



Costa Rica Exótica Natural **Tour Operador - COSTA RICA**



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**COSTA RICA EXÓTICA NATURAL**



**Código: 0969**

## **POLICIES, TERMS & CONDITIONS**

### **1- Reservations:**

All reservations should be made in writing either by e-mail or fax according with the follow information:

**E-mails:** [reservations@travelingcostarica.com](mailto:reservations@travelingcostarica.com) (Christian)  
[info@costaricaexotic.com](mailto:info@costaricaexotic.com) (Michael)

### **2- Payments:**

Payment in advance is required for all arrangements in american dollars or equivalent without any bank or courier charges for Costa Rica Exotica Natural Agency by bank draft or official bank transfer. If no date of payment is given in the correspondence the following terms apply:

**INDIVIDUALS:** 100% payment due thirty (30) days prior to arrival during low season and forty five (45) days prior to arrival during high season.

**GROUPS:** 40 % deposit due sixty (60) days prior to arrival; balance due 30 days prior to arrival

If this final installment is not received when due, C.R.E.N reserves the right to treat the reservation as canceled.

### **Season Information:**

**High Season :** From December 1<sup>st</sup> until April 30<sup>th</sup> and from July 1<sup>st</sup> until August 31<sup>st</sup>.

**Low Season :** From May 1<sup>st</sup> until June 30<sup>th</sup> and from September 1<sup>st</sup> until November 30<sup>th</sup>

**3- Form of Payments:** All payments may be made by money order draw on an international bank account, by VISA or MASTER International Credit Card.

**Wire Transfer options:**

**Payment in advance is required for all arrangements by wire transfer to our agency in USD equivalent,** without any bank charge for Costa Rica Exotic Natural Agency by bank draft or official bank transfer. **The Bank of Costa Rica, National Bank or Scotiabank will be the recipient bank for the transferences of funds to be credited into our checking account. For the above mentioned reason, following are the correspondent instructions for remittances:**

**Option #1:** Wire transfer to **Banco de Costa Rica**

**Main bank office located** on Second Avenue, between 6<sup>th</sup> and 4<sup>th</sup> streets of San José, Costa Rica.

**Account Name:** COSTA RICA EXOTICA NATURAL S.A.

**Located** in La Aurora of Heredia, South area, House L11

**Account Number in American dollars:** 001 0240079 0

**IBAN** CR70 1520 1001 0240 0790 8

**SWIFT:** BCRICRSJ

**Option #2:** Wire transfer to **Banco Nacional of Costa Rica**

**Main bank office located** between 1<sup>st</sup> & 3<sup>rd</sup> Avenue, 4<sup>th</sup> street, San Jose, Costa Rica.

**Account Name:** COSTA RICA EXOTICA NATURAL S.A.

**Located** in La Aurora of Heredia, south area, house L11

**Account Number in American dollars:** 100 02 060 600827 7

**IBAN** CR620 15106010026008271

**SWIFT:** BNCRCRSJ

**Option #3:** Wire transfer to **ScotiaBank**

**Intermediary bank**

Bank of New York

Address: 1 Wall St, 19<sup>th</sup> Fl, New York City, NY 10286, United States

Phone: (212) 495-1784

SWIFT: IRVTUS3N

ABA: 021000018

**For further credit to:**

Scotiabank of Costa Rica

San Jose, Costa Rica

SWIFT: NOSCCRSJ

**For final credit to:** Costa Rica Exotica Natural

**Account number:** 13000472901

Each transfer bank has a cost and the total cost depends your local bank and transfer distance. You can not discount this total from your final total amount services.

We must be advised by e-mail or fax each time you send a wire transfer – that is advised of the name of bank used, deposit date, deposit hour, amount sent and what the payment is for. This is the only way we can trace these transfers.

### **Credit card payment conditions:**

- 1) We only accept INTERNATIONAL VISA or MASTER cards.
- 2) The total amount indicated will increase 5% for the credit card operation expenses.
- 3) I will need SCANNER copies of the credit card used (both sides) and valid ID (license, passport, etc) and send to us by e-mail.
- 4) Also you will have to complete our "Credit Card Authorization Form" (ask for this document) and send us by e-mail or fax.

### **4- Note about Prices**

Prices are accurate and available at time of publication. C.R.E.N reserves the right to alter quoted prices without notice to reflect changes in hotels fares, land services or tax increases.

### **5- Cancellation Policy**

Any cancellation submitted to seller by buyer must be in writing and signed by buyer. C.R.E.N will not refund any cancellations made within 20 days or less before arrival client date (low season) or 40 days before arrival client date (high or peek seasons). Exceptions are made under management consent.

We reserve the right to cancel any tour or package due to insufficient sign-up. If this should happen a full refund will be given, but C.R.E.N is not responsible for additional expenses incurred by participants or buyers in preparing for the tour or package. We recommend that participants purchase short-term travel insurance covering baggage loss, accident life and trip cancellations. This is available through many travel agencies and through leading insurance companies.

### **6- Responsibility**

C.R.E.N a recognized tour company acts only as agent for the passenger in regards to travel, whether by car, motor coach, railroad, boat or plane. We assume no liability during such travel for injury, damage, loss accident, delay or irregularity which may be occasioned either by reason of defect in any vehicle or for any reason whatsoever, or through the acts of default or any company or person engaged in covering the passenger or in carrying out the arrangement of the tour.

C.R.E.N cannot be held responsible for losses or additional expenses due to delay, hotel or airline irregularities, sickness, weather or any tours, schedules and rates and to cancel or substitute stops on any tour without notice, and to use the services or affiliated companies as deemed necessary.

We reserve the right to make reasonable changes and/or substitutions in the itinerary where deemed necessary. Baggage is at owners risk entirely.

No refund can be made for unused hotel rooms, meals, sight-seeing trips or tours unless arrangements are made at time of booking.

Note: When other individuals or companies are used to provide services, their insurance payment and cancellation policies will apply.

## **7- Conduct**

C.R.E.N reserves the right to require any individual to withdraw from any tour or package at any time, if the company deems his acts or conduct detrimental to, or not compatible with the interest, harmony, comfort or welfare of the tour as a whole.

## **8- Health Problems**

Persons with medical problems should make them know to C.R.E.N in the reservation moment. We reserve the right to disqualify anyone at any time during the tour or package if it is felt that the individual is physically incapable and/or if this individual continued participation will jeopardize the safety of the group or handicap the normal functioning or scheduling of the tour or package. C.R.E.N assumes no responsibility for special arrangements necessary or problems experienced for and/or by passengers physically unable to participate in the planned activities.