

GUEST CODE OF CONDUCT

Well & Being Spa, El San Juan, Puerto Rico is committed to providing all guests with a safe, welcoming, and inclusive environment free from harassment and discrimination. We ask all guests to treat each other with respect and refrain from behavior that could be considered harassing, discriminatory, or make others feel uncomfortable.

Examples of Prohibited Conduct Include:

- Unwelcome or inappropriate physical contact
- Unwelcome sexual advances or requests for sexual favors
- Verbal harassment, such as unwelcome comments, jokes, slurs, or negative stereotyping
- Visual displays of derogatory or offensive images, photography, cartoons, drawings, or gestures
- Threatening or intimidating acts directed at another guest

Locker Room and Spa Amenities:

- Photography or video recording is strictly prohibited
- Guests should wear a towel or robe when walking to and from showers
- Guests should not linger unnecessarily and will avoid conduct that has knowingly made others feel uncomfortable
- Guests should respect the personal space and privacy of others during treatments

Guests engaging in discriminatory, harassing, or otherwise unacceptable behavior may be asked to leave the spa immediately. We reserve the right to deny service to any individual violating these policies.

At Well & Being Spa, El San Juan, Puerto Rico, we abide by all state and local regulations and policies that pertain to the use of locker rooms and bathrooms, including those related to gender identity. Guests may use the locker room and bathroom that correspond to their gender identity. In areas where specific laws are in place, guests must adhere to the local regulations for the appropriate use of locker rooms and bathrooms and should consult spa management with any questions about those laws.

We thank you for cooperating in creating a welcoming environment for all guests. Please bring any concerns to the attention of spa management.