

Bella Recovery Terms and Conditions

Bella Recovery offers luxurious and cozy shared living accommodations to support individuals in their physical recovery from any type of surgery. It is crucial to acknowledge that Bella Recovery is not a replacement for medical attention or hospital care. As such, the responsibility for your medical care remains with the surgeon who conducted your procedure.

DEPOSIT AND PAYMENT

Deposit – A non-refundable deposit of \$200 dlls is due to secure your reservation.

Final Payment – Final balance payment is due 15 days prior to your arrival date. If the final payment is not received by the due date your reservation will be canceled.

CANCELLATIONS & RESCHEDULES

- The \$200 dlls reservation deposit is **non-refundable**.
- Cancellation Prior to Arrival- In case you want to make a final cancellation of your reservation, amounts paid, minus deposit and cancellation fees, and other amounts owed, will be refunded. For a cancellation made between 29 – 15 days prior to arrival, there is a cancellation fee of \$200 per reservation. For reservations canceled 15 days prior to arrival through the scheduled day of arrival and for no-shows, **the full reservation price is non-refundable**.
- Reschedules 48 hours or less from check in date will incur in a NON-refundable policy. However, you can reschedule your stay at Bella Recovery. Your new reschedule date must be up to a year from the invoice date to stay with us.
- Cancellations more than 30 days prior to arrival will be refunded to the original method of payment LESS the \$200 dlls deposit, taxes and card processing fees.
- No refunds will be given for reservations canceled less than 15 days prior to arrival.
- No refunds or reschedules will be given for reservation no-shows.
- No refunds or reschedules will be given if you do not check in on check in day for any reason.
- No refunds will be given if you are not able to have surgery on surgery day for any reason, however one free reschedule will be honored.
- No refunds will be given for reschedules turned cancellations.
- No refunds will be given for unforeseen complications during surgery.
- No refunds will be given for early check-outs.
- No refunds will be given for natural disasters and/or U.S.A./Mexico

Government travel restrictions, however one free reschedule will be honored.

CHECK-IN AND CHECK-OUT POLICY:

- Standard check-in time is 10:00 a.m. and checkout time is 9:00 a.m.
- At arrival, every guest must fill out a "LIABILITY RELEASE FORM". A passport or ID card must be presented for every guest wishing to stay, this is required by law for the purpose of registration.
- Late check out fees:
 - By 12 pm \$30
 - After 12 pm \$50
 - After 5 pm \$145
- Late check out is based on availability only.

ROOMS AND GUESTS:

- Rooms are shared between 2 and 3 guests per room at the rate of \$170 dlls per night.
- Private room can be booked at a rate of \$200 dlls per night (depends on availability)
- Patient's companions are available on a "request basis only" at a rate of \$75 per night (female and male guests). This rate includes three meals and a place to sleep in the patient's room only, snacks and laundry service is not included in the patient's companion rate. Nurses will not attend any guest, transportation for guests is not included in this rate.
- Guests will be asked to lower their voice tone and TV volume after 8 pm.
- In accordance with the Mexican law, use of drugs, any illegal substance, alcohol, tobacco or marihuana is strictly prohibited, and anyone caught using them will immediately be asked to leave Bella Recovery without condition.
- Taking the antibiotics and blood thinners prescribed by your doctor is mandatory, failure to do so may result in the cancellation of your stay with no right to a refund.

MEDICAL SUPPLY CLOSET

There is a one time medical supply closet fee of \$35 dlls that will be added to your invoice. It includes the following:

Bed pads, sanitary pads, baby wipes, bandaids, medical tape and gauze, antibacterial soap, alcohol, earplugs, arnica tea, cotton balls, hand sanitizer, shampoo, and conditioner.

If you have a specific preference for any brand or product type please prepare beforehand.

TRANSPORTATION:

Included Transportation:

- Transportation from the clinic/hospital after being discharged from surgery.
- Transportation to a maximum of two Surgeon's post-op appointments ONLY. (Every additional ride will be charged at the rate of \$20 USD)
- Local transportation is only included within Tijuana's medical district, any pick up, round trip or drop off at clinics that are located outside this range will not be included and will be quoted individually depending on the distance from our premises.
- We DO NOT provide transportation to massages.

Transportation NOT included

- We DO NOT provide transportation for any non-surgery related errands. Border crossing services are NOT included in your reservation.
- We DO NOT provide transportation to massages.
- Bella Recovery offers San Diego Airport/ San Ysidro border area – Tijuana transportation, if service is needed, please notify us prior your arrival.
 - San Diego Airport-Tijuana – \$100 USD each way
 - San Ysidro Border Area- Tijuana – \$60 USD each way
 - Medical Pass (fast border crossing) Tijuana to San Diego - \$40 USD

MEALS

What you eat during the postoperative period will help your body recover faster, that's why in Bella Recovery we have a specially designed menu that is both healthy and delicious. This menu includes breakfast, lunch, dinner and snacks but it can also change depending on the season and food availability. Meals are prepared by our personal chef at designated hours.

Meals included for post op patients:

- 3 healthy meals (breakfast, lunch, dinner), 2 snacks
- Unlimited chamomile and arnica tea
- Companion's meals will be served along the patient's meal designated hours

Protein, smoothies and electrolyte drinks are not included in our daily packages. Any meals, snacks or beverages outside our menu is at your own risk to take, we encourage our guests to follow whatever the doctor has instructed them to eat.

MASSAGES

Massages are NOT included, however we can schedule your lymphing massage with our certified massage therapist. If this service is needed please let us know in advance.

VISITING HOURS

To respect other guest's privacy and comfort, there is a two hour visiting limit visiting between 12pm and 5pm.

LAUNDRY SERVICE

Daily laundry service for bed sheets, fajas and compression socks is included.