

# TERMS AND REGULATIONS

In Aqua Vita Recovery Home, it is very important to provide an ethical, warm, and quality service to our patients, so here are some recommendations and important guidelines to consider while booking your stay.

## Deposits

It is important that you know that all payments made are NOT REFUNDABLE.

The down payment will be VALID FOR 6 MONTHS in case that your surgery date must change, for the payment to be valid the cancelation must be made within 15 workdays before your arrival to Aqua Vita Recovery Home. The amount due must be paid upon arrival and can be made with cash (in national currency), or with VISA or MasterCard credit or debit cards. Please consider that by paying with any type of card an additional 5% will be charged.

If by any reason your surgery must be cancelled, once you are at the Recovery Home, any kind of reimbursement won't apply.

If you decide to leave before the date established in your booking, we will charge a 60% of the days you had left in your reservation.

## Transport

Aqua Vita Recovery Home will welcome and transport the guest, and up to 1 companion, from Veracruz International Airport to the Recovery Home and, once your stay is finished, back to the Airport.

The transport to and from the hospital on the day of your surgery it is also included, we will take you to the hospital 2 hours before you scheduled

surgery time, and once you are discharged by the doctor back to the house for your recovery. In addition to this, the transportation will ONLY take the guests to the 5 Hyperbaric Chamber sessions included in your surgery package.

Transportation service hours will exclusively be Monday through Friday from 9:00 a.m. to 7:00 p.m., and Saturday's form 10:00 a.m. to 1:00 p.m. Please regard this while booking your flights.

If your flight is scheduled before 9:00 a.m. or after 7:00 p.m., you will need additional transportation to and from Aqua Vita Recovery Home.

Aqua Vita Recovery Home will not provide transportation to external clinics, or any other medical services.

Given the case you need medication once at the house, phone numbers of pharmacies will be provided, or you can ask our staff for delivery for an extra charge.

## **First 24 hours**

On the day of your procedure, we will drive you to the hospital two hours before your surgery.

Once you have your discharge papers we will transport you back to the house, where there will be someone waiting for you to make you comfortable in your own bed, give you any medication you may need and feed you.

Once you are back at the house you will need to bring the medication the doctor prescribed. Just let the medication do their work, relax, and ask our staff for anything you need.

After the first 24 hours have past, we will help you to get on your feet, take a small stroll around the house and sit at our common room. Remember

you need to move your body and help your circulatory system for your recuperation process to be faster and have better results.

## Hours

We provide personal attention 24 hours a day.

CHECK IN: 1:00 p.m. of the 1st day of your reservation.

CHECK OUT: 11:00 a.m.

## Food Service

Our home offers our patients 3 meals a day and two snacks.

Meal-serving hours:

Breakfast from 8:00 a.m. to 10:00 a.m.

Lunch from 1:30 p.m. to 3:00 p.m.

Dinner from 6:00 p.m. to 8:00 p.m.

The scheduled times can be flexible on the day of your surgery. The rest of the days please respect these hours.

We have a Nutritionist team that will prepare healthy and nutritious meals for you. If you prefer to consume any ingredients or if you have food allergies, please let our team know so that your plan is right to your needs. Given the case you order food that is not provided by our team, or is not what the doctor recommended, you will be asked to sign a release form where all responsibility will be exonerated from Aqua Vita Recovery Home and your doctor.

## Cleaning service and laundry

We'll guarantee cleaning service 24 hours a day, keeping your bed, room, and common areas clean and hygienic.

Remember that our staff will help you at any moment: taking a bath, to get dressed or changing clothes.

Personal laundry service will be provided twice a week: Monday and Thursday. We will appreciate that you keep your dirty laundry apart and ready for us to take.

## Companions

Each patient is allowed to bring one companion during their stay, without exceptions. The companion will not have an extra charge during the stay. Food service is not included but can be purchased additionally, just let our staff know.

Companions won't be able to use the house transportation without the patient.

## Visitors

For us to guarantee a peaceful, safe, and sanitized environment, Aqua Vita Recovery Home doesn't allow friends and/or family members to visit our guests.

It is important to mention that our house exclusively accepts women for which any men won't be allowed inside the house as a visitor or a companion of our guests. The recuperation process, discretion and respect to our patients are most important to us.

## Outings from Aqua Vita Recovery Home

The decision to leave our Recovery Home will exclusively be personal to each patient. We recommend that you do not leave the house for social purposes so that your healing process is faster and better.

In the case you decide to leave the house for any personal or recreational

purpose, you will need to sign a release form in which you inform that is your decision to leave the house, and that you know the risks associated with it and your doctor knows of this decision.

By signing this document any responsibility is exonerated by Aqua Vita Recovery Home and your doctor.

## Costs

Aqua Vita Recovery Home has a \$3,000.00 Mexican pesos or \$150 American dollars daily fee. Total cost will be calculated according to the length of your stay with us.

A 50% deposit is required to hold your reservation and begin your registration process.

This deposit is NON-REFUNDABLE in any case and will be subtracted from your total.

The amount due will be paid in cash or by credit or debit card upon arrival to Aqua Vita Recovery Home.

The payments made by credit or debit card will have an extra 5% charge. Payments made with cash will not generate extra charges.

If by any reason you need to change your surgery date, please let us know 15 WORKDAYS IN ADVANCE of your arrival date, this will let us reorganize your reservation and your deposit will still be valid.

In case you don't complete your stay with us, because of surgery cancelation or change in date, the deposit or any other kind of payment WILL NOT BE REIMBURSED.

I hereby declare that I have read and agree with the terms and conditions of Aqua Vita Recovery Home described in this document.

**Date:**

**Patient's name and signature:**