



MANDARIN ORIENTAL  
RITZ MADRID

TBC

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THE BEAUTY CONCEPT

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at Mandarin Oriental Ritz, Madrid

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## THE BEAUTY CONCEPT AT MANDARIN ORIENTAL RITZ, MADRID

Beneath the light of Madrid's sky, we invite you to discover a sanctuary of wellbeing, beauty, and complete disconnection in the heart of the city.

The Beauty Concept at Mandarin Oriental Ritz, Madrid, redefines urban wellness through deeply personalized experiences that combine high-performance cosmetics, holistic rituals, and advanced technology within a setting of timeless elegance.

Designed to restore the balance between body and mind, our spa features an exclusive treatment room, an intimate couples' suite, a heated pool inspired by Madrid's night sky, a wellness area, and a state-of-the-art fitness space. Each experience has been carefully crafted to transform wellbeing into an authentic ritual of contemporary luxury.



## **ABOUT THE BEAUTY CONCEPT**

Founded by Paz Torralba, The Beauty Concept is a benchmark in luxury beauty, wellness, and aesthetic medicine.

Its philosophy combines personalized diagnosis, advanced innovation, and a holistic vision of wellbeing, offering experiences designed to enhance natural beauty in a sophisticated way.

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## ESSENCE OF MADRID

A wellness journey inspired by the timeless elegance of Mandarin Oriental Ritz, Madrid, and the vibrant energy of the city.

Each ritual has been exclusively designed to restore body and mind through deeply sensorial experiences, high-performance cosmetics, and personalized holistic techniques.

### URBAN SERENITY RITUAL · 2 HOURS 30 MINUTES · 550€

An exclusive ritual inspired by the light, elegance, and sophistication of Madrid at its most timeless. The experience begins with an illuminating body exfoliation followed by a deeply relaxing personalized massage featuring an aromatic selection inspired by Madrid's iconic violets. The treatment concludes with a high-performance glow facial designed to revitalize the skin and restore immediate radiance.

Radiance Body Glow · 60 min  
Signature Aromatherapy Massage · 60 min  
Radiance Express Facial · 30 min  
Aromatic welcome ritual  
Healthy tea experience  
Access to wellness & water area

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## ESSENCE OF MADRID

### URBAN RECOVERY RITUAL · 3 HOURS · 600€

Designed to release physical and mental tension, this ritual combines detoxifying techniques and deep wellbeing to restore energy, lightness, and inner balance. Ideal for relieving urban stress, accumulated fatigue, or tiredness caused by travel and an intense lifestyle.

Intense Muscle Release · 90 min  
Naturaceuticals Facial · 90 min  
Aromatic welcome ritual  
Healthy tea experience  
Access to wellness & water area

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## URBAN RETREATS

An exclusive collection of wellness journeys designed to restore energy, balance, and wellbeing through personalized holistic experiences in the heart of Madrid.

Inspired by contemporary luxury and urban wellness, each retreat combines movement, mindfulness, high-performance cosmetics, and recovery rituals to encourage deep disconnection and revitalize both body and mind.

### SIGNATURE WELLNESS JOURNEY RESET · 3 HOURS 30 MINUTES · €600

A revitalizing experience designed to release physical and mental tension, restore energy, and promote a deep state of relaxation and wellbeing.

Private Yoga or Mat Pilates Session · 60 min  
Radiance Body Glow · 60 min  
Relax & Sleep Ritual · 90 min  
Access to Wellness & Water Area

All Signature Wellness Journeys and Urban Retreats can be complemented with personalized wellness experiences, healthy brunches, juice therapy, lifestyle experiences, and additional exclusive services carefully curated by Mandarin Oriental Ritz, Madrid.

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## URBAN RETREATS

### SIGNATURE WELLNESS JOURNEY BALANCE · 4 HOURS · €800

A journey designed to balance movement, physical recovery, and overall wellbeing through personalized experiences focused on revitalizing both body and mind.

Personalized Functional Training · 60 min  
Wellness & Nutrition Coaching · 60 min  
Deep Tissue Massage · 60 min  
Soothing Skin Savior Facial · 60 min  
Aromatic welcome ritual  
Healthy tea experience  
Access to Wellness & Fitness

The experience is complemented with a Destress Muscle Oil for at-home care.

### SIGNATURE WELLNESS JOURNEY ULTIMATE · FULL DAY RETREAT · €1000

The most exclusive wellness experience in the collection. A retreat designed to restore body and mind through advanced treatments and high-level holistic rituals.

Private Yoga or Pilates Session · 60 min  
Immune Support Ritual · 90 min  
TBC Global Cellular Face Facial · 90 min  
Wellness Coaching · 30 min  
Breathwork & Meditation · 30 min  
Aromatic welcome ritual  
Healthy tea experience  
Access to Wellness & Fitness

The experience is complemented with a Destress Mind Oil for at-home care.

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## COUPLE WELLNESS EXPERIENCES

A collection of exclusive experiences designed to share moments of wellbeing, relaxation, and complete disconnection as a couple.

Sensorial rituals that combine high-performance cosmetics, holistic treatments, and wellness experiences within an intimate and sophisticated setting inspired by timeless elegance, in our exclusive couples' suite.

### COUPLE WELLNESS EXPERIENCE - SERENITY · 1 HOUR 30 MINUTES €650 PER COUPLE

A deeply relaxing experience designed to release tension and enjoy a shared moment of calm and wellbeing.

Forest Therapy Ritual for Two · 90 minutes  
Access to Wellness & Water Area  
Healthy tea experience

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## COUPLE WELLNESS EXPERIENCES

### COUPLE WELLNESS EXPERIENCE - HARMONY · 2 HOURS 30 MINUTES €1000 PER COUPLE

An exclusive body ritual focused on balance, physical recovery, and deep relaxation through sensorial experiences designed to be shared.

Radiance Body Glow · 60 minutes  
Intense Muscle Release Ritual · 90 minutes  
Access to Wellness & Water Area  
Healthy tea experience

### COUPLE WELLNESS EXPERIENCE - SIGNATURE ESCAPE · 3 HOURS €1450 PER COUPLE

The most exclusive experience in the collection. A luxury wellness journey designed to enjoy a day of beauty, relaxation, and absolute wellbeing as a couple.

Hot Stone Massage · 90 minutes  
TBC Global Cellular Face · 90 minutes  
Aromatic welcome ritual  
Access to Wellness & Fitness  
Healthy Tea Experience

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## BODY TREATMENTS BY ANNE SEMONIN

Inspired by the holistic philosophy of the prestigious Parisian maison Anne Semonin, this exclusive collection of body treatments combines high-performance cosmetics, sensorial wellbeing, and expert techniques designed to revitalize the body and restore inner balance.

For more than 40 years, Anne Semonin has combined essential oils tailored to the specific needs of each skin type.

### RADIANCE BODY GLOW · 60 MINUTES · €200

An illuminating body exfoliation that renews the skin, improves texture, and restores immediate radiance. Through a combination of exfoliating actives and Anne Semonin's signature nourishing oils, this ritual gently removes dead skin cells, stimulates cellular renewal, and leaves the skin visibly smoother, more even, and silky-soft. Ideal before summer, special events, or as a revitalizing treatment to restore the body's natural glow.

### ULTIMATE SKIN DETOXIFIER · 90 MINUTES · €325

A deep detoxifying treatment designed to purify, drain, and revitalize the skin. Through specific massage techniques and highly effective marine and botanical actives, this ritual helps eliminate toxins, stimulate circulation, and combat signs of physical fatigue. The skin regains freshness, vitality, and an immediate sensation of lightness and overall wellbeing.

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## BODY TREATMENTS BY ANNE SEMONIN

### DEEP MOISTURE BODY ENVELOPMENT · 60 MINUTES · €250

An intensely hydrating body wrap that deeply nourishes and comforts even the driest or most dehydrated skin. Thanks to the richness of its highly nutritive ingredients and enveloping texture, this treatment restores skin comfort, improves elasticity, and leaves the skin incredibly soft, supple, and radiant. A true ritual of repair and sensorial wellbeing.

### LIGHTER LEGS THERAPY · 90 MINUTES · €325

A targeted ritual for tired and heavy legs that stimulates circulation and provides an immediate sensation of relief and lightness. Combining draining techniques, refreshing actives, and Anne Semonin's sensorial expertise, this treatment helps reduce fatigue, improve comfort, and revitalize the legs, especially recommended after travel, long days, or during warmer seasons.

### CRYO-LIPOLYSIS · 90 MINUTES · €350

A firming body treatment with a cooling effect inspired by cosmetic cryotherapy techniques, designed to help reshape the silhouette, tone the body, and visibly improve skin texture. Its revitalizing action enhances firmness, stimulates microcirculation, and provides an immediate tightening effect, leaving the skin smoother, firmer, and revitalized. Ideal as a complement to body contouring and firming programs.

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## BODY MASSAGES & HOLISTIC RITUALS

RELAXING & STRESS-RELIEF MASSAGE · 60 MINUTES · €200 · 90 MINUTES €280

Enjoy the sensation of a slow, deep massage that leads to a state of total relaxation while restoring balance to both body and mind. This treatment also relieves heaviness and relaxes tired legs. Through a combination of plant extracts and thermal water, the massage helps reactivate blood vessels, increasing their resilience and promoting fluid reabsorption to refresh and decongest the legs.

DEEP TISSUE MASSAGE · 60 MINUTES · €250 · 90 MINUTES €325

A manual technique based on tissue mobilization that combines movement and deep pressure to reduce tension, relieve pain, and relax the muscles. The massage primarily stimulates the deeper muscle layers and is recommended for individuals experiencing muscular overload. It also helps balance the nervous and circulatory systems and was developed by the renowned physiotherapist César Tejedor.

HOT STONE MASSAGE · 90 MINUTES · €350

Immerse yourself in a relaxing therapy of Eastern origin that works not only on the physical level, but also on the mental, helping to release muscular tension and restore perfect energetic balance. Smooth volcanic stones are used and gently glided over the skin through a soothing massage. They are then placed with light pressure on the chakras, activating the vital flow and creating a complete sense of harmony and wellbeing.

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## BODY MASSAGES & HOLISTIC RITUALS

LYMPHATIC DRAINAGE · 90 MINUTES · €300

Body lymphatic drainage consists of a therapeutic massage focused on stimulating the lymphatic system and improving the elimination of interstitial fluid. This process enhances circulation and lymphatic flow, helping to eliminate fluids, fats, and toxins responsible for cellulite, edema, and lymphedema.

PREGNANCY MASSAGE "MUM TO BE" · 90 MINUTES · €280

This relaxing and therapeutic massage is tailored to the specific needs of pregnant women, focusing on the lower back, back, and legs to help prevent fluid retention and support the body's changes during pregnancy. This treatment is also suitable during the breastfeeding period. It is not recommended during the first 12 weeks of pregnancy.

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## SENSORIAL RITUALS BY AROMATHERAPY ASSOCIATES

A collection of exclusive rituals designed to balance body and mind through the power of essential oils and advanced sensorial techniques.

### IMMUNE SUPPORT · 90 MINUTES · €300

A revitalizing ritual that strengthens overall wellbeing, stimulates the body's natural defenses, and restores energy. The combination of Tea Tree, Eucalyptus, and Pine helps purify, decongest, and revitalize both body and mind, creating a restorative and comforting experience.

### RELAX & SLEEP · 90 MINUTES · €300

A deeply relaxing treatment created to relieve physical and mental tension, encouraging a state of absolute calm and restorative rest. The blend of Vetiver, Chamomile, and Sandalwood envelops the senses in a warm and soothing sensorial experience that helps relax the body and calm the mind.

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## SENSORIAL RITUALS BY AROMATHERAPY ASSOCIATES

### FOREST THERAPY · 90 MINUTES · €300

Inspired by the Japanese practice of "forest bathing", this ritual reconnects body and mind with nature through a deeply sensorial experience. The fusion of Pink Pepper, Cypress, and Ho Wood brings freshness, emotional balance, and a renewed sense of inner wellbeing.

### INTENSE MUSCLE RELEASE · 90 MINUTES · €350

An intensive treatment focused on releasing deep muscular tension and relieving accumulated fatigue. The combination of Lavender, Rosemary, Ginger, Arnica, and Black Pepper helps relax, comfort, and revitalize the body, providing an immediate sensation of relief and muscular recovery.

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## FACIAL TREATMENTS BY CELLCOSMET

The excellence of Swiss cellular high-performance skincare dedicated to visibly revitalized, radiant, and deeply hydrated skin.

Internationally renowned for its expertise in advanced cellular skincare, Cellcosmet combines scientific innovation with highly personalized formulas to preserve the skin's natural youthfulness and balance.

### SWISS CELL SPA · 90 MINUTES · €325

An exclusive cellular revitalization ritual designed to restore hydration, radiance, and skin comfort. Thanks to Cellcosmet's iconic cellular formulas, this treatment helps improve skin quality while providing a deeply relaxing and regenerating experience. Personalized to meet the specific needs of each skin type.

### TBC GLOBAL CELLULAR FACE · 90 MINUTES · €425

The most advanced facial experience in the collection.

An intensive ritual combining skin detoxification, cellular revitalization, and Swiss high-performance skincare to visibly improve radiance, firmness, and hydration. The skin regains freshness, elasticity, and a naturally rejuvenated appearance through a personalized experience designed for both women and men.





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## FACIAL TREATMENTS BY ANNE SEMONIN

Internationally renowned for its botanical formulas, essential oils, and highly personalized approach, Anne Semonin has created a unique vision of skincare based on treating every face as completely individual.

Each ritual combines high-performance cosmetics, sensorial wellbeing, and expert techniques designed to restore radiance, balance, and skin comfort.

### SOOTHING SKIN SAVIOR · 60 MINUTES · €250

A soothing and repairing treatment ideal for sensitive or sensitized skin. Reduces redness, comforts, and restores the skin's natural balance.

### SKIN RENEWING PEEL THERAPY · 90 MINUTES · €300

A renewing peel ritual that gently exfoliates, improves skin texture, and enhances the complexion's natural radiance.

### NATURACEUTICALS FACIAL · 90 MINUTES · €300

A nourishing and revitalizing facial treatment formulated with botanical actives to hydrate, protect, and restore vitality to the skin.

### PRECIOUS PEARL ULTRA LIFT · 90 MINUTES · €350

An exclusive firming and lifting treatment that improves elasticity, redefines facial contours, and enhances radiance.

### RADIANCE EXPRESS · 30 MINUTES · €175

An express facial ritual that instantly revitalizes, illuminates the complexion, and restores freshness in just a few minutes.

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## LITTLE STARS RITUALS

A delicate collection of treatments specially designed for little ones, created to offer a first wellness experience in a relaxing, fun, and sophisticated environment.

### CHOCOLATE DREAMY MASSAGE · 30 MINUTES · €100

A gentle and comforting massage designed to relax and provide a pleasant sensation of wellbeing, accompanied by a delicious chocolate aroma.

### PRINCESS & PRINCE FACIAL · 30 MINUTES · €100

A delicate and hydrating facial specially created for younger skin, leaving the complexion fresh, clean, and radiant.

### FANCY FINGERS - MINI MANICURE · 30 MINUTES · €40

Mini manicure including nail shaping, a gentle hand massage, and a natural shine finish.

### TWINKLE TOES - MINI PEDICURE · 30 MINUTES · €50

Mini pedicure including nail care and a relaxing foot massage.

Children must be accompanied at all times by a parent or legal guardian, who may enjoy the experience alongside the child or remain present during the treatment.  
Designed for children aged between 6 and 16 years old.

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## BONDING RITUALS · MOTHER & DAUGHTER · FATHER & SON EXPERIENCES

A collection of experiences designed to share unique moments of wellbeing, relaxation, and connection as a family. Delicately crafted rituals created to enjoy together in a sophisticated and welcoming environment.

### BRILLIANT BOND · 45 MINUTES · €300

A radiant experience designed to be enjoyed together. Both guests receive a gentle and revitalizing facial tailored to the specific needs of each skin type, leaving the complexion fresh, luminous, and glowing. A shared wellness moment created to connect and enjoy together.

### PRECIOUS MOMENTS RITUAL - MUM & LITTLE ONE · 45 MINUTES · €300

A serene experience created to relax and comfort. While the little one enjoys a delicate Dreamy Massage, the mother receives the exclusive Miracle Eyes Ritual, designed to refresh, illuminate, and smooth the delicate eye contour area. A precious moment of calm, care, and connection.

### GENTLEMAN'S BOND - FATHER & SON · 45 MINUTES · €300

A shared relaxation ritual designed to enjoy a wellness pause together. While the little one enjoys a gentle relaxing massage, the father receives a tension-relieving back ritual focused on easing muscular tension and restoring body balance. A sophisticated experience to share a special moment side by side.

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## HAIR EXPERIENCE BY TBC HAIR

TBC Hair offers a luxury hairdressing experience where beauty, hair wellness, and sophistication come together in an elegant and contemporary setting. Each experience has been carefully designed to enhance the hair's natural beauty through expert styling techniques, professional colouring, and personalized hair care.

### SERVICES AVAILABLE AT TBC SPA

Haircut & Styling · €130

Bridal & Event Services · €250

Make-up · €250

\*Available in the guest's room upon request

### SERVICES AVAILABLE AT TBC HAIR · ORTEGA Y GASSET, 47

Haircut & Styling

Bridal & Event Services

Professional Colouring

Hair Diagnosis

Hair & Scalp Treatments

Extensions

\*Availability and prices available upon request at the Spa reception. All services are performed at TBC Hair, Calle de José Ortega y Gasset, Madrid. Transfer service included for guests of Mandarin Oriental Ritz, Madrid.

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## BEAUTY TOUCHES

A curated selection of beauty essentials designed to complement the wellness and beauty experience in an elegant and sophisticated setting.

### BROWS & LASHES

Eyebrow Threading · 50€

High-precision threading technique designed to shape and define the brows with a natural and harmonious finish.

Lash Lift & Tint · 125€

Treatment designed to lift, define and enhance the lashes, providing curl, intensity and a naturally sophisticated effect.

### MANICURE & PEDICURE

Classic Polish Manicure / Pedicure · €120

Shellac Manicure / Pedicure

Men's Manicure / Pedicure

Premium Nail Extensions

\*Specialized services and additional pricing available upon personalized consultation.

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## ADVANCED AESTHETICS & MEDICAL WELLNESS

A curated selection of advanced treatments and state-of-the-art medical aesthetic technologies designed to improve skin quality, redefine facial and body contours, and enhance overall wellbeing through a holistic and personalized approach.

The Beauty Concept combines innovation, medical expertise and high-performance skincare to offer highly effective non-invasive protocols within a sophisticated and discreet environment. We feature more than 50 cutting-edge technologies.

### ADVANCED AESTHETIC TECHNOLOGIES

#### THERMAGE FLX

Radiofrequency technology designed to improve skin firmness, redefine facial contours and stimulate the skin's natural collagen production.

#### ULTHERAPY PRIME

Microfocused ultrasound treatment that stimulates natural collagen production while delivering a progressive and natural tightening effect.

#### ALMA Q

Advanced laser platform focused on skin rejuvenation, texture improvement and the treatment of various pigmentation concerns.

#### HYDRAFACIAL SYNDEO

Advanced facial experience that cleanses, exfoliates, hydrates and revitalizes the skin, providing immediate radiance and a fresh, healthy-looking complexion.

#### ACCENT PRIME

Non-invasive facial and body technology designed to improve firmness, contouring and skin quality through ultrasound and radiofrequency.

#### EXOMIND

Innovative technology focused on mental wellbeing and emotional balance through advanced brain stimulation designed to promote deep relaxation, mental clarity and stress reduction.

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## ADVANCED AESTHETICS & MEDICAL WELLNESS

### MEDICAL WELLNESS & EXPERT CONSULTATIONS

#### PERSONALIZED SKINCARE DIAGNOSIS WITH A SKINCARE EXPERT

Personalized assessment carried out by skincare and wellbeing experts to design tailored protocols adapted to each guest's specific needs.

#### INTEGRATIVE MEDICINE & LONGEVITY

Specialized consultations focused on holistic wellbeing, longevity and health optimization through a personalized and multidisciplinary approach.

#### AESTHETIC MEDICINE & ANTI-AGING

Advanced medical aesthetic treatments designed for facial rejuvenation, age prevention and the overall improvement of skin quality.

#### COGNITIVE HEALTH & GLOBAL WELLBEING UNIT

We work from a preventive medical approach that evaluates the neurocognitive, metabolic and hormonal factors influencing energy, concentration, memory and stress management.

All treatments and assessments are available upon personalized consultation with our team of specialists. All services are performed at TBC Hair, Calle José Ortega y Gasset, Madrid. Complimentary transfer service included for guests of Mandarin Oriental Ritz, Madrid.

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## FITNESS & LIFESTYLE

A collection of experiences designed to enhance wellbeing, movement and balance through personalized training sessions and disciplines focused on the connection between body and mind.

### FUNCTIONAL TRAINING · 60 MINUTES · €130

A dynamic and personalized session designed to improve strength, mobility and endurance through functional movements tailored to each individual goal and fitness level.

### MAT PILATES · 60 MINUTOS · 130€

Sessions focused on improving posture, strengthening the core and increasing flexibility through controlled and mindful movements. Ideal for toning the body and releasing tension.

### YOGA CLASS

INDIVIDUAL SESSION · 60 MINUTES · €150

GROUP SESSION UP TO 3 GUESTS · 60 MINUTES · €350

A wellness and connection experience designed to harmonize body and mind through breathing techniques, mobility and deep relaxation. Suitable for all levels.

### OUTDOOR RUNNING SESSION · 60 MINUTES · €130

Guided outdoor training designed to improve cardiovascular endurance and running technique. Sessions take place in El Retiro Park.

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## FITNESS & LIFESTYLE

### WELLNESS & NUTRITION COACHING · 60 MINUTES · €150

A holistic consultation focused on healthy habits, mindful nutrition and lifestyle balance. A personalized approach to optimize wellbeing, energy and daily performance.

### MOBILITY & STRETCHING SESSION · 60 MINUTES · €120

A targeted mobility and deep stretching session designed to improve flexibility, prevent injuries and release muscular tension.

### BREATHWORK & MEDITATION · 60 MINUTES · €120

Guided breathwork and meditation sessions designed to reduce stress, improve focus and promote restorative rest. Sessions take place in the guest's room.

### SUNRISE YOGA EXPERIENCE · 75 MINUTES · €180

An exclusive outdoor sunrise yoga class focused on energy, breathwork and holistic wellbeing. Sessions take place in El Retiro Park.

### RECOVERY & RELAX SESSION · 60 MINUTES · €140

A restorative session focused on muscular recovery and relaxation through stretching, myofascial release techniques and guided breathing.

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## TERMS & CONDITIONS

### FACILITIES OPENING HOURS

TBC Spa – Open from 09:00 to 21:00, Monday to Sunday.

Gym – Available 24 hours a day, 7 days a week.

Swimming Pool – Open from 06:30 to 21:00, Monday to Sunday.

### TREATMENTS OUTSIDE OPENING HOURS

From 07:00 to 09:00 and from 21:00 to midnight – 50% surcharge.

From midnight to 07:00 – 100% surcharge.

### IN-ROOM TREATMENTS

From 09:00 to 21:00 – 15% surcharge.

### CANCELLATION POLICY

More than 24 hours in advance – Complimentary cancellation.

Within 6 hours – 50% cancellation fee.

Within 3 hours – 100% cancellation fee.

A valid credit card or prepayment method is required at the time of booking to guarantee reservations for external guests.

### ARRIVAL AT THE SPA

We recommend arriving at least 15 minutes prior to your scheduled appointment time. This allows time to consult with our spa team regarding your treatment preferences and enjoy the welcome protocol. Please note that late arrivals may result in a reduced treatment time in order to respect subsequent appointments.

### DIGITAL DISCONNECTION

To preserve the tranquility of the spa, we kindly ask that all mobile devices remain switched off or on silent mode and stored securely in your locker. This allows us to ensure a serene and private experience for all guests.

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## TERMS & CONDITIONS

### HEALTH CONDITIONS

At the time of booking, please inform us of any medical conditions or medications you may be taking. For certain health conditions, written medical clearance may be required prior to treatment. We recommend contacting our spa and wellness team for further information.

### MINIMUM AGE

Guests must be 18 years of age or older to access the spa and wellness facilities.

Guests under the age of 18 may receive selected spa treatments only with prior written consent from a parent or legal guardian, provided before the treatment takes place. The parent or legal guardian must remain present at all times during the treatment, particularly for treatments involving partial or full body exposure, such as body massages.

### PREGNANCY

We offer a selection of treatments specially designed for expectant mothers. Our spa team will be delighted to assist you in choosing the most suitable and safe options during this special time. Please note that, for safety reasons, massages and body treatments are not performed during the first 12 weeks of pregnancy.

### BEAUTY AT HOME

To extend the benefits of your spa experience at home, the products used during your treatments are available for purchase at our spa, alongside a carefully curated selection of wellness and lifestyle products.

### CLEANLINESS & HYGIENE

Your wellbeing is our priority. In accordance with our strict hygiene standards, all equipment and treatment areas are thoroughly disinfected and sterilized after each service.

### LOSS OR DAMAGE

Although every precaution is taken, the spa cannot be held responsible for the loss or damage of personal belongings. We recommend storing valuables in the lockers provided. For your comfort and to protect your clothing, we encourage the use of the bathrobe supplied.

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## TERMS & CONDITIONS

### EXCHANGE & RETURN POLICY

Unopened retail products may be returned or exchanged within 15 days of purchase, provided the original receipt is presented.

### USE OF FACILITIES

To maintain a healthy and relaxing environment, the consumption of alcohol and tobacco is strictly prohibited within the spa and wellness facilities. Food is not served in the water area. Appropriate sportswear and athletic footwear are required in the gym and wellness center.

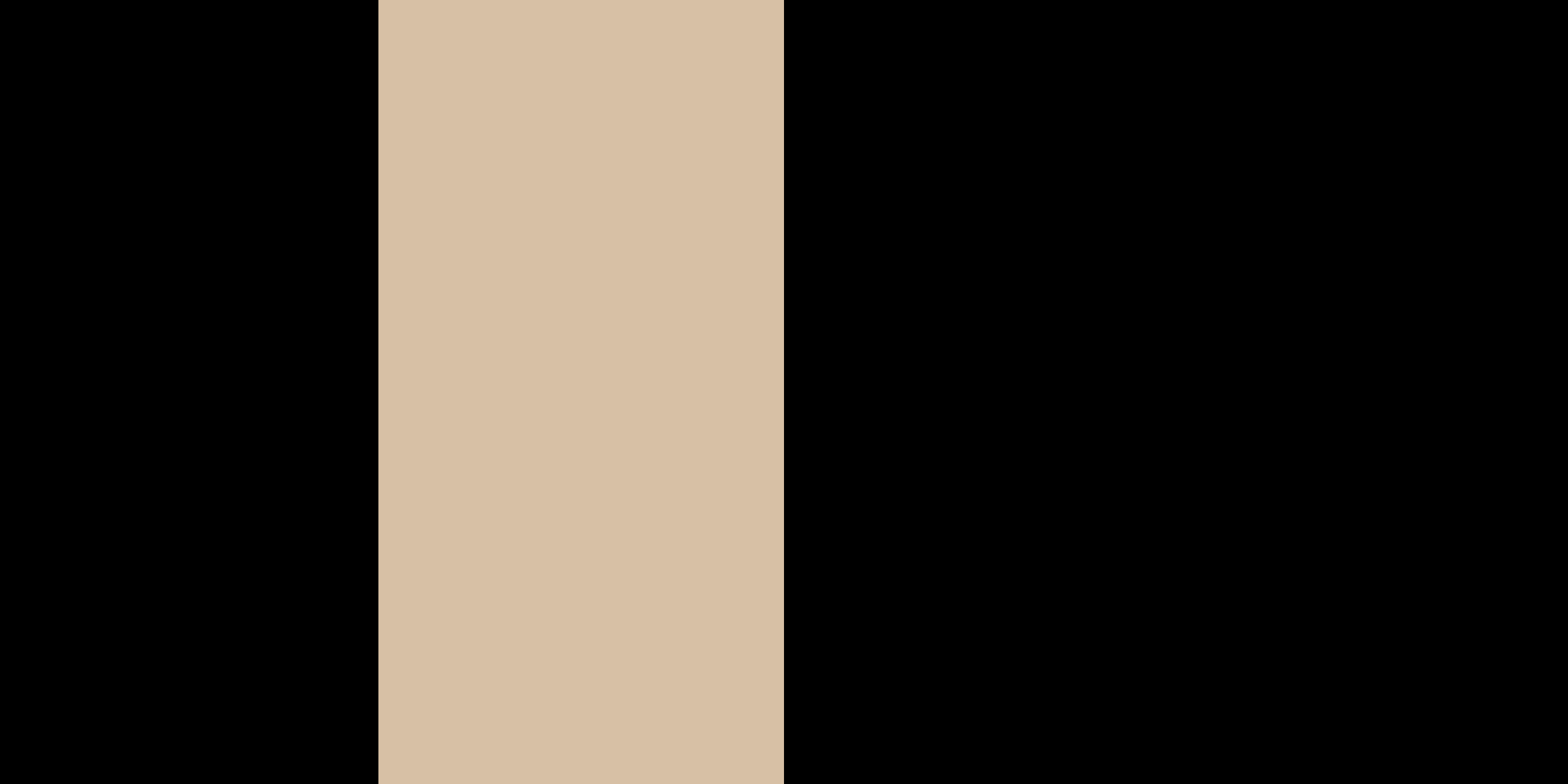
### ACCIDENTS OR INJURIES

The spa and wellness center accepts no responsibility for accidents or injuries that may occur during your visit.

### ACCESSIBILITY

Our spa is wheelchair accessible and designed to accommodate guests with visual or hearing impairments, ensuring a comfortable and inclusive experience for all guests.







**MANDARIN ORIENTAL**

RITZ MADRID

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