, the therapist is authorized to immediately interrupt the session. Additionally, anyone who engages in this type of behavior will be permanently restricted from entering the establishment.
- ❖ If you wish to purchase one of our packages with decoration, a 50% advance payment is required. This amount will be applied as credit toward the total payment. If, for any reason, you need to cancel your appointment, please do so at least one day in advance. Otherwise, the advance payment will not be applied toward a future reservation. In the event of a no-show, this amount will not be refunded.
- ❖ Cancellations: If you need to cancel your reservation, please do so at least one day in advance or, at the latest, 5 hours before your appointment. In the event of a no-show, the appointment will not be rescheduled. If you are redeeming a voucher or gift card and do not attend your appointment, a fee of COP 100,000 must be paid in order to reschedule.

Service Restrictions:

- ❖ We only provide services to guests over 18 years old. Please see the following page for more information.
- ❖ For safety reasons, **our facilities and spa treatments are not suitable for pregnant women.** We do not have the equipment required to provide specialized prenatal services, therefore we are unable to offer treatments to pregnant guests at any stage of pregnancy.

Medical Restrictions

- ❖ We do not perform treatments if you have recently received Botox or had a peeling treatment. Please contact us to confirm the required waiting period.

Recommendations for Your Appointment

- ❖ **Location and Access:** We are located at Calle 14 #43B-125, Hotel Landmark Poblado, Medellín. Please contact us if you need further directions.
- ❖ For your reservation, we recommend arriving 10 minutes early to complete the registration process. Otherwise, please be punctual. After 10 minutes, your appointment will be automatically canceled or the treatment time will be adjusted based on availability.
- ❖ **Sauna and Steam Room:** With the purchase of a relaxing or sports massage, you receive complimentary access to the Spa's Sauna and Steam Room areas, known as the Landmark Wellness Circuit. To access these areas, please bring a swimsuit and sandals.

Policy Regarding Minors and Age Requirements:

- ❖ At Landmark Spa, our facilities and services are designed exclusively for guests over 18 years old. For this reason, minors are not allowed under any circumstances, not even as companions or in common areas such as the waiting room.
- ❖ This policy follows our internal guidelines for safety, comfort, and service quality, as well as our firm commitment to the protection of children and adolescents, in accordance with Law 1098 of 2006, the Childhood and Adolescence Code, and other applicable regulations.
- ❖ It also follows our internal guidelines for safety, comfort, and the experience we aim to offer our guests, in compliance with the Colombian Commercial Code, Law 410 of 1971, and the Consumer Protection Statute, Law 1480 of 2011. These regulations seek to ensure that the services offered are aligned with consumer rights and established safety standards.
- ❖ Additionally, we do not offer services or have staff trained for the care or supervision of minors, which could compromise their safety and wellbeing. This policy is adopted in strict compliance with Colombian law, including the Colombian Commercial Code, Law 410 of 1971, and the Consumer Protection Statute, Law 1480 of 2011, which allow establishments to define objective conditions for the provision of their services, provided they are reasonable, proportional, and do not constitute unjustified discrimination.
- ❖ We appreciate your understanding and cooperation in complying with this policy, whose main purpose is to protect minors and ensure the quality of the experience for our adult guests.

Thank you for your understanding and for practicing responsible tourism in Medellín.

Spa Management.