

General Terms and Conditions

- The Retreat Costa Rica suggests you read carefully all the clauses on this document, specially the one corresponding to **CANCELLATION POLICIES** before continuing. If you do not agree to abide these terms and conditions, please suspend the process.
- Any changes of reservations are subject to availability and re-quotation of rates according to the new dates.
- The Retreat reserves the right to correct an error at any price or services before your stay.
- We make our best effort to update our site periodically however in case that the website www.theretreatcostarica.com has any errors related to typography, inconsistencies, packages, services descriptions, pricing and availability of any products, The Retreat reserves the right to correct, modify and update this information at any time without prior notice and no compensation or refund will proceed.
- Special requests are accepted but, in any case, concessions are guaranteed.

Reservation Policies

- A reservation is complete when the user has provided the required information, complied with the **PAYMENT POLICIES** stated on this document and confirms to know and accept the terms and conditions on this document. All reservations are subject to availability.
- The Retreat reserves the right to assign the rooms according to the occupancy and operation. We do not guarantee a specific room upon booking as this is subject to the hotel operation. Special requests are taken into consideration but in any case are guaranteed.

Payment Policies (applies only to non-discounted rates)

Online Reservations must be paid in full upon booking with no exception. If the information provided by the user is not valid or the transaction is denied, The Retreat reserves the right to contact the user to update this information and comply with the booking procedure within the next 24 hours, otherwise the reservation will be cancelled by the hotel.

Direct hotel reservations made through email, telephone, WhatsApp, or travel advisor require a 30% of the grand total as a deposit upon booking and the remaining balance is required as follows:

- **Green Season** (April 21st - November 30th): Full payment is due 7 days prior to the arrival date.
- **High Season** (January 4th - April 20th | December 1st - December 19th): Full payment is due 15 days prior to the arrival date.
- **Holiday Season** (December 20th - January 3rd): Full payment is required 30 days prior to the arrival date.

International Bank Transfer payments: This method of payment is only accepted for reservations which arrival day is 15 days away from the time of booking as minimum. Otherwise, payment will be only received through a payment link sent by the sales and reservations department or through the credit card form.

Cancellation Policies (Applies only for non-discounted rates)

Green Season (April 21st - November 30th)

You may cancel your reservation for no charge up to 7 days before arrival. If, after that period, you cancel for any reasons, attempt to modify this reservation, or do not arrive on your specified check-in date, your payment will be non-refundable.

High Season (January 4th - April 20th | December 1st - December 19th)

You may cancel your reservation for no charge up to 15 days before arrival. If, after that period, you cancel for any reason, attempt to modify this reservation, or do not arrive on your specified check-in date, your payment will be non-refundable.

Holiday Season (December 20th - January 3rd)

You may cancel your reservation for no charge up to 30 days before arrival. If, after that period, you cancel for any reason, attempt to modify this reservation, or do not arrive on your specified check-in date, your payment will be non-refundable.

Payment Policies (Special promotions and all discounted rates): All our discounted rates must be **paid in full** upon booking with a non-refundable but flexible rebooking policy within a year.

Cancellation Policies (Special promotions and all discounted rates)

- All discounted rates have a nonrefundable policy with no exception. The client can get a credit to reschedule the visit only by sending a written notice of at least 7 days prior to the arrival if your current stay is for green season dates (April 21st - November 30th), 15 days prior to the arrival if your current stay is for high season dates (January 4th - April 20th | December 1st - December 19th) and 30 days prior to the arrival if your current stay is for holiday season dates (December 20th - January 3rd). If these windows are not followed, the hotel reserves the right to cancel and apply full penalty to the current booking.
- The credit will be valid to use within a year only, after this period if the user has not contacted the hotel to apply the credit to a new reservation, it will not be longer available, and the hotel reserves the right to release the funds.
- In each situation that the user is unable to travel, no reimbursement will apply but the hotel is flexible to extend the credit deadline or allow the user to transfer the funds to a third party.
- All changes are subject to availability and re-quotation according to the new booking dates and the discount offered cannot be guaranteed for the new reservation.
- The credit can only be rescheduled once and it will remain the same nonrefundable policy even though the new reservation is at non-discounted rate. If the user attempts to modify or cancel a reservation with a past credit applied, will apply full penalty.

Early Cancellation Fee

Any guest who changes their departure date prior to originally scheduled shall forfeit the full amount of the reservation.

Payment & Cancellation policies for additional services

Conference Room:

Once the contract is signed, a 50% deposit is due to secure the space. The remaining balance will be charged 5 days prior the arrival.

Cancellation: Deposits are non-refundable. Cancellations require a written 24 hours' notice prior to the event. Client can reschedule applying the deposit if the meeting is rebooked within 3 months from the original date. After this time the credit expires and cannot be used.

Extra activities, excursions, day passes and transportations:

The full deposit (non-refundable) is required at the moment of the reservation for securing the space in case of cancellation the deposit will be extend as a credit to apply for other services.

Cancellation: All cancellations require a 24 hours' written notice to avoid penalty. Client can reschedule applying the deposit within 3 months from the original date of visit. After this time the credit expires and cannot be used.

Vida Mia Spa Policies:

The full deposit (non-refundable) is required at the moment of the reservation for securing the spots in case of cancellation the deposit will be extend as a credit to apply for other services.

Please arrive at least 15 minutes prior your scheduled appointment so you can decompress and get prepared for the treatment.

Cancellation: Treatments are reserved especially for you, we kindly request that some cancellations or changes of your treatments be made at least 24 hours prior to the appointment. Treatments cancelled after 24 hours prior to the booking will incur a 100% penalty.

Client can reschedule applying the deposit within 3 months from the original date of visit. After this time the credit expires and cannot be used.

If you arrive more than 15 minutes late, the booking will be automatically cancelled and might be re-scheduled only if the spa agenda permits, otherwise it would apply a 100% penalty. In case of late arrivals, the lost time of treatment will not be made up and therefore will be deducted from the total length of the treatment you booked.

Force Majeure

If for any reason beyond the Hotel's or the individual guest's reasonable control, including but not limited to civil disorder; disasters; acts of war; acts of God; fires; flood or other emergency conditions; any delay in necessary and essential repairs of the Hotel; the Hotel or the individual guest is unable to perform its obligations under the Agreement, such non-performance is excused and such party may terminate this agreement without further liability of any nature, upon return of "Client's" deposit.

In no event shall the Hotel or individual guest be liable for consequential damages of any nature for any reason whatsoever.

Hotel General Policies

- **Children:** We are an adult only facility. Children under 16 are not allowed, except for our buyout package, which will require a waiver from the guest. Some considerations can be made on request.
- **Smoking:** We are a non-smoking facility, evidence of smoking in the guest rooms or common areas will result in a \$1,000 cleaning fee.
- **Pets:** Animals of assistance or guide dogs are permissible, but all other pets are not allowed on property.
- **Check in:** Upon your check in, an amount of \$100 per night per person will be held on your credit card.
- **Code of Ethics:** The hotel reserves the right to refuse admission and remove from its premises any guest who does not behave within ethical manners and agreeable practices.
- **Lockers:** In our Spa Vida Mia we offer lockers available during our client's appointment only. Once finalized the treatment, please return the key to the reception.
- **Spa facilities:** The Spa facilities are open from 9:00am-8:00pm (Restaurant Gratitude opens at 11:00am). Our spa facilities are a quiet zone, so we appreciate you to use a low tone of voice in all the spa building to not disturb our other guests' tranquility. If this requirement is not respected, the hotel keeps the right to ask you for moving to other hotel facilities and dislodge the spa building.
- **Dining:** Please coordinate your dinner time directly with the front desk or kitchen team at least 5 hours ahead.

Please be advised that all the information on this document is subject to change without notice so please contact the hotel directly for further details.