

THE FARM

AT SAN BENITO

CLINICAL ETIQUETTE

RESERVATIONS: Pre-booking your treatments is essential so that we may best accommodate your needs. Please arrive at least 20 minutes before your scheduled appointment to ensure you have adequate time before your treatment begins. Please understand that if you arrive late, your treatment time will be reduced accordingly.

CANCELLATION AND RE-SCHEDULING: If you need to change or cancel your appointment, please let us know within 4 hours of your treatment, otherwise a cancellation fee of 50% of the treatment value will apply. A fee of 100% will be applied for “no-shows” or cancellations for all Medical treatments and services. All treatments are non-refundable.

CELL PHONES: As a courtesy to all guests, please place your cell phone on silent mode upon entering The Clinic. Thank you and Enjoy!

CONSULTATION: Our Doctors and Nurses are more than willing to discuss the treatments and therapies we offer. It is best to bring your current laboratory results for a more comprehensive, holistic approach to understanding and improving your healing journey.

GIFT CERTIFICATES: Whatever the occasion, we are happy to arrange a Gift Certificate. You may wish to create your own personalized gift where you may combine an overnight accommodation including dinner, breakfast and a Medical and SPA package!

HEALTH CONCERNS: Please advise us at the time of booking if you have any major health concerns.

LOCATION: The Medical Clinic is located in the South Park Area; near to Reception on the main path leading to the South Pool Lounge.

OPENING HOURS: The Clinic is open every day from 8:00 – 22:00. **Please Dial 8036 for information and assistance.**

SPECIAL CONSIDERATIONS: We reserve the right to refuse treatment to guests who arrive intoxicated or under the influence of illegal substances. Our therapists are trained professionals and any inappropriate behavior will end your treatment.

WHAT TO WEAR: As The Farm is casual, comfortable casual attire is best!

VALUABLES: Please leave your valuables in a safe place or in the safe in your room. The Farm can not take responsibility for valuables that are not secured or left in the resort surroundings.

VALIDITY: Rates are valid until December 20, 2012.