

RESERVATION POLICIES CONFIRMATION AND DEPOSIT POLICY

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All reservations will require a \$150.00 per person deposit. Services and prices in quotes are not confirmed until the customer has received a written confirmation from **Scuba Dive Costa Rica**. Deposits will be applied to the final payment.

FINAL PAYMENT:

Final payment is due 45 days prior to date of Arrival. Bookings within 45 days of arrival are subject to immediate payment following confirmation.

CANCELLATIONS AND CHANGES :

For a confirmed booking with an arrival date later than 30 days, any change is subject to a fee of \$25.00 per person.

Changes within 30 days of arrival are subject to a fee of \$50 per person. If services and prices are confirmed and the customer cancel, the following fees will apply in addition to other vendor fees and penalties:

\$50 per person 60 days or more prior to travel date

\$100 per person 59 to 45 days prior to travel date

50% of the total package price 44 to 15 days from travel date.

Cancellations made within 14 days of travel date are non-refundable.

Cancellations must be in writing. Different cancellation penalties may apply during holiday periods (ie: Christmas & New Years Eve). Hotels, airlines or other vendors may have stricter cancellation penalties than those described above. In those cases, the customer will pay the penalties that the vendor will charge.

ENTRY REQUIREMENTS:

The Costa Rican government requires all passengers to carry with them a valid Passport. We will not be held responsible for denied Entry.

DEPARTURE TAX

Departure Tax is \$26 (subject to change without notice) and must be paid prior to airline ticket and baggage check in. Payment of the departure tax is the sole responsibility of the traveler and can be paid in US dollars, local currency. Credit and debit cards are also accepted, however, your bank may add a fee and credit card charges are considered cash advances.

REFUNDS:

Any claims for refunds must be made **IN WRITING** within 30 days of scheduled arrival.

No refunds will be made for activities included in your itinerary that traveler chose not to take part in.

No refunds will be made for missing transfers, sightseeing tours, delays or cancellation due to an Airline schedule changes.

Scuba Dive Costa Rica: will not refund any money due to travel arrangements made by the traveler after itinerary has been confirmed.

Any service issue involving a Hotel stay must be addressed directly with Hotel management at the time the issue arises. **Scuba Dive Costa Rica** will not make any refunds for such inconveniences.

No guarantees or warranties express or implied, are made that the tour package will meet all of the traveler's expectations.

NOT INCLUDED:

Airport arrival and or departure taxes.

All travel documents are passenger's responsibility.

Some vaccinations may be required (Please check with Costa Rican Embassy or Consulate near you).

Vehicle insurance and or Security Deposits.

Tips and gratuities of any kind.

Food and beverages (otherwise indicated).

RESPONSIBILITY:

Scuba Dive Costa Rica acts only as agents for the passenger in regards to travel, whether by air, rail, automobile, bus, van, boat, or any other conveyance, and assumes no liability for injury, damage, loss, accident, delay or irregularity, which may be caused due to a defect in any vehicle, acts of God, war, riots, or for any company or person involved in conveying the passenger or in carrying out arrangements of the tour. They cannot accept any responsibility for losses or additional expenses due to delay or changes in schedules or other causes such as strikes. All such losses will be the responsibility of the passenger. The right is reserved to make minor adjustments in the itinerary. The right is reserved to cancel any tour prior to departure, in which case a full refund will constitute a full settlement of all liability. **Scuba Dive Costa Rica** is not responsible for any lost or damaged luggage before, during or after the tour program. The issuance of vouchers or tickets shall be deemed to be consent to the above conditions. All rates published in this brochure are based on exchange rates and tariffs and are subject to change. All hotel descriptions reflect the most updated information provided by the property at time of printing. **Scuba Dive Costa Rica** cannot be held responsible for the condition of accommodations. There may be charges applicable for some amenities listed in these descriptions, and availability may vary by season. In these instances **Scuba Dive Costa Rica** is not responsible for any charges incurred by the traveler in utilizing such amenities and cannot be responsible for the availability and/or accessibility of any and all facilities and services at time of stay. All taxes are subject to deletions, additions or changes without notice. These items are not covered under the control of **Scuba Dive Costa Rica**,

since changes in Government regulations and labor agreements cannot always be anticipated in advance. **Scuba Dive Costa Rica** is not responsible for any changes initiated by the passenger after departure.

REGARDING SERVICE FEES:

Scuba Dive Costa Rica reserves all services for every destination through locally based tour operators. It is our policy to insure that all reservations are honored. However, in the event of an overbooking, **Scuba Dive Costa Rica** would guarantee comparable accommodations or travel services.

When necessary, this policy may necessitate service fees. Additional overhead costs such as telecommunication costs, international bank transactions, processing, and pre-paying for changed services would force **Scuba Dive Costa Rica** to implement these service fees. This policy is reflected in the ultimate price paid by clients for accommodations and travel services. Therefore, if there are any price disparities between the published accommodation and tour rates, **Scuba Dive Costa Rica** will not accept any claims once the tour proposal and quotation has been accepted and pre-paid by clients and/or their agent.