



IAH WELLNESS

ANDORRA

ACCOMODATION



IAH WELLNESS



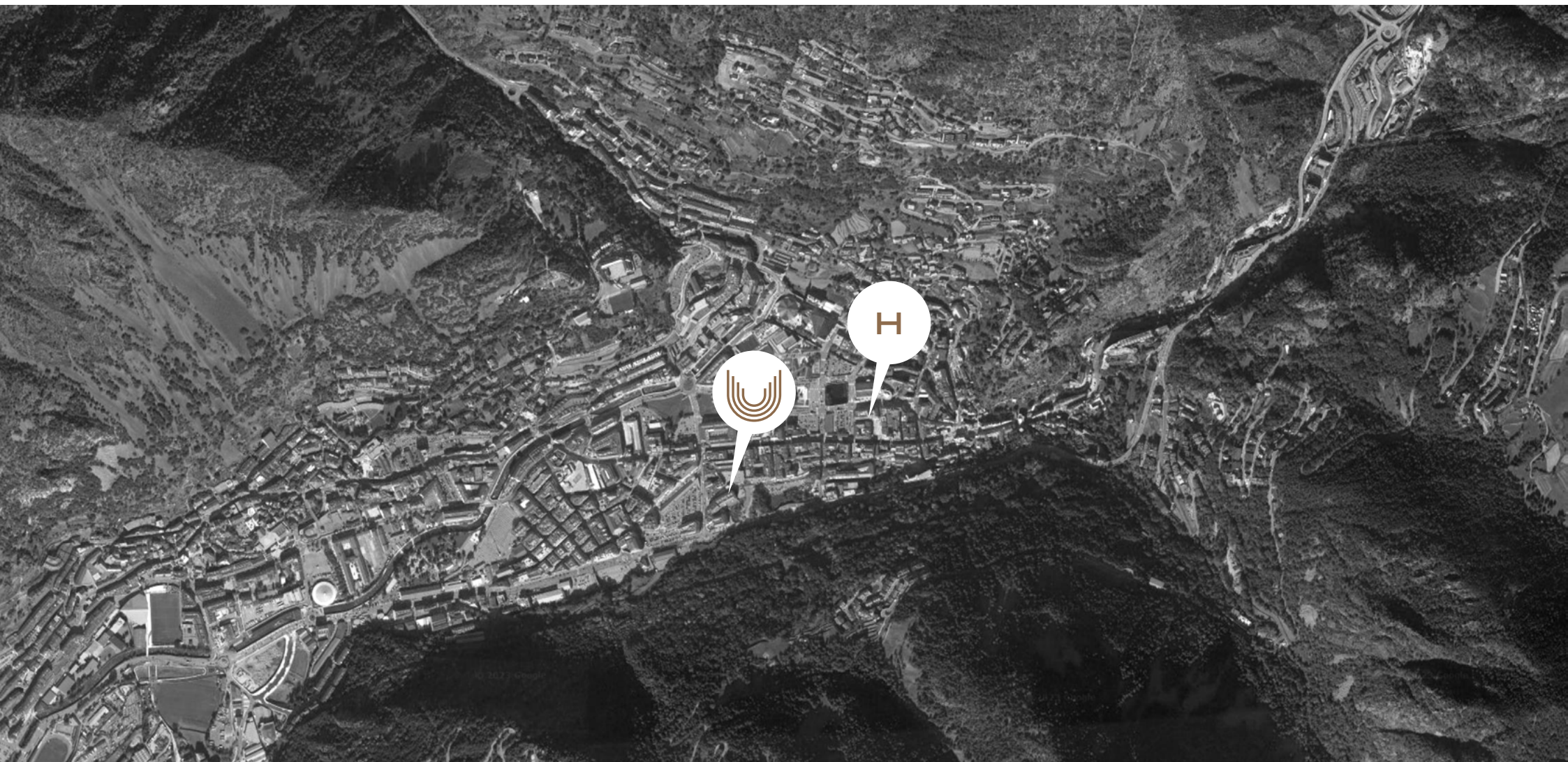
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L O C A T I O N

01



LOCATION

Andorra la Vella is the capital of the Principality and the highest capital city in Europe. Located in the central valley of the country, it has an average altitude of 1,050m (3445 Ft); the high altitude is positively supportive to the immune boosting treatment protocols offered at the clinic.

Getting There:

Andorra la Vella can be reached by several modes of transportation:

By Air: The nearest airport is in Toulouse, France, about a 2-hour drive from Andorra la Vella. The biggest nearby airport is Barcelona, Spain, about a 3-hour drive from Andorra la Vella.

By Car: Andorra la Vella is located between France and Spain, so you can drive from either country to reach the city.

By Train: The closest train station is in Latour-de-Carol, France, which is approximately a 2-hour drive from Andorra la Vella.

Nature. Andorra la Vella has a wealth of exceptional natural beauty, with extraordinary local flora and fauna. The area is presided over by the majestic Madriu-Perafita-Claror Valley, which has been declared a UNESCO Heritage Cultural Landscape.

Shopping. Andorra la Vella is a shopping paradise. Whether you are looking for exclusive luxury brands or unique locally made pieces, it caters to all your retail needs!

Culture. The rich Andorran culture is expressed in Andorra la Vella through its historic architecture and prehistoric engravings to the most varied examples of musical, theatrical and museums.

High Altitude Sports. Sports lovers will find in Andorra la Vella an inexhaustible space for the practice of countless sporting activities; either in high quality sporting facilities, or in the natural environment which is perfectly suited to the pursuit of adventure



USEFULL INFO

02

USEFULL INFO

Language: The official language spoken in Andorra is Catalan alongside Spanish. English is widely spoken as a second language in Andorra, but Catalan is the official language. Many locals in tourist areas also French and Portuguese.

Cell Phone Coverage: Patient's should check with their carrier to see if they offer international roaming plans and if Andorra is covered by those plans. It's also a good idea to verify if there are any additional charges for using your phone abroad and to consider purchasing a local SIM card for your phone if you plan to be in Andorra for an extended period.

Health Insurance: Health insurance is required for all foreign visitors traveling to Andorra. Visitors from countries within the European Economic Area (EEA) should have a European Health Insurance Card (EHIC) to cover any necessary medical treatment during their stay in Andorra. Visitors from outside the EEA are strongly advised to purchase comprehensive travel insurance that includes emergency medical coverage. It's important to check with your insurance provider



for the specific details of your policy, including any exclusions or limits, and to carry your insurance documentation with you while traveling.

Upon confirmation of your treatment, IAH Wellness will provide you with details of a policy we offer our patients.

Visa Requirements: Andorra is a small, landlocked country located between France and Spain in the Pyrenees mountains and is not a member of the European Union. Citizens of the European Union (EU) and European Free Trade Association (EFTA) countries do not require a visa to enter Andorra and can stay for up to three months. Citizens of other countries may require a visa to enter Andorra, depending on the country of origin and the length of stay.

Visitors from some countries may be able to enter Andorra with just a valid passport, while others may need to obtain a short-stay visa in advance. It's best to check with the nearest Andorran consulate or embassy for the most up-to-date information and requirements, as these can change from time to time.



A C C O M O D A T I O N

03

ACCOMODATION

Patients are provided with several accommodation choices at the iconic luxury 4-star hotel Roc Blanc Hotel & Spa in Andorra La Vella.



SUPERIOR

Superior

Superior rooms are our classic and spacious rooms in traditional Andorran style, inspired by the typical Andorran Bordas brick wall and wooden accents.

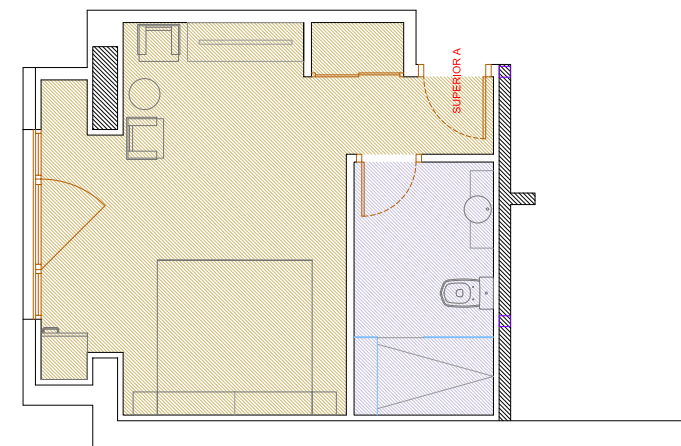
Size: 24 m²

Max Guests: 2

Bed: Kingsize bed or 2 Twin beds

Large Bathtub

View: Street/Caldea

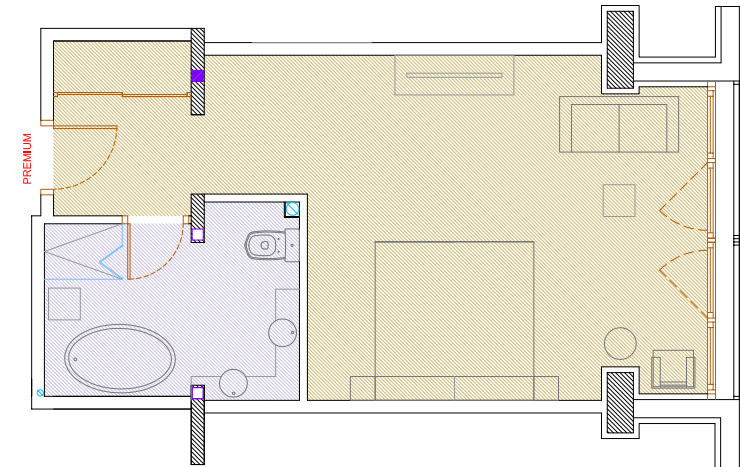


PREMIUM

Premium

Enjoy the extra comfort of our bright and modern Premium rooms with double bed and all facing the Plaza Coprínceps.

Size: 26 m2
Max Guests: 2
Bed: 1 Double or 2 Twin
Large Bathtub
View: Plaza Coprínceps

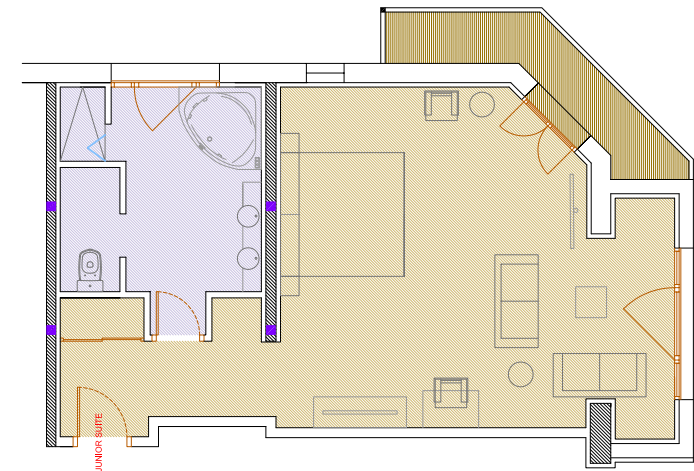


JUNIOR SUITE

Junior Suite

Enjoy the comfort of our spacious Junior Suite with views of the Plaça Coprínceps mountain. Relax with the best amenities in your room including a hydro-massage bathtub and multi-pressure shower.

Size: 45 m2
Max Guests: 2
Bed: Kingsize bed
Jacuzzi bathtub
Balcony
Views: Plaza

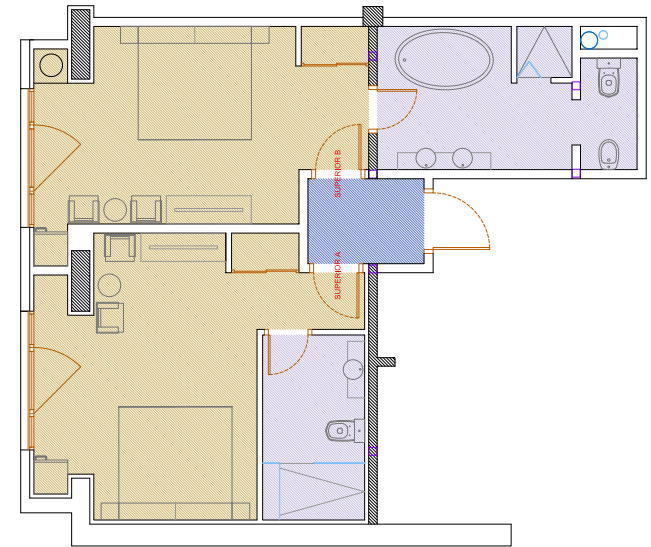


FAMILY ROOM

Family Room

We also offer the option for a family room or suite where up to four members can stay together during the stay. Enjoy the comfort of connecting either two Superior Rooms into a Family Room or one Premium Room with a Junior Suite into a Family Suite.

Size: 48 m2
Max Guests: 4
Bed: Kingsize bed or 2 Twin beds
Large Bathtub
View: Street/Caldea

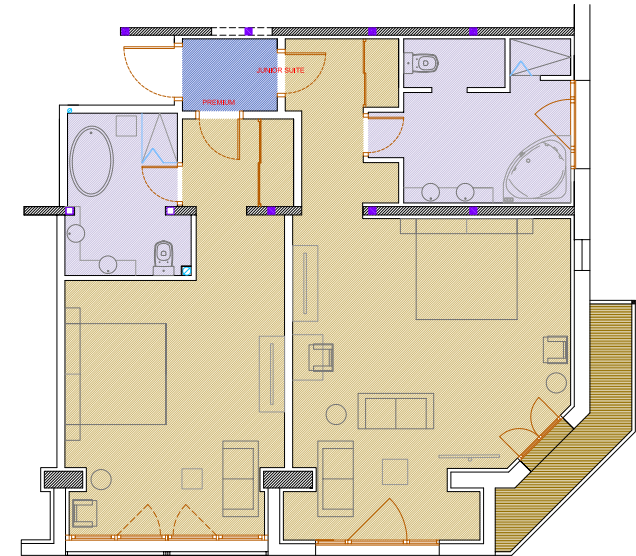


FAMILY SUITE

Family Suite

We also offer the option for a family room or suite where up to four members can stay together during the stay. Enjoy the comfort of connecting either two Superior Rooms into a Family Room or one Premium Room with a Junior Suite into a Family Suite.

Size: 90 m2
Max Guests: 4
Bed: Kingsize bed
Jacuzzi bathtub
Balcony
Views: Plaza





ADDITIONAL SERVICES

04

ADDITIONAL SERVICES

Behind the scenes

Our “All Inclusive” approach ensures that whilst you are receiving your treatment at IAH Wellness, you do not need to worry about the day to day. Our comprehensive package includes your airport transfers*, your accommodation at Roc Blanc Hotel and your food and beverages at the hotel.

Airport Transfer

“The journey is just as important as the destination.”

To make your arrival as smooth and comfortable as possible to the peace and serenity of the hotel, we offer a range of transfer options to whisk you from the airport**.

We can also additionally arrange a hire car for the duration of your stay if that is of your preference. Parking is available at the hotel for a daily fee of 20 € (Euro) which is paid directly at the reception desk.



*(*Transfers can be omitted on request should you self-drive)*

*(**Our patient coordination team will provide you with a list of the closest international arrival airports).*

Food & Beverages

We are delighted to offer our guests two options within our * food and beverage package.

Option 1

At IAH Wellness, we have created a Health & Wellness Nutrition Menu based on a keto diet which will provide you with the optimal immune boosting nutrition to support the treatments you are receiving.

Alternatively for those keen to experience a more local flavor there is the Roc Blanc Full Board Menu. With this option you will have access to both hotel's dining venues, serving a wide range of cuisines, from international favorites to local specialties. Enjoy breakfast, lunch, and dinner without ever having to worry about the cost. Whether you're in the mood for a gourmet meal, a light snack, or a refreshing fruit dessert, you'll find it all included in your full board package. So, sit back, relax, and let us take care of your dining needs during your stay!

Please let us know in advance of any dietary or additional requirements or queries you may have.

Option 2

We also offer a Bed and Breakfast only package if preferred. Please feel free to consult us for any questions you may have.

**Additional beverages in the bar, cafeteria or restaurants are not included in the full board package.*



The Keto Diet

The ketogenic diet is a high-fat, low-carbohydrate diet that has been studied for a variety of health benefits, including its potential impact on the immune system. Some research suggests that the keto diet may have positive effects on the immune system in several ways.

First, the keto diet may help reduce inflammation in the body, which is a key factor in many chronic diseases and immune system dysfunction. The diet achieves this by limiting the intake of processed and sugary foods that can cause inflammation, while promoting the consumption of healthy fats and nutrient-dense foods.

Second, the keto diet may help support the gut microbiome, which is important for immune function. The diet encourages the consumption of high-fiber vegetables and fermented foods, which can promote the growth of healthy gut bacteria.

Third, the keto diet may help regulate the production of immune cells, such as T cells and B cells, which are critical for a strong immune response. Some studies have suggested that the diet may increase the number of these immune cells in the body.





Thermal Spa

Experience a relaxing session at the Spa & Wellness. Revitalize in the internationally acknowledged mineral and medicinal waters of Roc Blanc, and make sure you have a care-free day like never before. IAH Wellness patients have a special discount at the Spa & Wellness.

Hyperthermal water (70° C) sodium sulphate with a presence of Sulphur. Particularly recommended for bone, arthrosis, respiratory problems and in antistress and slimming therapies.

The Spa facilities consist of a **thermal pool, thermal Jacuzzi, sauna, and Turkish bath**, as well as a cardiovascular area.

Children are allowed in the spa, always accompanied by an adult.

The Spa is not available to pregnant women, for security reasons.

Tourist Tax

This tax has an easy-to-understand explanation. It is usually managed as a finalist fund to pay for increased costs in public services (such as transportation, waste management, health, etc.) due to the high presence of tourists. The tax is in place to improve the quality of tourist services, as well as to de-seasonalize the influx of visitors, diversify the country's offer and maximize the positive experience of customers.

The Tourist Tax rate at Roc Blanc is a total of 2,09 €/day and is paid additionally and directly at the hotel reception. That is an add up of 2 €/day for being a 4**** category plus the 4,5% VAT. This tax is only applied for the first 7 days of the stay.



GETTING READY

05

GETTING READY

To make your arrival at the clinic relaxed and smooth, we have compiled some important information below to facilitate your preparations and arrival.

Travel in comfort, but the following should not be missing:

Warm clothing (depending on the time of year). Clothes and hiking shoes.

Indoor sneakers.

Rain gear.

Sportswear, skiwear, and swimwear.

Comfortable clothes for the day.

Dress clothes for any occasion that may or not arise.

A (new?) diary.

Books that you also wanted to read for a long time.
Gear up with your favorite music and comfortable headphones.

Up-to-date medical reports, prescribed medications.
prescribed medications in sufficient quantity (or the corresponding prescriptions from your family doctor).
We will provide you with hand and bath towels, bathrobe, bath slippers and hairdryer.





GENERAL TERMS AND CONDITIONS (GTC)

06

GENERAL TERMS AND CONDITIONS (GTC)

1. Scope of application

1. These Terms and Conditions shall apply to contracts relating to inpatient treatment and to all services provided by the Clinic to patients.
2. Other terms and conditions, even if included in the patient's General Terms and Conditions of Business, shall not apply unless the Clinic expressly accepts them in writing.

II. Formalization of the contract

1. By sending us a confirmation of the reservation, the reservation shall be binding.
2. To effectively cancel the contract, the cancellation must be communicated in writing. If the booking is for an upcoming date, 1 day after receipt of the booking confirmation.
3. In consultation with the clinic's Reservations Department and subject to availability of rooms, visitors and accompanying persons may be accommodated in the same room but never exceeding the maximum number of guests per room.

III. Cancellation/Waiver

1. Cancellation charges are fixed as follows:
The patient may cancel or modify his/her reservation exclusively in writing up to 45 days prior to the date of arrival without incurring any charges. If later, the following cancellation fees will be charged to the guest/patient:

- 1.1: From 44 to 22 days before arrival = 50%
- 1.2: From 21 to 7 days before arrival = 75%
- 1.3: Less than 7 days before arrival = 100%
2. In case of early departure during the stay or late arrival, the amount of the originally booked stay will be invoiced.
3. In case of non-compliance with the clinic's regulations, IAH shall be entitled to discontinue treatment at the patient's expense.
4. Meals not consumed will not be refunded.

IV. Services, prices, payments

1. In our written offer we will indicate the total price for the type of stay in the clinic requested by you. As a sign of acceptance of the offer, you must pay a deposit of 50% for the initial stay.
This payment guarantees the reservation. If we have not received the advance payment of 50% by the deadline indicated in the offer, the reservation will be cancelled.
2. The payment of the remaining amount of the price of the stay is due 14 days before the date of arrival. If payment has not been received on this day, it must be made at the arrival date, otherwise the clinic has the right to waive the reservation with no refund made.
3. Upon arrival, a credit card must be deposited as a guarantee.
4. The invoice for any additional services contracted during the stay, will be settled before departure.
5. All services will be billed according to our current updated service catalog. Older rates and clauses

are not valid. We reserve the right to make changes.

6. Most prices are inclusive of VAT. Prices subject to VAT will be automatically updated if the underlying rate is changed.

V. Arrival/Departure

1. The guest/patient shall be accommodated in a room of the reserved category. A specific room number cannot be requested.
2. On the day of arrival, the patient may occupy the room from 16:00 onwards.
3. On the day of departure, the room must be vacated before 12:00.
4. If you wish or need to extend the reserved and confirmed period or make any changes to the reserved stay, you must contact the Admissions department. In general, this is only possible with the reservation of a possible change of room and in consultation with your physician.
5. Guests/patients visiting the clinic for the first time must present a valid ID/passport and a valid credit card upon arrival.

VI. Personal belongings / Liability

IAH and Roc Blanc cannot accept any responsibility for personal belongings, especially jewelry, documents, and cash. We recommend that you use the safety deposit box in the room.

IAH and Roc Blanc strictly prohibit the use of tobacco on the entire premises, during walks and in patient rooms.

The patient occupying the room is responsible for ensuring that third parties also comply with this prohibition.

If a patient fails to comply with this rule, the Clinic is entitled to charge a lump-sum cleaning fee of 250 € (Euro) for special cleaning. The same applies if a third-party smokes in the room with the patient's knowledge or negligent ignorance. The patient is entitled to prove that no damage has occurred or, if so, that minor damage has occurred. Smoke detectors are special, extremely sensitive devices that detect smoke from both cigarettes and tobacco and activate the alarm instantly. If an alarm is triggered by smoke, the causer will be billed for the full cost of the alarm.

If an alarm is triggered by smoke, the cause of the alarm will be billed for the full cost of evacuation, fire department intervention and other subsequent expenses.

There is a smoking area in the parking lot.

VII. Final Provisions

1. Place of payment and performance is Andorra la Vella.
2. Place of jurisdiction is Andorra la Vella. The law of the Principality of Andorra shall apply.
3. Should individually provisions of these General Terms and Conditions be or become invalid or ineffective at present or in the future, this shall not affect the effectiveness of the remaining provisions.
4. In all other respects, the statutory provisions shall apply.



CONTACT

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