



2COSTA RICA TRAVEL GROUP

San Jose, Costa Rica

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TERMS AND CONDITIONS

PLEASE READ AND SIGN THE FOLLOWING DOCUMENT DETAILING OUR POLICIES AND RETURN THE SIGNED FORM WITH YOUR PREFERRED FORM OF PAYMENT.

TRAVEL DOCUMENTS

Upon receipt of your deposit, or full payment, we will send you a comprehensive E travel package including your travel vouchers, confirmed itinerary, driving directions, etc. If you prefer to receive paper documents, the cost for priority delivery is \$15 and FEDEX is \$25. If, due to any changes or modifications to the approved itinerary, additional vouchers are required, courier fees are applied at the expense of the client for any additional mail delivery, or vouchers will be sent via email or fax.

Note: Current customs requirements calls for all travelers to bring a valid US passport. Rental car companies will require a valid driver's license, in addition to the passport and a valid credit card for security deposit/deductible. FAILURE to bring the correct documents is responsibility of the client and reservations cancelled due to this reason are non refundable.

RENTAL CARS

Requirements: valid driver's license, valid passport, credit card for deductible

*credit card must be in driver's name or cardholder must be present at contract signing

Travelers 18 – 21 yr old are eligible for rentals with premium deductible, or premium rates

****Upon picking up your rental car, it is the client's responsibility to fully examine the vehicle PRIOR to leaving the agency. If you are not satisfied with the vehicle at that moment, let the agent know, or call our office immediately. Once the car leaves the lot, any problems must be reported immediately either to the rental car agency or your reservations agent. DO NOT WAIT UNTIL YOU RETURN THE VEHICLE TO INFORM US OF ANY PROBLEMS, etc....

****No shows will be charged a min 3 day rental**

***Early returns are non refundable unless previously authorized by an agent**

CHANGES

Once your reservations have been confirmed and deposit has been paid, there will be a \$35 administrative fee for any changes made to the itinerary unless previously authorized by agent.

LATE FEES

If your final payment has not been received prior to the payment deadline, you will be charged a late fee equal to 5% of your total package price.

CANCELLATION/REFUND POLICIES

All cancellations must be received in writing

Please read the following cancellation & refund policies so that you clearly understand them

Any cancellations are subject to the following refund policies:

45 - 60 days prior to arrival date.....full refund minus a 10% administrative fee, and any supplier penalties

30 – 44 days prior to arrival date.....75% refund and any supplier penalties

15 – 29 days prior to arrival date..... subject to the cancellation policies of each respective business/hotel/rental agency

0 – 15 days prior to arrival date.....no refunds

****Note: Group reservations, hotel blocks and any holiday reservations are subject to specific policies. If your package falls into this category, please ask your agent about these policies for details*****

Any tour or hotel cancellation while in the country will not be refunded. Any tours that are cancelled due to weather conditions, or factors beyond the control of the client or company will be subject to a partial refund based on the policies of the respective company.

PAYMENT/CANCELLATION ARE SUBJECT TO CHANGE WITHOUT NOTICE DURING HOLIDAY SEASONS, ETC.

Alacran Surf Tours, of El Alacran Dorado de Quepos, S.A. , San Jose, Costa Rica, it's employees and affiliates act as agents for local airlines, hotel, tour and transfer services and cannot be held responsible for injury, death, damage, loss, accident or delay to persons or property as any act of default or negligence of hotel, company or persons rendering services. All reservations are subject to terms and conditions specified by the supplier. By paying for your package and accepting vouchers and other documents and/or utilizing the services you agree that neither Alacran Surf Tours, its employees or representatives shall be liable for any claims, losses, damage, cost or expenses arising out of your injury, accidental death, damage, loss or delay of baggage, inconvenience, etc. Any changes in the confirmed itinerary made by guest or passenger is done entirely at own risk and expense understanding that Alacran Surf Tours will not be responsible for any service or expense and **no** refund will be made.

Signature of paying guest _____

Full name _____

Passport or driver's license # _____