

PREMIUM CARE[®]

PLASTIC SURGERY

Recovery Suites[™]

The Recovery Suites are located in the luxurious beachfront H2 Hyatt Condominium Tower, and are reserved exclusively for Premium Care patients. Please review our policies to ensure that the recovery experience is pleasant and enjoyable for you and other patients.

POLICIES

Booking

- Booking is complete when a deposit payment is confirmed.
- A deposit of 50 % of total accommodation costs is required to be made to guarantee booking.
- Remaining 50% of accommodation costs will be charged at check-in.
- By making a reservation, you are confirming that you agree to these Terms and Conditions.
- Patients and their companions must submit copy of their passports before arrival. Failure to comply may lead to delays during your check-in.

Cancellations and postponements

- Cancellations made thirty (30) or more days prior to the date of arrival will not incur in charges.
- 50% of deposit will be refunded in the case of cancellations made twenty nine (29) to fifteen (15) days prior to the date of arrival.
- Cancellations made less than fourteen (14) days prior to the arrival date will not be refunded.
- Any postponement of the booking will be treated as a cancellation.
- In the event of No Show there will be no refund of deposit payment.
- In the case of early departure - for any reason – patients will not receive any credit or refund.
- Patients are responsible for all credit card and wire transaction fees such as foreign transaction fees.

Check In and Check Out

- The guaranteed check-in time is at 3:00 pm and check-out at 12:00 pm.
- Requests for early check-in will be handled based on availability at the time of check-in.
- A late check-out time might be granted on your departure day. It is based upon availability and a fee might apply.
- We can accommodate patient's luggage complimentary in a secure location in case of early check-in or late check-out.

Payment

- Full payment for the entire length of stay has to be made upon arrival.
- Additional charges such as restaurant and laundry fees must be cancelled at check out.

Food

- Breakfast is served from 7:30 am to 10:00 am.
- The kitchen is for solely use of the staff. Patients cannot cook during their stay.
- You will find an in room refrigerator where you can keep your drinks or food.
- Lunch and dinner is available upon request and are not included in the fees.
- All food products and drinks in the kitchen and storage areas are available through our staff only.

PREMIUM CARE[®]

PLASTIC SURGERY

Recovery Suites[™]

Smoking

- Premium Care Plastic Surgery's Recovery Suites is a 100% non-smoking property. All patient rooms and public spaces are 100% non-smoking.
- Patients CAN NOT smoke during their recovery as it drastically increases wound healing complications.

Alcoholic Beverages

- Patients CAN NOT drink alcoholic beverages during their recovery as it drastically increases wound healing complications.
- Guests can consume alcoholic beverages with moderation.
- Intoxication and disruptive behavior is NOT allowed at the Recovery Suites.

Medical Care

- Follow up visits are scheduled between the patient and the doctor after surgery. They will take place in the office or at the Recovery Suites at the discretion of the surgeon.
- Nurses will be checking up on patients regularly according to the day's schedule.
- When included in your Surgical Package, your post-operative therapy sessions will be scheduled after surgery. You will schedule these with your therapist after surgery.

Housekeeping Service

- Daily housekeeping is mandatory for all patient rooms.
- We provide housekeeping service between the hours of 10:00 am to 4:00 pm.

Special Requests

- Any special requests, including room type, cannot be guaranteed and will be honored based on availability at check-in.
- Let us know if you have any food allergies or have special requirements for your meals.

Pets, Children and/or Guests

- Pets are not allowed to stay at the Recovery Suites
- Children are not allowed to stay at the Recovery Suites
- Patients are not allowed to meet guests in their rooms, but they can be seen in the building social areas.

Lost and Found

- Premium Care Recovery Suites is an extremely safe and secure location with 24 hour on site security and comprehensive surveillance of common areas.
- Premium Care Recovery Suites is not responsible for lost, damaged, or stolen personal items. All rooms are equipped with in-room safes that should be used to guard valuables. Should any guests lose personal belongings whilst staying at our Recovery Suites, if recovered, the item will be recorded as 'found'.
- We keep detailed records of all 'found' items, and will make a reasonable effort to contact the patient if an item is left in the room after the check-out. Shipping items back is available at the owner's expense.
- Any items in the Lost & Found, which are not claimed within thirty (30) days, will be donated to a local charity or discarded.

PREMIUM CARE[®]

PLASTIC SURGERY

Recovery Suites[™]

General Policies

- Our Recovery Suites are two and three bedroom condominiums located on beautiful Bocagrande Beach. They offer an environment where our patients enjoy privacy, support, and community.
- Patients each have a private room and bathroom with ocean views. Each room has an additional seating area outside on the balcony overlooking the pool and ocean.
- There are common spaces shared by guests including the dining area, living room, and kitchen.
- We have staff present at the Recovery Suites throughout the day, and night services as required.
- Please be respectful of other patients and guests at all times. Proper use of common areas such as living room, dining area and balcony is mandatory. The environment at the Recovery Suites is centered on healing and positive energy. Please follow the "Golden Rule" and treat others as you would like to be treated.
- Room keys must be returned at check-out.
- Lost keys are charged at USD \$20 each.
- We have a zero tolerance policy for disorderly behavior. We will refuse to admit or may remove a person who, while on the premises of the Recovery Suites, acts in an obviously intoxicated or disorderly manner, destroys or threatens to destroy property, or causes or threatens to cause a public disturbance, or refuses or is unable to pay for the accommodations or services. A person who negligently or intentionally causes damage to the Recovery Suites or any furniture or furnishings within the premises, shall be liable for damages sustained by the Recovery Suites, including Premium Care's loss of revenue resulting from the inability to utilize rooms while the damage is being repaired.
- It is not permitted to hang clothes or any other items on the balconies or to throw anything off of the balconies.
- Please keep the television, music, and conversations at a reasonable level within your room so as to not disturb other guests.
- In the common areas patients should be properly dressed at all times.