

POLICIES AND CONDITIONS TILAJARI HOTEL RESORT

GENERAL CONDITIONS:

- Rates are per room based on single or double occupancy, per night.
- Rates are plus taxes which are 13% of sales tax and 23% in meals (13% sales + 10% of service). Percentages may change according to Costa Rican law.
- All rates are in US Dollars.
- All lodging rates include breakfast.
- Rates may change without prior notification, except for those travel agency contracts or other writing prior commitment with not expired dates yet.
- All reservation must be made through the reservations department in writing, by fax or internet, specifying the services required.
- All reservations require a writing confirmation number from the hotel to be considered as formal.
- All reservations require at least the name of the client, ID number, telephone number or e-mail address.
- Any guest must be over eighteen years old (18) to book a room.
- On travel agencies reservations, guest must present the agency voucher during the check in process so the hotel can confirm all the services to provide.
- Check in is at 2 p.m. and check out at 12 noon.
- Late check out have a \$25 penalty anytime between the first two hours and full night charge after that.
- Low season goes from May 1st through November 30th and High season from December 1st through April 30th. Super High season peaks are during Holy week, Christmas and New Year's Eve (Dec 22nd through Jan 02nd).
- During super high season peaks, a minimum stay reservation of 2 nights is required.
- For groups or individual reservations made by internet, the same conditions, regulations and policies apply.

CHILDREN POLICIES:

- From 0 to 5 years inclusive accompanied by two adults, no room charge will apply.
- From 6 to 10 years inclusive will have free lodging but all meals will be charge.
- From 11 years and older will be considered as an adult, charging the respective rate.
- A maximum of two children for each room applies. More than that will be charge as an adult.

GROUPS SPECIAL CONDITIONS:

- We consider a group as a reservation made for 10 rooms or more.
- Minimum stay reservation for groups is 2 nights all year around.
- Any group tour leader, guide and/or driver have 20% discount on meals and a special room will be assigned. Except those with a different deal agreed in writing prior arrival.
- Groups of 25 people or more need to arrange schedule meals with our front desk or the head waiter.

REGULATIONS:

- No pets are allowed in the property.
- No cooking is allowed in the property.
- No smoking is allowed in the rooms.

METHODS OF PAYMENT:

- To receive the hotel booking confirmation, any reservation must be prepaid 50% of the total lodging amount in cash, bank deposit, transfer or 100% guaranteed by a credit card. Except for those travel agencies or companies with formal credit approved, which have special deals in writing with the hotel.
- When prepaid is made by bank deposit or transfer, client must send by email or fax a copy of the transaction with his name (name of the reservation) and check in date.
- When guaranty is made by credit card, client must send by email or fax a copy of his ID document (passport) and the credit card used.
- Any method of payment will always have a writing confirmation from the hotel. On the contrary, the hotel will not accept any responsibility for cancellations made when the deposit has not been confirmed.
- Checks must be payable to COMPLEJO TURÍSTICO TILAJARI S.A.



- Bank accounts information:

COMPLEJO TURÍSTICO TILAJARI S. A.

Banco Nacional de Costa Rica (BNCR)

Colones 100-01-012-006589-2

Dollars 100-02-012-0600027-3

SINPE BNCR (bank to bank in Costa Rica): 15101210010065891

IBAN (International Bank Account Number) 019462

SWIFT code: bnrcrsj

PAYMENT POLICIES:

- During High season or Super high season reservation dates: Prepaid of 50% or credit card guaranty must be done at least 30 days prior arrival.
- During Low season reservation dates: Prepaid of 50% or credit card guaranty must be done at least 15 days prior arrival.

CANCELLATION POLICIES:

- Clients must cancel any reservation in writing and receive a cancellation confirmation in the same way by the hotel.
- High season and Super high season peaks:
 1. No charge if cancellation is received 30 days or more prior arrival.
 2. Charge of 50% of total lodging amount if cancellation is received 15 to 29 days prior arrival. In this case, a credit note will apply instead refund.
 3. Charge of 100% if cancellation is received 0 to 14 days prior arrival. In this case, a credit note will apply instead refund.
 4. Charge of 100% in “no show” cases. No refund applies.
- Low season:
 1. No charge if cancellation is received 15 days or more prior arrival.
 2. Charge of 50% of total lodging amount if cancellation is received 8 to 14 days prior arrival. In this case, credit note will apply instead refund.
 3. Charge of 100% if cancellation is received 0 to 7 days prior arrival. A credit note will apply instead refund.
 4. Charge of 100% in “no show” cases. No refund applies.