

## Terms and Conditions

### The May and June package includes

- 3 days and 2 nights in a double occupancy room in Tortuguero.
- 1 night free lodging in Tortuguero at Manatus Hotel.
- All meals in our Restaurant.
- Excursions to the town and water channels with tour guide
- All taxes.

### Not included on the package:

- Ground Transfer: San José - (Pavona / Caño Blanco) - San José
- Boat transfer: (Pavona / Caño Blanco) - Tortuguero - (Pavona / Caño Blanco)
- Breakfast at the begin and lunch at the return.
- Alcoholic beverages, sodas, bottled water.
- Entrance to the Museum of Turtle USD \$20 per pax (Subject to change)
- Entrance to National Park USD \$15 per pax (Subject to change)
- Nightly turtle nesting tour (Jul-Oct) USD \$35 por pax (Subject to change)

### General Conditions

- Check in at 12:00 MD - Check out: 09:00 am.
- Maximum luggage weight permitted: 10kg =25 Lbs per person.
- We do not admit groups greater than 6 rooms - only upon request
- No Pets admitted - of any type
- Prices ay US Dollars per person
- Include taxes, food and transportation from San José

### Children Policies

Given the characteristics of the hotel, the atmosphere of privacy and tranquility that we want to provide our guests, the hotel has taken the decision to allow only children older than 3 years old. They will pay full adult rates

### Policies of Payment for FIT's and Groups

The entire reservation must be paid 30 days before the date of entry to the hotel.

## Bank Accounts for Payments

Bank Account in dollars U.S. \$ at the BAC de San Jose (BAC) # 90 58 87 964 under the name of: La Casa Del Manatí S.A. Please send copy of deposit by fax to the number 00(506) - 2239 - 4857

## Cancellation Policies for Groups.

For purposes of this policy it will be understood as a "group" the bookings of 3 or more rooms for the same dates.

Groups requiring more than 6 rooms are not admitted. Cancellations of reserved groups will have the following penalties: The days are counted as days before the check in of the clients.

- Before 60 days - No charges
- 59 to 30 days 10% of the amount of the bookings
- 29 to 15 days 25% of the amount of the bookings
- 14 to 08 days 50% of the amount of the bookings
- Less than 07 days, 100% of the amount of the bookings
- No refunds for "no shows"

## Cancellation Policies for FIT's.

Cancellations of FIT's or individual passengers will have the following penalties:

- Before 30 days – without charges
- 29 to 15 days 10% of the amount of the booking
- 14 to 10 days 25% of the amount of the booking
- 09 to 04 days 50% of the amount of the booking
- Less than 03 days, 100% of the amount of the booking
- No refunds for "no shows"

## Refund policies for reservations cancellations

Regarding the return of money for paid and cancelled reservations, within our policies of cancellation the hotel will refund comprehensive long as do not apply any penalty. Otherwise it will return the remaining balance of the amount paid minus the penalty.

## Terms of payment and reimbursement in case of booking cancellation by the hotel

In case of natural emergencies, strikes, landslides or situations beyond the control of the Hotel and there is no possibility of providing the service both the transportation and accommodation, in which the Hotel is unable to provide the service both transport and accommodation, THE HOTEL, reserves the right to return 70% of the reservation, the remaining 30% of it is to cover operation expenses.

Returns to the agencies shall be made through letters of credit by the amount corresponding to 70% net of booking. If it is a direct booking, the hotel will cover 70% of the reservation in cash within 24 hours.

If for reasons attributable to the HOTEL, this will assume the cost of lodging, meals, transportation and derivatives (OVER A PERIOD OF TIME EQUIVALENT TO THE RESERVATION MADE AT THE HOTEL), until the HOTEL will be able to provide the service booked.