"AN OASIS OF HOLISTIC
THERAPIES FOR THE SPIRIT,
MIND, AND BODY, TIERRA
SANTA HEALING HOUSE BLENDS
ANCIENT HEALING RITUALS
FROM AROUND THE WORLD
TO AWAKEN CONSCIOUSNESS
AND RESTORE WELLBEING."

- ALAN FAENA

Regarded as the spiritual heart of Faena Hotel Miami Beach, Tierra Santa Healing House is a holistic sanctuary dedicated to the art of living well. Taking its name from Alan Faena's idyllic Punta del Este estate meaning "holy ground," every detail of the oceanfront spa is crafted for rejuvenation, meditation and contemplation.

The Tierra Santa journey cultivates transformative healing by combining indigenous ingredients, energetic practices and state-of-the-art technology with a jasmine-infused hammam, marble Wet Spa and a menu of South American body therapies inspired by shamanic wisdom. Our team of experts, well-versed in modern and alternative medicine, deliver unparalleled healing treatments that restore vitality and elevate the spirit.





A JOURNEY THROUGH OUR HEALING HOUSE

Step into a space filled with vibrant color, soothing scents and a stillness that penetrates the depths of your being. Soft-spoken guides usher you through each phase of your healing journey, commencing with sweeping ocean vistas, freshly-brewed Tierra Santa tea and the cleansing aroma of Palo Santo. Our purifying Wet Spa is a temple of water and heat that detoxifies the spirit, mind and body, preparing each guest for a range of health-giving rituals and therapies.



THE WET SPA

BEFORE YOUR TREATMENT, ENJOY THE WET SPA

Our approach to healing is very simple. We use an exclusive hand-blended, plant-based range of Tierra Santa muds, scrubs and essential oils inspired by generations of shamanic wisdom in South America. These homeopathic ingredients are activated by heat and steam, resulting in profound physical, mental and spiritual purification and restoration.

1. STAGING AREA

After a warm welcome, we will prepare you for the spa journey. Hang your robe, collect a *peshtamal* towel and slice slivers of handmade soap into a copper bowl. Settle your mind with deep cleansing breaths and you're ready to begin. We encourage you to use sandals during the wet spa experience.

2. WATERFALL

Every guest's journey starts and ends in the Waterfall, a shower that prepares the body for heat therapy, and provide final cooling and cleansing before departure.

3. HAMMAM

A time-honored cleansing ritual featuring a heated hexagonal *gobek tasi* made of Amazonite stone where scrub treatments are performed by intuitive therapists. Destress while inhaling jasmine-infused steam and relax as the stone's warmth soothes sore muscles and joints, easing all tension.

4. HERBAL STEAM ROOM

The hottest room in the facility supports advanced detoxification and cleansing. The calming aroma of eucalyptus is released to purify the respiratory system, deeply cleansing the nasal passages and lungs to promote ultimate relaxation.

5. WET SCRUB

This space offers specialized hydrotherapy treatments and traditional body scrubs featuring state-of-the-art technology (additional charges apply).

6. SAUNA

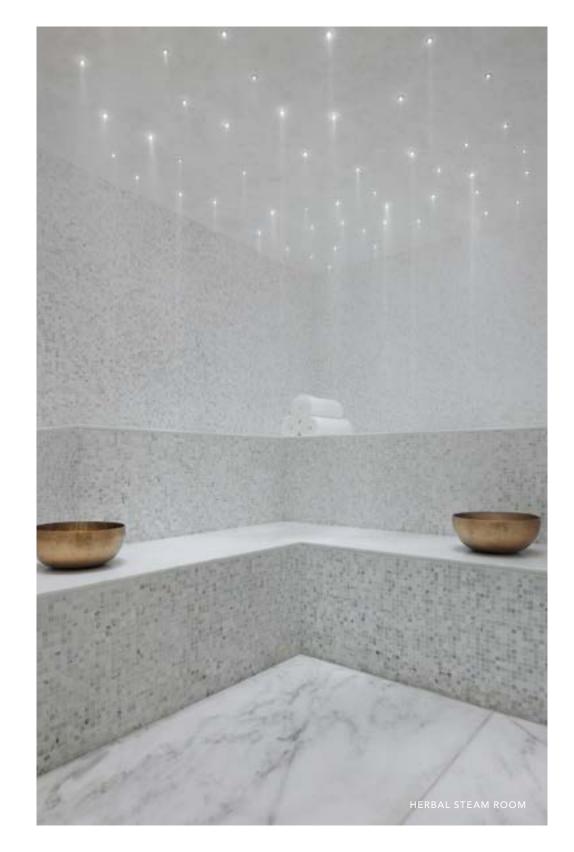
An age-old Scandinavian heat therapy with revitalizing wild orange essential oil. Multi-tiered, beautifully-curved seating is handcrafted from African Obeche and the walls are made from Canadian Hemlock, enveloping you in comforting warmth.

7. ICE PARLOR

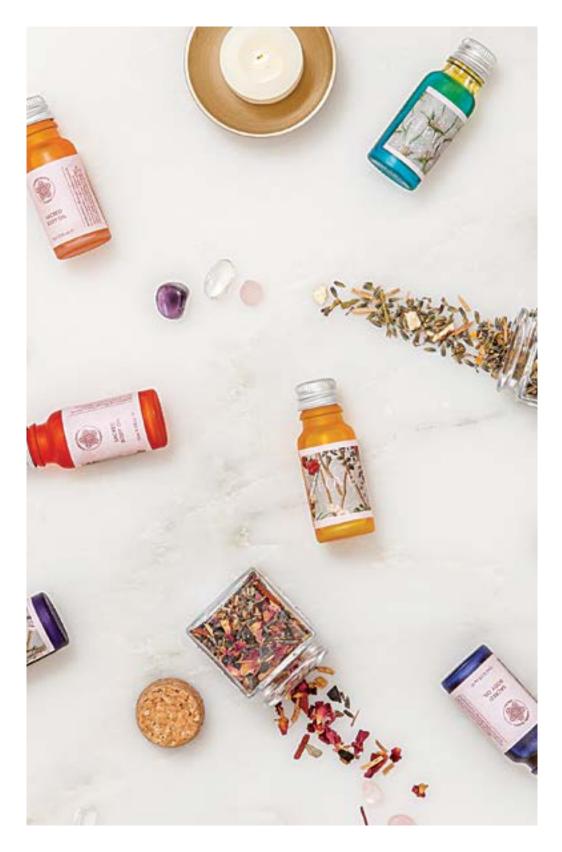
The marble two-seat Ice Parlor cools the body using a combination of ice and air. The interplay of hot and cold on the skin widens the arteries and stimulates blood flow and the metabolic system, which helps strengthen the immune system.

8. TEPIDARIUM

Recline on heated stone beds heated to body temperature comforts and relaxes as you lie back and sip on our refreshing Tierra Santa tea.







THE BODY RITUALS

PURIFYING BODY RITUALS AT THE WET SPA

BATHING RITUAL

We invite you to create a customized "do-it-yourself" ritual that matches your mood. Lather up with a choice of Tierra Santa scrubs, muds, butters and oils available at reception to use throughout your Wet Spa experience. Choose one from each category and enjoy the therapeutic benefits of each healing ingredient:

- · PURIFYING SCRUBS: Choice of Verbena, Sandalwood, and Palo Santo.
- · HEALING CLAYS: Choice of calendula and bentonite clay or an aloe vera calming mask.
- · NOURISHING OILS AND BUTTERS: Choice of sandalwood, lavender, eucalyptus oil, or verbena.

HAMMAM ROSE RITUAL

(50 / 110 minutes)
Unique to Tierra Santa, the private
Hammam Rose Ritual is a purifying
body treatment. Begin your journey
with a personalized cleansing ritual on a
rose quartz-infused marble slab, where
your therapist will prepare the body
using a Palo Santo scrub. A restorative
mask of volcanic clay and calendula

using a Palo Santo scrub. A restorative mask of volcanic clay and calendula nourishes and remineralizes your skin. Relax with the aromatherapeutic benefits of jasmine-scented steam while the Ritual concludes with a calming body massage using precious rose oil from our Sacred Collection.

THE RELAXATION ROOM

TAP INTO SACRED STILLNESS

Each treatment commences and concludes in our serene Relaxation Room designed as an escape to unwind and rejuvenate. This soothing space features overstuffed sofas that cocoon the body, soft lighting, curative music, bespoke herbal teas and a selection of vegan nibbles.



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UNIQUE HEALING ARTS

Our Unique Healing Arts body rituals offer an immersive introduction to shaman-inspired therapies, Pranic Healing and massage arts. Each Healing Art treatment is performed with our own organic hand-blended range of Sacred Oils, butters, resins, healing stones and poultices. Traditional curative practices are combined with indigenous ingredients ethically sourced from South America. Every treatment is an opportunity to improve your health and transform your life through the therapeutic power of touch, sound, color, taste and scent.



PRANIC HEALING, PALO SANTO & SOUND BOWLS

(60 minutes)

Pranic Healing is a system of energy medicine used to harmonize, balance and transform the body's energy processes to restore physical, mental and emotional health performed by certified practitioners. This three-part energetic purification ritual begins with a thorough cleansing and balancing of the chakras. The body is further purified with the gentle uplifting aroma of Palo Santo smoke, a sacred tree from the east coast of South America known for its mystical healing properties. To finish the treatment, sound bowls are used to quiet the mind through vibrational sound harmonics that synchronize brainwave frequencies.

SACRED CONNECTION RITUAL

(50 / 80 minutes)

Two therapists connect to and harmonize the body's energy flow to alleviate physical and mental tension. Using our sacred oils, with ingredients sourced from South America, four hands work in harmony to perform a full-body massage that relieves tight muscles and releases energetic blocks. A relaxing face massage is then performed with an application of healing Calendula moisturizer. Our singing bowls enhance the treatment's therapeutic effects through specific rhythmic vibrations that relieve stress and improve clarity, vitality and intuition.

TREE OF LIFE VIBRATIONS

(110 minutes)

A Tierra Santa signature treatment, this natureinspired therapy draws on ancient healing traditions practiced for generations. The treatment commences by selecting a fragrant essential oil used for aromatherapy. As the body rests on a heated bed, a combination of Sacred Oils are poured on tension points along the spine. A hot stone massage is then applied to the body's symbolic "Tree of Life:" starting at the lower back—the roots, along either side of the spine—the trunk, and into the upper shoulders and neck—the branches. Sound enhances the therapeutic effect of this transformative treatment. Nepalese singing bowls handmade from seven different metals are used to gently warm and soothe the lower back, slowly diffusing its vibrations to release deepseated tension in the body. There is an option of extending the sound therapy to each of the main chakras. Please consult your therapist for details.

MASSAGE THERAPY AND BODYWORK

SPA SUITE

TIERRA SANTA DEEP TISSUE

(80 minutes)

Highly recommended for men and athletes. A deep tissue, energy-balancing massage using warm essential oils to ease aches and pain. Applied by our therapists with deep pressure to specific trigger points, unblocking stagnant energy.

MASAJE DE COCO

(50 / 80 minutes)

Ideal for expecting mothers. This deeply nourishing and relaxing massage uses virgin coconut oil, revered as the 'Oil of Life' in South America for its curative and regenerating properties During the 80-minute treatment, specific areas of tension are soothed away with the application of warm shaved-coconut compresses.

MASAJE CON FLOR BLANCA

(80 minutes

Incorporating orange blossom essential oil, a tonic used for hundreds of years to induce bliss, calm the nerves and increase blood flow, this massage is applied with smooth volcanic lava rocks that have been heated to penetrate the oil deep into the body. It is a perfect accompaniment to any detox therapy that helps release muscle tension and stimulate lymphatic drainage.

VERBENA DETOX

(80 minutes)

A customized healing ritual that includes dry brush and verbena exfoliation to remove toxins physically and energetically due to the superior benefits of the plant. It is followed by the application of a detoxifying seaweed body wrap and scalp massage. Organic ingredients are used to protect, cleanse and nourish the skin. After the mask is removed with heated aromatic towels, the application of verbena balm and essential oils from our Sacred Oil Collection act as a powerful destressing agent and has an uplifting effect.

BODY REMODELING

(80 minutes)

A hydrating and dermo-protective slimming massage using Biologique Recherche products to firm and tone loose tissues, eliminate dead skin cells and sculpt the body. Ideal after a weight management program.

Enjoy the ultimate spa experience with exclusive Tierra Santa private oceanfront Spa Suites. This indulgent escape allows you to relax and unwind in private spa surroundings with an indoor soaking tub and a secluded balcony overlooking the ocean. Guests have the option to choose their treatments from any of our Unique Healing Arts, Massage Therapies, Body Work or Hammam Rituals or the following specialty couples treatments. Spa Suite reservations are custom priced according to time and experience. Please consult your Spa Concierge for more information.

THE ART OF LOVE

(6 hours)

Begin your retreat with a customized healing ritual that includes a warm singing bowl used to gently soothe the lower back and treat the main chakras, slowly diffusing its vibrations to release tension throughout every inch of the body. A dry body brush and an aloe vera exfoliation remove old cells, preparing the skin for the calming effects of a lavender-infused bath. The ritual concludes with a relaxing body massage using hand-blended oils from our Sacred Collection. Couples are then served an organic spa lunch on the suite's private terrace. The rest of the afternoon is dedicated to Faena's signature two-hour facial, which leaves the skin refreshed and glowing. Additional time is reserved at the end of the treatment for relaxation. Couples also enjoy a bottle of Champagne and house-made nibbles prepared by our world-renowned chef.

COUPLES BATH RITUAL

(4 hours)

The ritual starts with singing bowls placed along the main chakras. Palo Santo is burned to help remove impurities from the energetic body and a dry brush prepares the skin for a hyperhydrating treatment with Naturopathica's organic and natural products. After luxuriating in the deep soaking tub, enjoy a warm, mineralrich seaweed wrap, lymphatic drainage facial and a relaxing body massage using sea fennel wax to deeply moisturize the skin, leaving it smooth and radiant. Additional time is reserved at the end of the treatment for relaxation. Couples also enjoy a bottle of Champagne and house-made nibbles prepared by our world-renowned chef.

IN-ROOM SPA EXPERIENCES

Available exclusively to guests of Faena Hotel Miami Beach.

TIERRA SANTA IN-ROOM WELCOME RITUAL

(30 minutes)

Begin your stay with a Tierra Santa healing ritual that includes a singing bowl and Palo Santo smoke to cleanse and elevate the vibration of the room. Relax and soak your feet in warm water before enjoying a refreshing mint exfoliating foot scrub followed by a soothing foot massage with verbena balm to nurture tired feet and lift the spirit.

IN-ROOM MASSAGE & BODY WORK

(50/80 minutes)

Our therapists can offer one of our massage or bodywork rituals in the comfort of your guest room or on your oceanview balcony. Please contact the Spa Concierge for more information and pricing.

UPGRADE YOUR EXPERIENCE

Add on extra time to enhance any body treatment.

HEALING SOUND BOWL VIBRATION

(15 minutes)

Our singing bowls enhance the treatment's therapeutic effects through specific rhythmic vibrations that relieve stress and improve clarity, vitality and intuition.

CHAKRAS HARMONIZATION

(15 minutes)

Balance and transform the body's energy processes to restore physical, mental and emotional health.

DRY BRUSH EXFOLIATION

(15 minutes)

Enjoy a refreshing back exfoliation prior to any massage to instantly soften, smooth and revitalize your skin.

PRODIGIO HAIR TREATMENT AND SCALP MASSAGE

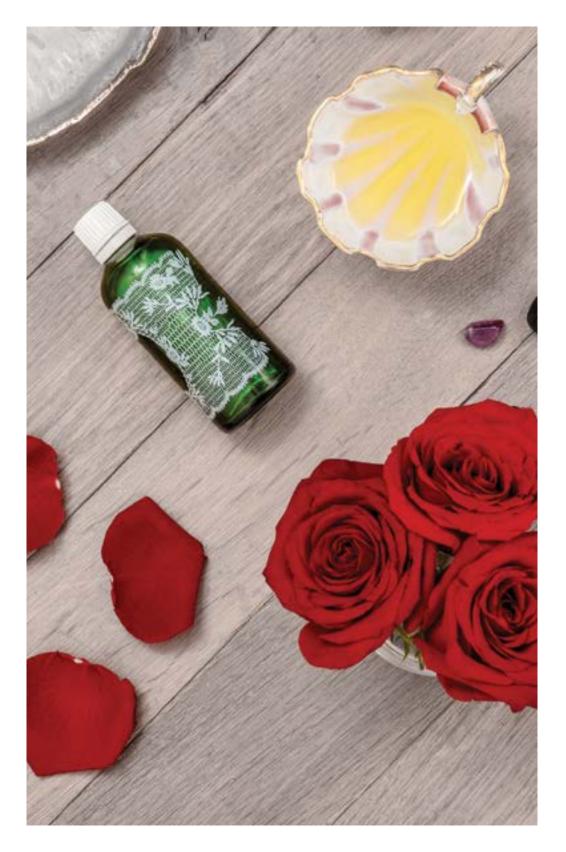
(15 minutes)

A powerful Rossano Ferretti reconstructing treatment for the hair cuticles that leaves the hair shiny and healthy.

FOOT MASSAGE

(20 minutes)

A Tierra Santa Foot Massage helps relieve stress while stimulating the body's natural reflexes and improving organ and glandular function. Mint essential oil and verbena balm aid circulation and refresh the feet. Our Foot Massage is an ideal add-on to any of our massage or body treatments.



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ADVANCED BEAUTY & FACIALS

At Tierra Santa Healing House, our rigorous approach to beauty spans from head-to-toe. Choose from an array of advanced beauty, skincare and facial treatments from highly-trained estheticians and leading industry experts. The spa is outfitted with state-of-the-art technology and uses trusted brands such as Biologique Recherche.

BIOLOGIQUE RECHERCHE

Biologique Recherche has a reputation for astounding effectiveness based on a clinical approach to beauty care using pure, concentrated raw ingredients, as well as innovative and meticulous protocols and procedures. Each treatment is highly personalized to achieve immediate and long-lasting results. Experience why this French skincare and body care range has achieved a cult following worldwide.

LE SOIN VIP 02

(50 / 80 minutes)

An oxygenating and balancing ritual for all skin types that promotes the absorption of Biologique Recherche's active ingredients. Cleanses, smooths and hydrates the skin leaving it renewed and glowing.

LE SOIN EQUILIBRANT

(50 minutes)

Triple action treatment that eliminates impurities, regulates excess oil and unifies the tone of the skin. Increases the skin's natural protection against external agents. Ideal for men.

TRIPLE-LIFT ADVANCED FACIAL

(110 minutes)

The ultimate resculpting treatment that combines two exfoliating, reconditioning and face-lifting boosters with the use of the Remodeling Face* machine. A complete treatment to redefine and plump facial volume.

SOIN MICRO-STIMULATION

(80 minutes)

An intensive treatment that helps fight against signs of premature skin aging. A blend of active serums and the Micro-Puncture Lab© combine to stimulate collagen production for immediately visible results. The epidermis is plumped and revitalized.

BODY REMODELING

(80 minutes)

A hydrating and dermo-protective slimming massage to firm and tone loose tissues, eliminate dead skin cells and sculpt the body. Ideal after a weight management program.

OUR ORGANIC LINES

We use Natural therapies that combine pure, organic ingredients and a conscious process to maintain healthy skin and help the mind and spirit flourish.

HYPER-CUSTOMIZED FACIAL

(50 / 80 minutes)

Ideal for men, teens and expecting mothers. This treatment begins with a deep cleanse using steam, essential oils and extractions (if needed). Warm aromatic towels and lymphatic drainage continue to prepare the skin for a balancing mask that reduces congestion and stimulates collagen. A hydrating face cream and targeted serums will finalize the treatment with a gentle massage leaving a freshness to the skin.

ROSSANO FERRETTI HAIR SPA

Merging his passions for art, architecture, fashion and design, Rossano Ferretti and his salons blend refined elements to offer guests a highly cultivated experience. Rossano Ferretti's revolutionary signature approach—"The Method," created with the help of his sister, Lorenza Ferretti—focuses on the natural fall of the hair and is considered one of most significant innovations in hairstyling in the past 40 years. The Method allows the stylist to enhance individual beauty by customizing the haircut according to the specific hair type and characteristics of each client.

STYLING

Haircut for Women Haircut for Men Blow-Dry Up-Do Color Highlights Gloss Olaplex

ROSSANO FERRETTI TREATMENTS

Nano Keratina Hair Botox Hair Extensions by Consultation Makeup Application by Consultation

NAIL STUDIO

Offering more than just a regular manicure and pedicure, our nail studio serves up the latest trends in nail art, hand treatments and waxing services. Book one of our bespoke experiences while you leaf through the latest magazines or art books.

TIERRA SANTA MANICURE (60 minutes)
TIERRA SANTA PEDICURE (75 minutes)
MANICURE (30 minutes)
PEDICURE (45 minutes)
GEL MANICURE (50 minutes)
GEL PEDICURE (60 minutes)



WELLNESS & MOVEMENT

The Tierra Santa fitness facility blends sophisticated training and smart technology in the purest and simplest of settings. Each day, our team of experts opens the door to a new beginning, an opportunity to change your life, improve your health and enhance your body.

Certain services are performed by third party providers.
These service providers and all of their employees are independent contractors, not employed by, or in any joint venture with, Faena Hotels & Residences, LLC, Faena Hotel Miami Beach or the Tierra Santa Healing House Spa. The availability of the Services does not constitute an endorsement or recommendation of the Provider and/or Services, nor is it a warranty or guarantee as to any Service to be provided by the Provider or its employees.



TIERRA SANTA FITNESS STUDIO

Our oceanfront fitness facility offers state-oftheart Technogym equipment for a range of cardiovascular and weight training options. The Fitness Studio is open to hotel guests of Faena Hotel and Casa Faena, as well as Tierra Santa Day Spa and Sports Therapy guests.

PERSONAL TRAINING

Our team of personal trainers are experts in strength and conditioning, life coaching and nutrition, offering a complete and effective training system. Instructors motivate guests to reach their goals and inspire lifestyle choices through bespoke exercise programs. Training can take place in our Fitness Study, on the deck or on Miami Beach. Customize your training program to the categories listed below:

- Fat loss
- · Weight loss/gain
- · Strength and conditioning
- · Sports specific training
- Injury rehabilitation
- Toning

TIERRA SANTA MOVEMENT STUDIO

The Tierra Santa Movement Studio is dedicated to yoga, tai-chi, meditation and spa workshops. The south-facing rooms are filled with warm golden light from sunrise to sunset, offering a sacred space for spiritual connection.

GROUP YOGA

The highly regarded Miami Life Center practices the ancient tradition of Ashtanga Yoga. Tierra Santa Spa Director Agustina Caminos facilitates Hatha Yoga and meditation classes incorporating wisdom learned from generations of yogis in her family. The purpose of yoga is to challenge the body and mind to achieve a higher state of being. Through work and commitment, yoga will help you cultivate mindfulness, peace and happiness, and enjoy a greater sense of connection to yourself and others.

PRIVATE YOGA

Our team of expert yoga practitioners offers a range of one-on-one yoga classes from novice to intense power flows.

TWIN HEARTS MEDITATION

(60 minutes)

The guided Twin Hearts Meditation introduces meditators to the work of Master Choa Kok Sui, the founder of Pranic Healing and Arhatic Yoga. It is an ancient meditation that focuses on activating the heart and crown chakras as a bridge to illumination. This meditation helps foster a greater sense of calm, stillness, intuition and wellbeing.

TIERRA SANTA WELLNESS COLLABORATORS



AGUSTINA CAMINOS

The Wellness Director for Faena Group and Spa Director at Faena Hotel Miami Beach, Agustina is a Pranic Healing instructor, therapist and spiritual guide, as well as a professor of yoga and alternative medicine practitioner. A graduate of the Institute of Inner Studies in the Philippines, she comes from a family of yogis and has absorbed knowledge of different modalities and healing approaches since childhood.



CARLOS GOMEZ

Carlos has been studying holistic medicine, as well as preserving and teaching the indigenous curative methods of Latin America, for over 30 years. In addition to providing guidance on products and ingredients used in Tierra Santa, Carlos helped create the spa's unique healing therapies and pre-treatment cleansing rituals that use sound, vibration and copal incense to purify the mind, body and soul..



DR. JUAN RIVERA

Guests looking to enhance their health will have access to a preventive medicine program led by Dr. Rivera, a Johns Hopkins-trained internist and cardiologist who has a prestigious concierge medical practice in Miami Beach. He is the Director of Cardiology Prevention Education at Mount Sinai Hospital and an assistant professor of medicine at Columbia University in New York. Dr. Rivera is also a recognized author and speaker on the prevention of cardiovascular diseases.



DR. ROBERTA DEL CAMPO M.D.

Dr. Del Campo is a nationally recognized, board-certified dermatologist who specializes in aesthetics. She is known for her artistic eye and natural ability to sculpt and shape. She completed her dermatology residency and cosmetic dermatology and laser fellowship at the University of Michigan, one of the top programs in the country, before founding her highly regarded private practice, South Beach Dermatology. In addition, Dr. Del Campo is a sought-after physician trainer and consultant for aesthetic companies worldwide.



DR. MATHEW COOPER

A licensed digestive health specialist and trained enzyme therapist from the Food Enzyme Institute, Dr. Cooper—better known as Dr. Enzyme—has helped countless people restore their gastrointestinal health. By optimizing digestion through extensive diagnostic studies, he helps patients lose weight and eliminate or prevent symptoms like stomach pain, reflux, heartburn, irritable bowel, bloating, sleep disorders, anxiety, fatigue, fibromyalgia, and more. He also offers lymphatic drainage, chiropractic and physical therapy services, and an intense detoxification program.



MIAMI LIFE CENTER

The prestigious Miami Life Center practices the ancient tradition of Ashtanga Yoga as it has been taught in India for centuries. Tim Feldmann and Kino MacGregor's humorous, straightforward yet profound teaching style makes them cherished professors whose global following has led them to travel extensively throughout Asia, Australia, Europe and the Americas sharing their practice.



KEVIN MILLS

A board-certified specialist in orthopedics (OCS), Dr. Mills graduated with honors from University of Miami's Doctor of Physical Therapy Program. He serves as a faculty member at UM's Orthopedic Physical Therapy Residency Program that specializes in primary care, manual therapy, advanced sport rehabilitation, and the treatment of chronic pain. Dr. Mills is a partner at USA Sports Therapy, practicing at Faena and Fisher Island. He is certified in many advanced physical therapy and manual therapy techniques, and is a certified strength and conditioning specialist.



JARRED MAIT

Dr. Jarred Mait is a holistic physician licensed in general medicine with degrees from the University of Miami and Washington University in St. Louis. He's dedicated his life to serving others as a Medical Doctor and transformed the way in which people view their health and wellness. In 2015, Dr. Mait blended his nine years of medical training, yoga, nutrition, functional medicine and life experiences to create a new blend of medicine available through his private practice, Pulse & Remedy, which provides patients with general medical services in addition to holistic and alternative treatments.









HOW TO SPA AT TIERRA SANTA

OPENING HOURS

Spa Hours: 9:00am-9:00pm Fitness Studio Hours: 6:00am-9:00pm

ARRIVAL TIME

You are encouraged to arrive 60 minutes prior to your appointment in order to change, relax and enjoy the spa facilities. Please be advised that late arrivals will result in the reduction of treatment time. We invite hotel guests to arrive wearing the robe and slippers provided in their hotel rooms. Valuables should be left in the in-room safe.

WET SPA

Faena Hotel Miami Beach guests are welcome to use the Wet Spa complimentary with a prior reservation. Use of the Wet Spa is subject to availability. We encourage you come ready to relax leaving your technology behind and in your bathing suit, slippers and robe. Bathing suits are required as this area is co-ed.

SCHEDULING AN APPOINTMENT

To schedule a spa treatment, please contact our specialists at Spa Reception who will assist you in choosing a therapy suitable to your needs. Hotel guests can dial 4370 on the in-room telephone or scroll to the Spa button on the in-room iPad. From outside the hotel, please call +1 786 655 5570 to ensure that your preferred time and service is available. For Rossano Ferretti please dial 4385 on the in-room telephone, from outside the hotel +1 786-655-5585. We recommend advanced booking. Treatments of 80 minutes and longer enjoys access to lounge chairs at Faena's beach club, one chair per Tierra Santa guest.

SPA ETIQUETTE

Our spa environment is one of relaxation and tranquility. Please respect a guest's right to privacy and serenity. In light of this, Tierra Santa is a mobile phone- and smoke-free zone. The spa provides towels, slippers, shower caps and other amenities for use during your visit. Minors can enjoy select spa services accompanied by an adult. Inquire for more information at the Spa Reception.

HEALTH CONDITIONS

When making your spa reservation, kindly advise us of any health conditions, allergies or injuries that could affect your service.

CANCELLATION POLICY

A 100% cancellation fee will be incurred for any no-show treatment, and a 50% charge will be applied for any treatment not cancelled at least 4 hours prior to the appointment.

PRICES

All prices are subject to sales tax and an automatic 20% service charge. Prices are subject to change without prior notice.

THIRD PARTY SERVICE PROVIDERS

Certain services within this spa brochure are performed and provided by third parties. These service providers and all of their employees are considered independent contractors, not employed by, or in any joint venture with, Faena Hotels & Residences, LLC, Faena Hotel Miami Beach or the Tierra Santa Healing House Spa. The availability of the Services does not constitute an endorsement or recommendation of the Provider and/or Services, nor is it a warranty or guarantee as to any Service to be provided by the Provider or its employees.

