



Our Measures about PREVENTION AND SECURITY



PREVENTION MUST BE OUR FIRST LINE OF ACTION

Our mission is to improve our guests' health and wellness. Now, more than ever, this involves using the knowledge and experience of our medical team and multidisciplinary experts, applying the most exacting standards and cutting-edge technology, and offering the highest medical and hygiene guarantees to keep our valued guests and our teams healthy and safe while at our facilities.

At the same time, we aim to ensure that these measures reinforce rather than adversely affect the SHA experience and the effectiveness of our methods.



YOUR HEALTH, THE REASON FOR OUR EXISTENCE

In the present circumstances, the reason for our existence is more valid than ever, as we continue working to help people achieve health and well-being goals that have become even more important to them. These include strengthening the immune system, being in the best possible state of health to prevent disease, managing their weight, reducing stress and anxiety by rebalancing their emotional health, and getting into the habit of taking physical exercise to boost energy and performance.

We are announcing the 10 measures put in place by SHA to safeguard your health and well-being, whilst adhering to the standards of excellence and sustainability that inspire our brand.



01

A PROTECTED ENVIRONMENT



*Any guest who has experienced symptoms at any stage of the pandemic must provide a PCR and IgM test prior to arrival.

For guests who have been affected by the illness and are carrying a positive IgG and negative IgM test, the PCR test will not be a strict requirement.

We are introducing a series of special measures to help prevent the transmission of COVID-19

- A PCR or IgM/IgG (based on guest record) before arriving at SHA. This is recommended or required based on the presence of symptoms or likelihood of infection*.
- A medical exam, which will now include a state-of-the-art antigen test, is conducted upon arrival to assess immunity to the virus*
- All SHA staff must be tested before returning to work.
- Both guests and staff will be monitored continuously, and medical care will be available permanently on site.
- We have heat-sensitive cameras to detect body temperature at both guest and staff arrival points.
- Each guest receives a health kit which includes a face mask and disinfectant hand gel. Disinfectant hand gel dispensers have been placed in communal areas.
- The use of new disposable face masks and gloves is compulsory for all personnel after physical contact with guests.

02

THE VERY LATEST INNOVATION AND THE HIGHEST STANDARDS OF HYGIENE



Following a detailed study by the SHA medical and technical team, the latest air disinfection gaseous heterogeneous photocatalysis technology is in use. Surface, fixture and fitting disinfection is carried out with UV-C light wave towers, ozone generators and nebulisers (depending on the characteristics and needs of each space). Communal areas, suites, lifts, vehicles and of course, the Clinic and Wellness areas are continually being disinfected using these systems. In addition, we are disinfect-

ing all other possible infection sources, such as remote controls, suite telephones, etc.

The, already thorough, cleaning protocols in place across SHA have been reinforced in line with the public health guidelines issued by the WHO, as well as by national and regional authorities. Medical-standard disinfecting products designed for use in operating theatres are being used at SHA.

03

MAKING YOUR SHA EXPERIENCE AN EASY ONE

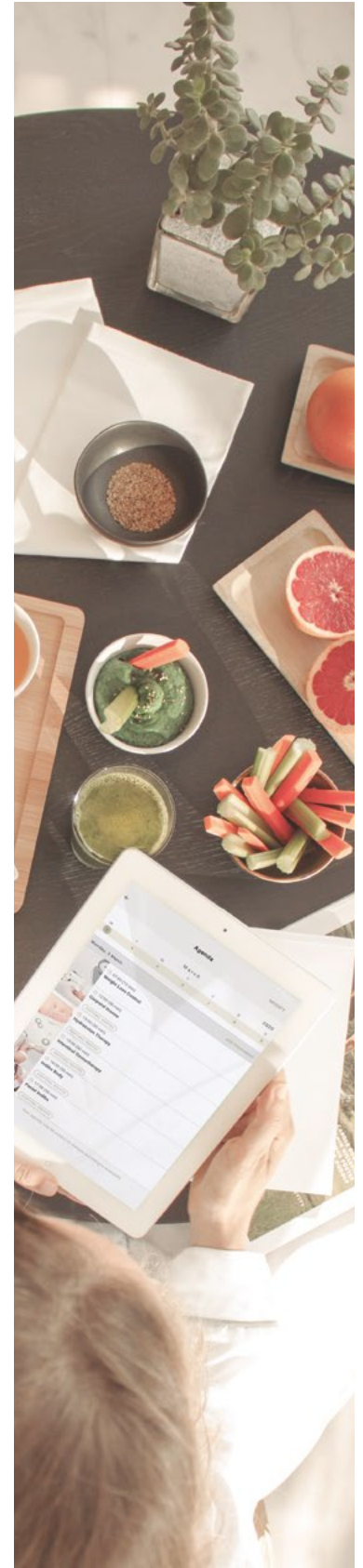
SHA APP

In order to prevent the development of infection hotspots, and to protect our planet without adversely affecting our guests' experience, the SHA app brings together everything you need during your stay:

- Directory
- The facility for booking any kind of treatment or service
- Feedback and comments on our services
- Restaurant menu
- Guest medical record, health plan, recommendations, prescriptions, etc.
- Coming soon: check-in and suite opening.

HEALTH & WORK

Although SHA is focused on rest and rebalance, we are aware that many of our guests need to stay connected and to attend to their professional obligations. To ensure they can do so, we do everything possible to ensure they can balance achieving their health goals with fulfilling their obligations. We provide the technology, facilities and spaces they require to remain connected during their stay with us, should they need to do so, especially in these challenging times.

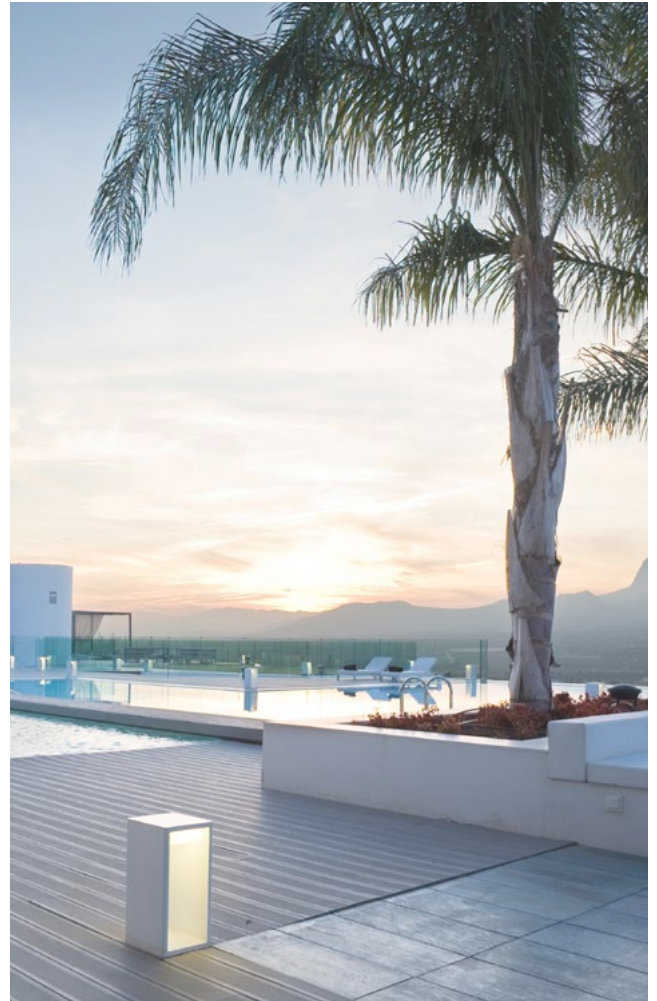


04 IDEAL SPACES FOR SOCIAL DISTANCING

SHA is characterised by its spaciousness, both in the public areas (over 36,000 m² distributed over 6 buildings that merge into the natural surroundings, and accessible to the privileged few), and private spaces. The smallest suite is about 70 m², and all suites have spacious private terraces. Residences have around 500 m² of private space. Peace and privacy are at the very heart of the guest experience.

Our facilities have now been strengthened and enhanced by the following measures:

- SHA has also limited occupation to below capacity.
- Occupation capacity is now limited in terms of both spaces and activities to far below their real capacity, in order to guarantee that each guest has the maximum amount of personal space and privacy.
- The varied range of outdoor activities and training sessions available at our Healthy Living Academy has been increased.
- We have introduced a social distancing protocol for both guests and the SHA team.



05

NUTRITION AND DINING



- The meals served at SHA are all based on fresh, local, seasonal produce; we never use processed food. Our nutritional principles are in line with the Harvard Faculty of Medicine and with WHO guidelines, and are the most appropriate for ensuring a strong and healthy immune system.
- A detailed review of all our menus has been carried out, giving centre stage to foods that are especially recommended for improving the defences and alkalinising the body.
- Every food is subjected to a detailed protocol of traceability, cleaning and disinfection.
- All mealtimes are operated under a shift system, with a table assigned to each guest for their entire stay, thereby ensuring the optimum space and social distance.
- The distance between tables is greater than that recommended by the WHO for the hospitality industry.
- Room service is available following a stringent health system, and all suites and residences have comfortable outdoor and indoor areas for enjoying lunch or dinner with lovely views.

06

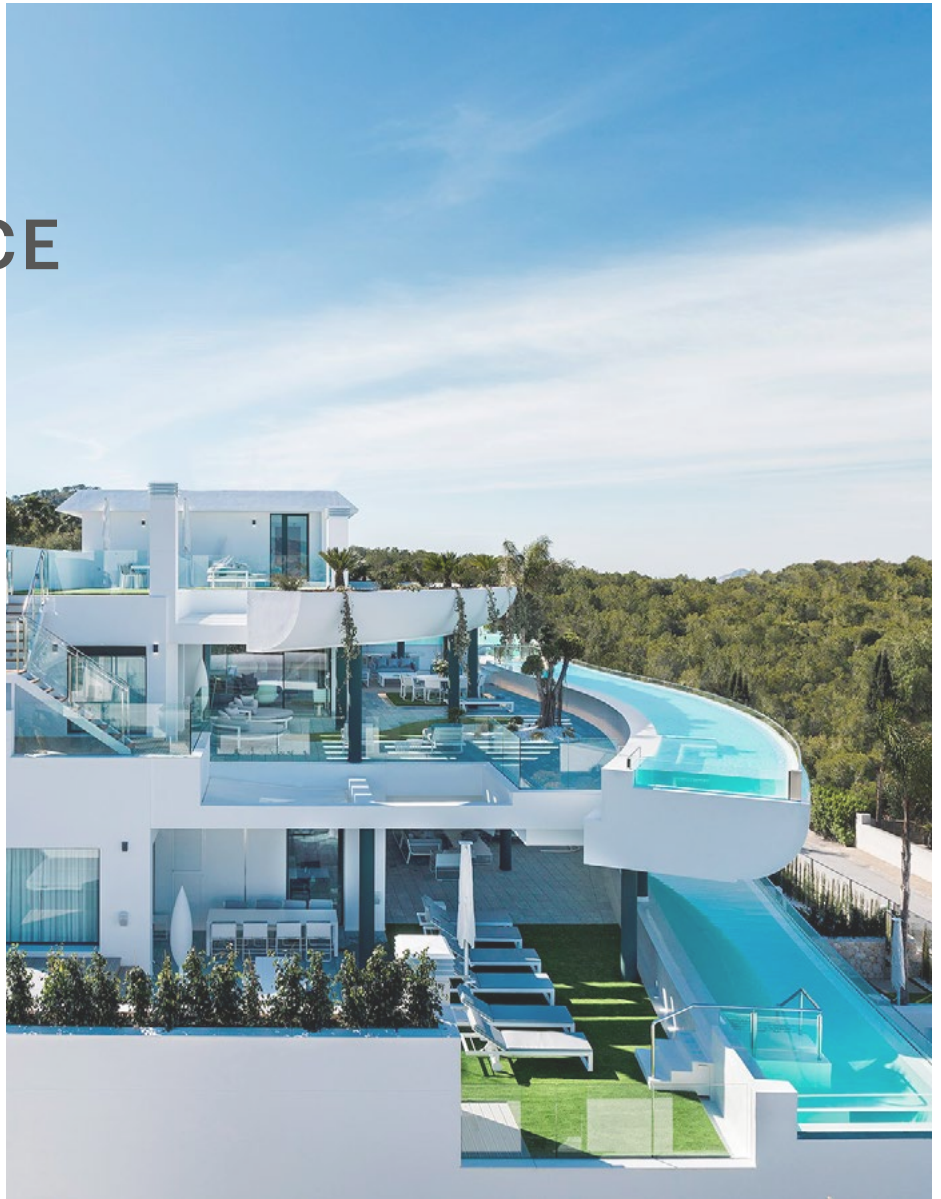
STRENGTHENING THE IMMUNE SYSTEM



- Our immune system is our body's most powerful defence mechanism (although it can be our weakest point) when it comes to preventing and fighting the effects of a virus. By definition, prevention should be the principal form of action, and this is the approach taken by SHA in all its programmes of preventive medicine.
- In particular, at this current time, we are reinforcing all the treatments included in our unique and integrative method, which takes a multidisciplinary approach to addressing general health by drawing together the very best aspects of scientific and holistic medicine, in addition to the use of supplements and nutrition as our fundamental building blocks.
- We have also developed and increased treatments for boosting the immune system, including stem-cell therapy, infra-red heat, optimum electromagnetic balancing, ozone treatments, saline therapy treatments, vitamin C megadosage, stress management sessions, immunosenescence profiling, cell regeneration, etc.
- We have developed a specific immune system reinforcement pack combining the most effective therapies.

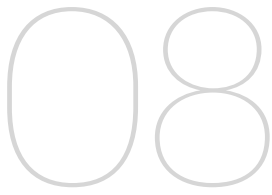
07

WELLNESS IN-RESIDENCE



Our SHA Residences: an option for greater privacy

SHA offers guests the opportunity to benefit from a good proportion of its wide range of treatments and services in the privacy and seclusion of their own residence. Everything from a massage or a therapeutic treatment to a Vinyasa yoga lesson on your private terrace, or even a healthy cooking lesson.



A MORE FLEXIBLE RESERVATIONS POLICY



SHA is still committed to guest satisfaction, which continues to be one of the Clinic's highest priorities. The current policy for bookings and amendments to bookings has been made more flexible to allow for any changes or possible rescheduling during our guests' time with us.

- Bookings can be changed to any other date within the next 12 months without incurring any penalty up to 48 hours before the arrival date.
- Bookings can be cancelled without charge up to 7 days prior to the arrival date.
- For cancellations made 7 days or less before the arrival date, the entirety of the stay will not be charged, as has been the case up to now. Instead, only 50% of the total cost will be charged (including any booked treatments and services).

09

SAFETY AND COMFORT DURING YOUR TRANSFER TO SHA



SHA offer the following private transport options:

- VIP, ozone-disinfected, private transport from/to regional airports and railway stations (Alicante/Valencia), as well as VIP transfer for domestic routes (Madrid/Barcelona). Guests' luggage will also be disinfected.
- For more popular routes, SHA is contracting regular private jets for guests' shared or individual use, with the peace of mind that everyone on board has undergone and passed Covid-19 testing.
- Guests will be offered the chance to take out maximum-cover travel insurance as part of their booking.

10

WE GUARANTEE YOUR PEACE OF MIND



We want to offer maximum safety and peace of mind to our guests. Therefore, we offer a full comprehensive SHA Insurance as an exclusive benefit at no additional cost. This service will be in force from the moment you check-in until the end of your stay.

The most beneficial coverages included are:

- Medical care and healthcare including even COVID-19 infection during your stay
- Full coverage of repatriation or healthcare transportation of injured or ill patients
- Prolonged stay expenses due to medical quarantine
- Loss of unused services hired
- Possibility of medical teleconsultation service
- Reimbursement for holidays not taken

BOOKING MODIFICATION AND CANCELLATION POLICY

In the case of retrospective cancellation, 50% of the booking cost will be charged.

If the dates of a booking have already been amended once, unless there is a force majeure justification, any subsequent cancellation will incur cancellation charges for the total amount of the deposit originally paid (50% of the booking cost).

Any bank or administrative charges will be deducted from the refund of the deposit. In order to refund a deposit (or part of a deposit) paid by credit card, if over 30 days have elapsed since the payment of the deposit, the refund can only be made by means of a bank transfer to the account indicated by the guest.

Once a guest has checked into the establishment, in the event of an early departure, the total amount for all services contracted will be charged, and no refund can be made.

For further information about accommodation conditions and details, cancellation and booking modification policy, as well as other available services, please contact our Reservations Department:

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lifelong health and wellbeing