

Booking Terms - Travel Agents

EL REMANSO 2022-2023

BOOKING TERMS & CONDITIONS

- All prices are in US dollars and include lodging, transfers In&Out, internal tours (excepting Waterfall Rappelling and Zip Lining) and taxes (13%).
- All rates are based on adults (>11 years old) sharing a Villa, Bungalow or Room.
- The price of the accommodation includes 3 daily meals per contracted night.
- Drinks are NOT included in the price.
- Tours, Spa Treatments & Transfers DO NOT include taxes. Any changes in Costa Rican Regulation will be applied.
- Check-in time is 2 pm & Check-out time is 11 am.
- We reserve the right to request a minimum occupancy for La Vainilla Deluxe Bungalow w/plunge pool in Holiday Season, High Season, from July 1st to August 15th and from November 15th to 30th.
- We reserve the right to request a minimum number of 4 nights in Holiday and High Season stays.
- All reservation-confirmations, modifications or cancellations must be made in writing and sent via email to: **info@elremanso.com**. A reservation-confirmation, modification or cancellation is NOT CONFIRMED until you have received a written confirmation from our reservation's office.
- All modifications and important info must be notified specifically in the email body and not only changed in the reservation voucher.
- We reserve the right to charge (with a prior notice) for an extra night if a reservation creates an unsellable night gap in a particular accommodation option.
- We reserve the right to request a minimum number of nights' stay for groups of three or more rooms; this applies to all seasons.
- Reservations and Cancellations policies for three or more rooms per night will be treated as a "group" and agreed case by case when formalizing the reservation. This applies to all seasons.
- Cuts on number of pax are not allowed on reservations confirmed in Holiday Season, High Season, from July 1st to August 15th and from November 15th to 30th.
- Partial Cancellations of nights are not accepted in confirmed reservations.
- Holiday Season reservations are subject to a 25% down payment that will be refundable if cancellation happens 6 months prior check in (180 days). After that date the 25% down payment will be forfeited.
- No shows due to climate delays or other situations beyond our operation will be 100% penalized. We recommend Travel Insurance to all guests.
- Children are welcome at El Remanso but we recommend the lodge for kids above 5. We will always see case by case to provide the best advise for the family traveling.
- No pets are allowed at the lodge."

CANCELLATION POLICY

The following applies for cancellations for 2022-2023. These policies apply to FIT's reservations. For groups, the cancellation policy will be agreed case by case.

If the reservations in cancelled within these days prior to arrival date:

HOLIDAY SEASON

More than 90 days = 100% of your reservation will be refunded.
Between 90 and 60 days = 50% of the reservation will be due and forfeited.
Less than 60 days = 100% of the reservation will be due and forfeited.

HIGH SEASON

More than 60 days = 100% of your reservation will be refunded.
Between 60 and 45 days = 50% of the reservation will be due and forfeited.
Less than 45 days = 100% of the reservation will be due and forfeited.

GREEN SEASON

More than 45 days = 100% of your reservation will be refunded.
Between 45 and 15 days = 50% of the reservation will be forfeited.
Less than 15 days = 100% of the reservation will be due and forfeited.

PAYMENTS

- All agencies are required to pre-deposit the price of the accommodations at least 60 days prior to the arrival of the guests (90 days for Holiday Season)". In case pre-payment is not taken care of, El Remanso may cancel the reservation. *(This clause doesn't apply to Agencies with credit contract).*
- All invoices will be sent in the following days of the departure of the clients.