

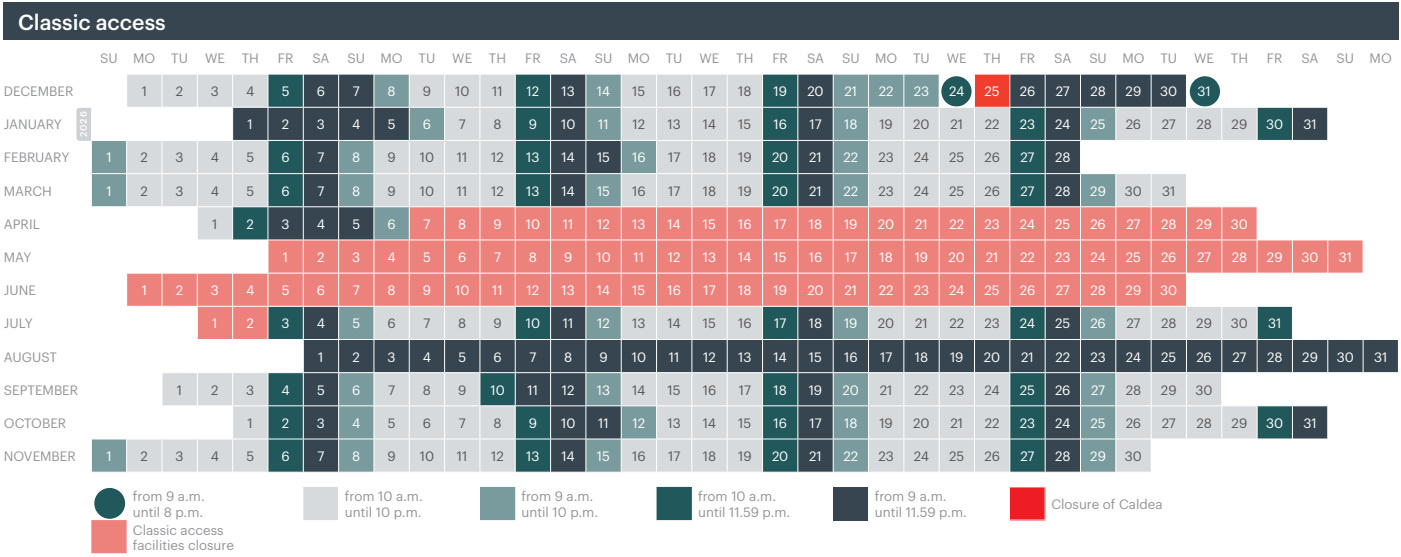
# CALDEA INDIVIDUAL RATES 2025/2026

Valid from 1 December 2025 until 30 November 2026



Classic access				
IN ADVANCE CODE	TICKET OFFICE CODE		IN ADVANCE (Up to 96 hours before)	TICKET OFFICE (from 96 to 0 h prior)
EG14618	EG14619	Morning adult admission <sup>(1)</sup>	€46.50	€48.50
EG14622	EG14620	Afternoon adult admission <sup>(2)</sup>	€50	€52
EG14623	EG14621	Night adult admission <sup>(3)</sup>	€46.50	€48.50
EG14624	EG13329	Infant admission (children aged 3 to 4 years) <sup>(4)</sup>	€23.50	€25.50
EG14365	EG09977	Child admission (children aged 5 to 11 years)	€40	€42
EG04307	EG09979	3-day pass (3 adult admissions)	€93	€99
EG04804	EG09980	5-day pass (5 adult admissions)	€139.50	€148.50

CODE		RATES
MA03611	Localised massage 20 min (back, legs, feet, facial or cranial)	€42.50
MA10386	30-minute partial massage	€50
MA00134	60-minute general massage	€75

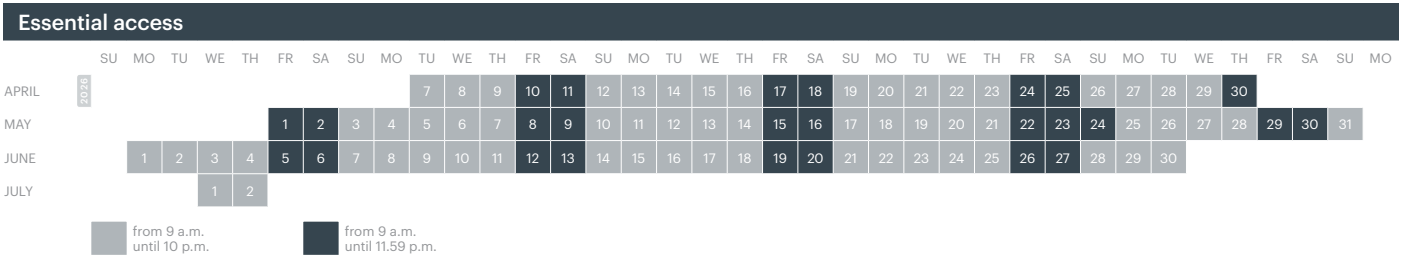


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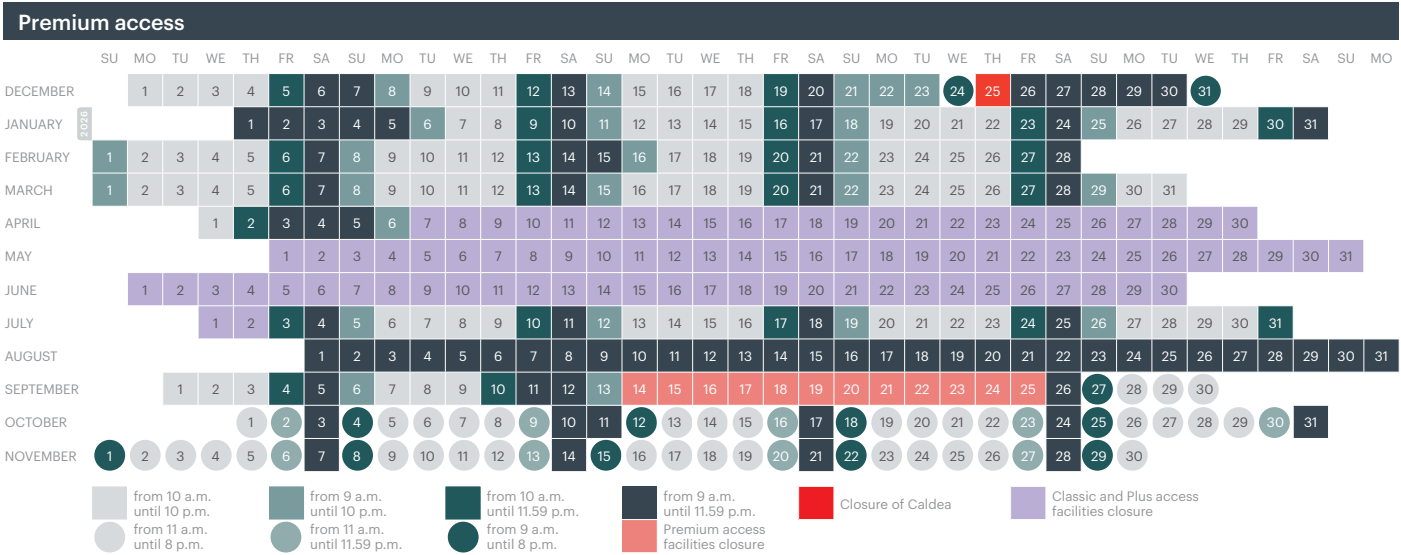
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Essential access				
IN ADVANCE CODE	TICKET OFFICE CODE		IN ADVANCE (Up to 96 hours before)	TICKET OFFICE (from 96 to 0 h prior)
IE14521	IE14493	Essential admission (morning, afternoon or night) <sup>(6)</sup>	€50	€52
IE16285	IE16217	Essential night admission + cocktail <sup>(7)</sup>	€57	€59
CODE			RATES	
IX11704		Essential admission (morning, afternoon or night) + 30-minute massage <sup>(8)</sup>	€109	
IX11716		Essential admission (morning, afternoon or night) + 60-minute massage <sup>(8)</sup>	€139	



Premium access				
IN ADVANCE CODE	TICKET OFFICE CODE		IN ADVANCE (Up to 96 hours before)	TICKET OFFICE (from 96 to 0 h prior)
IE14633	IE14627	Morning admission <sup>(9)</sup>	€72	€74
IE14632	IE14628	Afternoon admission <sup>(10)</sup>	€76	€78
IE16285	IE16217	Night admission + cocktail <sup>(11)</sup>	€79	€81
IE15060	IE14630	3-day pass	€152	€156
IE15061	IE14631	5-day pass	€228	€234
CODE			RATES	
IX11704		Admission + 30 min. massage <sup>(12)</sup>	€131	
IX11716		Admission + 60 min. massage <sup>(12)</sup>	€161	



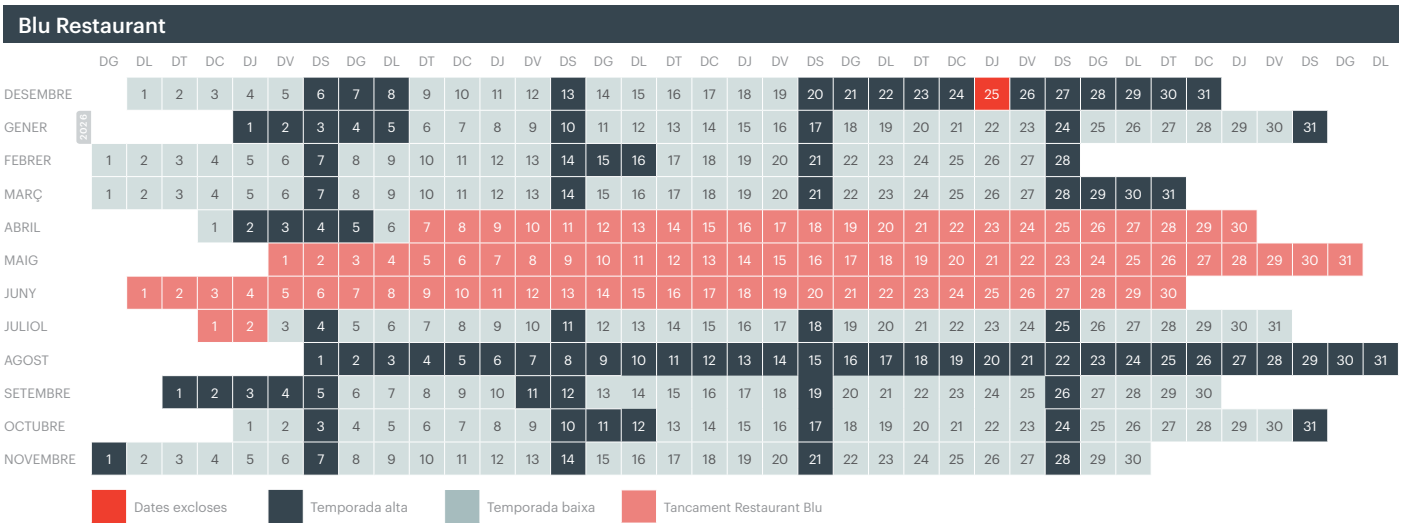
CALDEA INDIVIDUAL RATES 2025/2026

Valid from 1 December 2025 until 30 November 2026



Classic access		
CODE	ADMISSION + MEAL AT THE BLU RESTAURANT	FEES
PQ09175	Adult low season <sup>(5)</sup>	€69
	Adult high season <sup>(5)</sup>	€71
PQ12946	Children/Junior <sup>(5)</sup>	€49.50
PQ12944	Infant <sup>(5)</sup>	€38

Premium access		
CODE	ADMISSION + MEAL AT THE BLU RESTAURANT	FEES
IP13332	Adult low season <sup>(13)</sup>	€90
	Adult high season <sup>(13)</sup>	€93



## GENERAL TERMS AND CONDITIONS

Caldea, the thermal spa in Andorra, offers different entry methods: Classic access, ideal for families, allows entry to those over 5 years old and includes the large interior lagoon, the exterior lagoon, the transparent panoramic lagoon, the Indo-Roman baths, saunas, hammam and rest areas. Plus Access, for ages 12 and over, includes admission to all the Classic Access facilities, plus the renowned grapefruit and lemon baths, the solarium, and the relaxation areas. Essential Access, for over-16s, provides access to the facilities that are open when the Classic and Plus facilities are closed. Premium Access, also for over-16s, is the most complete admission and grants access to all facilities. Caldea also has a Children's Spa, exclusively reserved for 3-8-year-olds. Advance pricing is available up to 4 days prior to guest arrival. From the fourth day before the arrival date, the ticketing rate will be applied.

### CLASSIC ACCESS GENERAL TERMS AND CONDITIONS (floor -1)

- The types of admission for Classic access: morning, afternoon and night, grant access for a maximum period of three hours. Multi-day passes, which are personal and non-transferable, grant access for a maximum period of three hours. In the case of admissions purchased with a supplementary service, the client may remain in the centre for four hours rather than three on the day they receive said service.
- (1) Morning admissions are valid from 10 a.m. to 14.45 p.m.
- (2) Afternoon admission is valid from 3.00 p.m. and 8.45 p.m. on days when the centre closes at 11.59 p.m. On days when the centre closes at 10.00 p.m., it is valid from 3.00 p.m. and 6.45 p.m.
- (3) Night admission is valid for the final three hours before the closing time of the centre (9.00 p.m. when we close at 11.59 p.m., and 7.00 p.m. when we close at 10.00 p.m.).
- For safety reasons, access to Classic access is not permitted for children under 5 years of age. ID must be presented as proof of age for children between 5 and 11 years old. Entry will not be permitted to any children without ID.
- In the aquatic area, children under 15 must be accompanied by an adult over 18 years of age at all times (at least one adult per every two children under 15). Visitors aged 16 and 17 cannot be in charge of a minor.
- In the aquatic area, children under 18 must be accompanied by an adult aged 18 or over (at least one adult per every two children under the age of 18).
- Persons under 1.30 m in height will have to enter the area wearing inflatable armbands, which can be found at the entrance to the large indoor lagoon.
- (5) The package with dining in the Blu Restaurant includes a 2-hour morning or afternoon admission to Classic access + set menu (1st course + 2nd course + desserts, drinks not included). The children's/junior/Infant set menu includes Main course + dessert (drinks not included). Prices according to the Blu Restaurant calendar, not valid on: 24/12, 25/12 and 31/12/2024 and during closure of Classic access.

### CHILDREN SPA GENERAL TERMS AND CONDITIONS (floor 1)

- (4) The Classic access Infant admission only permits access to the Children Spa for a maximum period of 3 hours.
- Only children aged 3 to 8 are permitted. Children will be monitored by qualified supervisors while their parents enjoy the other aquatic facilities.
- Only 3- and 4-year-old can access the Children Spa area; from age 5 and upwards, children will have access to all the Classic access facilities.
- Admissions: 1 adult per every 2 children. Minimum height to access: 95 cm.
- A Passport, ID or family record book must be shown to prove the ages of all children.

### PLUS ACCESS GENERAL TERMS AND CONDITIONS (floor 1)

- Admissions from 12 years old. It is necessary to present a document proving age.
- Access for Classic access customers with admission + a massage reservation of at least 20 minutes or promotions which include it.

### ESSENTIAL ACCESS GENERAL TERMS AND CONDITIONS (FLOOR 1)

- Access is not permitted to minors under the age of 16. Minors under the age of 18 must be accompanied by an adult over the age of 18. Proof of age must be provided for minors between the ages of 5 and 18. Includes access to the spa facilities that remain open during the closure of the Classic and Plus facilities, rental of bathing gear (towel, bathrobe and flip flops), and admission to activities and workshops.
- (6) Morning, afternoon, and night admission for Essential Access allows a maximum stay of 3 hours.
- (7) Essential night + cocktail admission is valid for the last three hours of opening every Friday and Saturday.
- (8) 3-hour admission + massage: the guest can stay in the centre for a maximum of 4 hours, including the duration of the treatment.

### PREMIUM ACCESS GENERAL TERMS AND CONDITIONS (floor 1)

- Prices according to the Blu Restaurant calendar, not valid on: 24/12 and 31/12 during evening service, all day on 25/12, and admission for those aged 16 or over. Children under 18 must be accompanied by an adult over 18. Proof of age must be shown for children under 18. All admissions to Premium access include the following services: access to all thermal facilities in Premium access, Classic access and Plus access; loan of swimwear: towel, robe and flip flops; and access to activities and workshops.
- Morning, afternoon, and night admission for Premium Access allows a maximum stay of 4 hours.
- (9) Morning admissions are valid from 10 a.m. to 14.45 p.m.
- (10) Premium access afternoon admission is valid between 3.00 p.m. and 7.45 p.m. on days when the centre closes at 11.59 p.m. On days when the centre closes at 10.00 p.m., it is valid from 3.00 p.m. until closing time.
- (11) Premium access night admission + cocktail is valid from 7.30 p.m. on days when the centre closes at 11.59 p.m.

- Multi-day passes are personal and non-transferable.
- (12) 4-hour admission + massage: the guest can stay in the centre for a maximum of 5 hours, including the duration of the treatment.
- (13) The package that includes food at the Blu Restaurant includes 3 hours of admission to the Premium Access facilities at any time of the day and a set menu (first course, second course and dessert; drinks not included). Prices according to the calendar of Blu Restaurant, not valid on: 24/12 and 31/12 during evening service, all day on 25/12 and during the closure of the Classic and Premium Access facilities.

### USE OF THE FACILITIES AND ADMISSION

- \* Showering with soap, and tying up hair before entering the spa is compulsory.
- \* It is totally forbidden to run in the centre; jump into pools and/or dive into the water.
- \* Use the ladders to enter and exit the lagoons and thermal baths.
- \* Enter with open wounds, casts or bandages are not allowed to enter the spa.
- \* Swimwear made from special waterproof fabric is allowed. Outdoor flip-flops may not be worn.

### THERMAL SPA GENERAL TERMS AND CONDITIONS

All published prices include indirect taxes. Caldea reserves the right to modify the general terms and conditions of sale, the rates and the calendar without prior notice. Payment methods: show original voucher for exclusive admission to Caldea and pay according to the contract. If no contract is in place, payment must be made in advance at least 2 business days prior to arrival. For further information, contact the Booking Office. All reservations need to be made directly through our website [www.caldea.com](http://www.caldea.com) or through Caldea's Booking Office.

### FURTHER INFORMATION:

When the spa is open with the minimum guaranteed services and the majority of facilities in operation, customers may choose to enter the spa without being entitled to any compensation, or they may change the date and time of their admission. Under no circumstances shall compensation be paid for services external to Caldea.

The company reserves the right to adjust rates and the schedule with 10 days' notice.

## TERMS AND CONDITIONS OF SALE

### Charging of rates, payments and commissions

#### Charging of rates

All published prices include indirect taxes. Caldea's retail prices shall not be less than those in the Sales Guide, unless related to an offer or package previously authorised by the Commercial Department. Caldea reserves the right not to offer the contracted services in the event that the rates of the centres are used outside of their strict field of application. Repeated failure to respect the charging conditions of the Caldea rates may result in the revision of the commissions and even the termination of the collaboration agreement.

#### Payment method and commissions

Travel agencies with an agreement: commission and payment method will be as per the agreement.  
Travel agencies with no agreement: payment for reservations will be made with a pre-payment upon confirmation of the reservation.

## VOUCHERS

### Issuing of vouchers

Vouchers shall be completed clearly and must be original copies and exclusive to Caldea, specifying the service and the product code as well as Caldea's locator and the issuing agency. Caldea reserves the right not to offer the specified services for vouchers which do not comply with the conditions. Copies or photocopies of the vouchers will not be accepted. Caldea will not accept incorrectly completed vouchers which do not comply with the conditions or in which relevant information regarding the person or persons making and paying for the reservation is missing. If this is the case, customers will be able to receive the services, however they will have to pay the amount directly to Caldea, and the issuer will lose the right to the corresponding commission.

### Modification of vouchers

Caldea will not increase the number of people that a voucher applies to without written authorisation from the issuing agency. In the event that Caldea is unable to obtain such authorisation, customers will have to pay the price of the service directly to Caldea and the issuer will have no right to a commission. Moreover, Caldea will not accept a modified voucher without the corresponding written authorisation from the issuer.

### Vouchers for several services

In the event that a customer is entitled to two or more different services (admissions, restaurant, etc.) or services for various days, a single voucher will be issued with the corresponding locator number.

### Vouchers not in accordance with a previous reservation

In cases when the voucher indicates services and fees different to those listed in the reservation request from the travel agency, the services and fees on the reservation order shall prevail.

### Customers without a voucher

When a customer arrives without a voucher, the following scenarios may occur:

# PROFESSIONALS CALDEA CONDITIONS



- a) Reservation made by an agency with an agreement through our website: customers will receive the services, upon presentation of personal identification, and the agency will be responsible for the invoicing of said services without the need for the physical voucher. The agency with the agreement will be responsible for all reservations made through our website.
- b) Reservation made by an agency with an agreement through the issuance of listings: customers will receive the services, upon presentation of personal identification, and the agency will be responsible for the invoicing of said services without the need for the physical voucher. The agency with the agreement will be responsible for all reservations, services and fees specified in the lists.
- c) Reservation made through Caldea's Reservation Centre: customers will receive the services, upon presentation of personal identification, and the agency will be responsible for the invoicing of said services in accordance with the initial order sent to the Reservation Centre. A copy shall be included for invoicing. The agency with the agreement will be responsible for all reservations, services and rates confirmed through the Reservation Centre.
- d) Customers with no reservation: customers shall pay directly at reception for any services.

## CANCELLATION AND NO-SHOW CHARGES

All cancellations will be notified to Caldea's Reservation Centre via email and this will be subsequently confirmed for validation. These conditions shall apply to all services previously reserved for Caldea.

### No-show due to force majeure

Caldea shall not be responsible for any alteration, cancellation or modification of reservations or for any loss or damage incurred due to a breach of the obligations of the service provider towards the customer when said breach results from circumstances of force majeure. For information purposes, these circumstances include, but are not limited to: war, revolutions, terrorist attacks, border closures, epidemics, natural disasters, or any other circumstance which may severely affect both parties, as well as any other unexpected circumstance which are beyond the control of Caldea.

## CANCELLATION AND NO-SHOW CHARGES TABLE

INDIVIDUAL	ADMISSIONS	TREATMENTS	RESTAURANT	EXTERNAL SERVICES
Up to 72 hours to date of the first service	*No cancellation fees, except for non-refundable services			As per the product specifications sheet
No-show and cancellations less than 72 hours in advance*	100%	100%	100%	100%

GROUPS	ADMISSIONS	TREATMENTS	RESTAURANT	EXTERNAL SERVICES
Less than 7 days' notice	10%	50%	50%	As per the conditions specified for the group's reservation
No-show and cancellations less than 72 hours in advance*	100%	100%	100%	100%

\*After these 72 hours, cancellations will not be accepted but modifications will be accepted within the same season. All reservations that have been modified once and are open will not be canceled.

## BOOKING PROCESS

### INDIVIDUAL CUSTOMER RESERVATIONS

Caldea provides four reservation options:

\* Directly through the website [booking.caldea.com](http://booking.caldea.com): this method is exclusively reserved for professional clients who have entered into an agreement with Caldea. Online reservation in real time.

\* Integration via XML. Request the technical documentation for the integration from the Sales Department.

\* Directly through the Caldea Reservation Centre. Reservations must be made in writing (via email at least 48 hours in advance), specifying the expected time and date of check-in. Caldea's Reservation Centre will confirm the reservation by email and will provide the locator which must be indicated on the voucher the client will submit.

\* Issuance of lists sent directly to the Reservation Centre on a daily/weekly basis. This list must specify: the customer name, day, time, service, rate code, customer locator and number of people. In this case, the reservations will not be confirmed but directly recorded on the system.

### BOOKING OF ALL SERVICES (ADMISSION, MESSAGES AND DINING).

Reservation is compulsory through one of the four options mentioned in the first section. Absolute punctuality is requested.

Caldea reserves the right to refuse admission in cases where the established schedules are not respected.

### GROUP RESERVATIONS

Bookings must be made in advance through Caldea's Booking Office. Regardless of the type of group, reservations must always be made in writing by sending an email to [grups@caldea.com](mailto:grups@caldea.com) with the following information: the desired service, day, time and number of people.

The group booking can be considered confirmed once confirmation has been received from Caldea's Booking Office.

Group rates will not be applied to groups who have purchased admission individually or to groups who combine multiple individual vouchers.

The customer/group agrees to respect the fixed time for entering the centre. Caldea reserves the right to refuse admission in cases where the established schedules are not respected. Caldea will make a reservation for the number of people confirmed at the time of making the reservation. Any changes to this number must be communicated in writing at least 48 hours in advance.

### GROUPS WITH CATERING AND MESSAGES

If the group arrives at Caldea with fewer people than expected and without prior notice, customers will be required to pay the total amount for the reservation

## INFORMATION AND RESERVATIONS

### CALDEA

Parc de la Mola, 10  
AD700 Escaldes-Engordany  
Principality of Andorra  
[Booking.caldea.com](http://Booking.caldea.com)

### Caldea Booking Service

Phone: (+376) 800 995  
Individuals: [bookingprof@caldea.com](mailto:bookingprof@caldea.com)  
Groups: [grups@caldea.com](mailto:grups@caldea.com)

### Caldea Sales Department

Andorra: (+376) 804 997  
[comercial@caldea.com](mailto:comercial@caldea.com)