

SALES Manual 2025-26





✿ LOCATION ✿

Our paradise is located at the foot of the Rincón de la Vieja volcano, in the Guanacaste Conservation Area (ACG), a UNESCO World Natural Heritage Site. We are in the middle of a tropical rainforest surrounded by abundant biodiversity, estimated to represent 2.6% of the world's flora and fauna. We belong to the province

of Guanacaste, and it all starts from the city of Liberia, the central canton where the Daniel Oduber Quirós International Airport (LIR) is located, and from where we will travel 31 kilometers (20 miles) to the north.



“OUR PURPOSE IS TO SHARE WELL-BEING WITH HUMANITY IN A LITTLE PIECE OF PARADISE”.

We believe in providing a comprehensive experience of connection with nature through adventure, culture, relaxation, and gastronomy in the midst of a tropical forest that invites ecotourism. We have created unforgettable experiences while maintaining the natural balance, prioritizing environmental health and the well-being of our visitors. We promote a circular ecosystem model that takes care of the

planet, promotes the development of communities, and generates employment, education, health, and sustainable growth opportunities in rural areas.



We promote a circular ecosystem model that takes care of the planet, promotes the development of communities, and generates employment

Province: Guanacaste
City: Liberia
Airport: Daniel Oduber Quirós International Airport (LIR)
Airport distance: 31km



¿WHO WE ARE?

We are passionate people

who share the essence of Costa Rica with our visitors. We are professionals redefining tourism and giving it a sustainable, regenerative face, remaining true to our origins and offering an experience of connection with nature.



SERVICES

RECEPTION:

Open from 7:00 a.m. to 8:00 p.m.

Payment Methods:

- We accept: Visa, MasterCard, American Express credit cards
- Bank transfers: PayPal, SmartBill, or SIMPE Móvil.

INTERNET:

We offer free Wi-Fi throughout the hotel for all our visitors (rooms and facilities).

LAUNDRY SERVICES, MESSAGES, AND PARAMEDIC SERVICES.

SWIMMING POOL AND JACUZZI.

SHOP:

Souvenirs, Photo Center - Güipipia Gourmet Coffee Shop.

SPECIAL SERVICES:

Photography service for activities and events.

EVENT ROOMS:

Conference rooms, meeting rooms, and any other type of event venue:

- El Lago Hall
- La Roca Events Center
- Fiesta Brava Events Center.

Hosts

Our essence is the human warmth and kindness of our people. We have a qualified and helpful team that mostly come from the surrounding communities and maintain their origin and hospitable tradition. They will make you feel right at home.

Recommendations

You will be in the middle of a tropical rainforest with abundant natural wealth, animals, insects, birds, plants, and trees of all kinds. You will be exposed to adventure, physical activity, and relaxation in natural spaces, so it is important to be prepared with:



Insect Repellent and Flashlight or Lantern



Sunscreen, a hat or cap, and a raincoat.

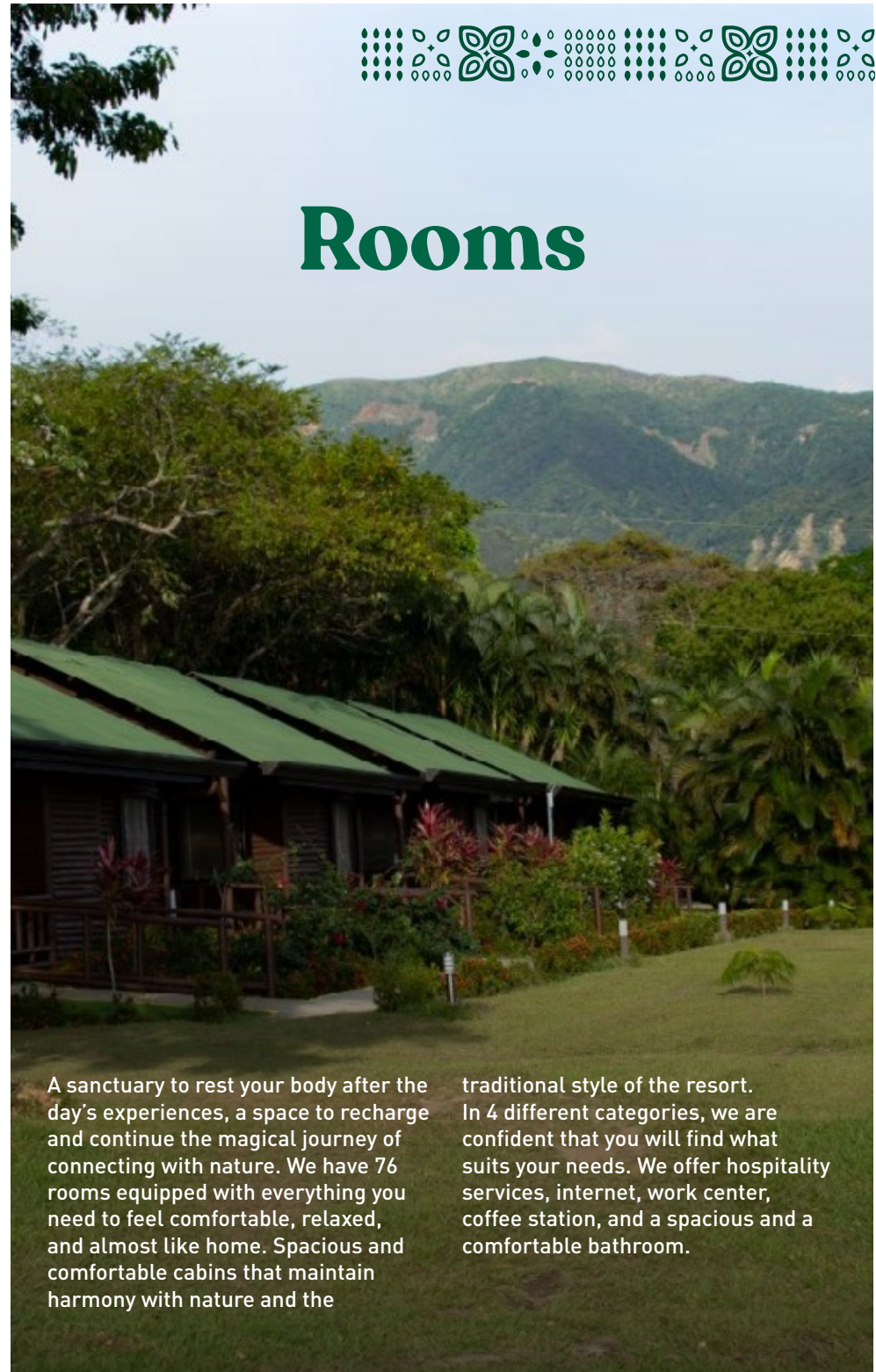


Comfortable walking shoes or sneakers, long pants, swimsuit, and sandals.



Sustainability

For us, sustainability, regeneration, and social responsibility are daily practices that guide everything we do and offer. We follow a circular ecosystem model where everything is utilized in production and industrial areas until it can no longer be used, and the remaining waste is used for composting or biogas production. Our development vision is based on nature conservation and a philosophy of well-being that promotes healthy eating, care for our visitors, and an operation that protects the ecosystem that shelters us.



Rooms

A sanctuary to rest your body after the day's experiences, a space to recharge and continue the magical journey of connecting with nature. We have 76 rooms equipped with everything you need to feel comfortable, relaxed, and almost like home. Spacious and comfortable cabins that maintain harmony with nature and the

traditional style of the resort. In 4 different categories, we are confident that you will find what suits your needs. We offer hospitality services, internet, work center, coffee station, and a spacious and a comfortable bathroom.



Pampa

16 cabin-style rooms that evoke rural Guanacaste country life.

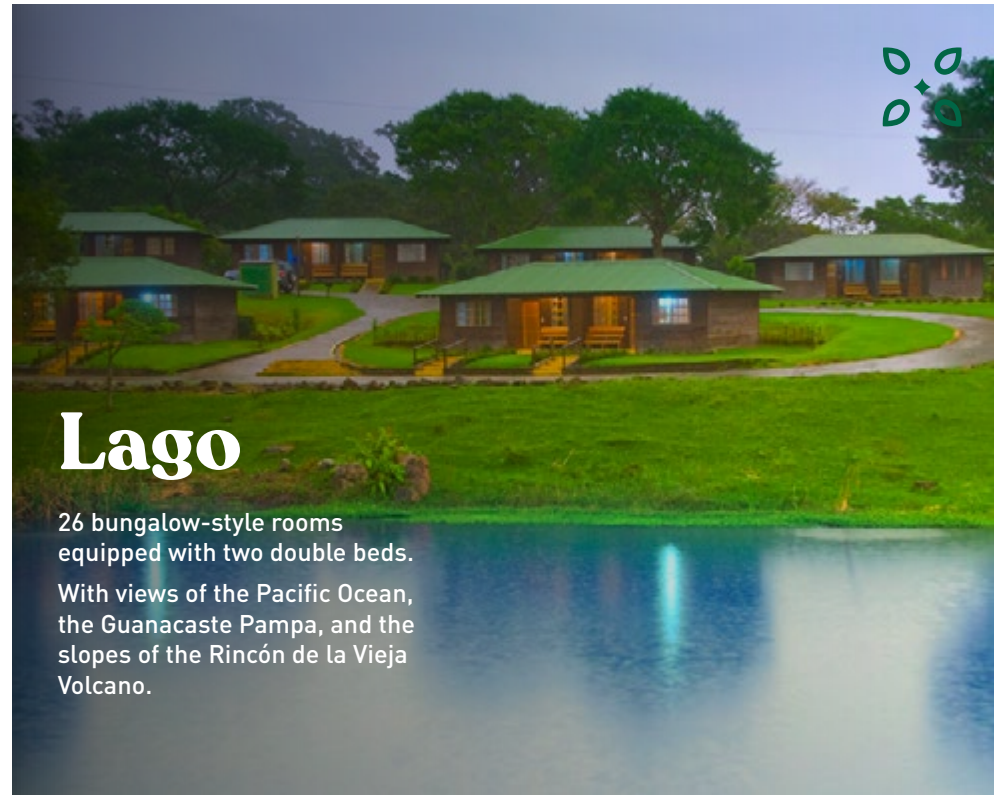
Located near the reception area, they are equipped with a double bed and have a corridor overlooking the pool gardens.



Lago

26 bungalow-style rooms equipped with two double beds.

With views of the Pacific Ocean, the Guanacaste Pampa, and the slopes of the Rincón de la Vieja Volcano.



Hacienda

22 rooms reminiscent of a real Hacienda's living quarters.

Located near the pool area, they have two double beds, a spacious corridor overlooking the stables and corrals, which accentuate the feeling of enjoying a farm.



Montaña

12 cozy cabin-style rooms located on a hill next to the tropical forest.

Equipped with two double beds and a porch to enjoy the sunset with spectacular views. They have a mini refrigerator.





Food



SUSTAINABLE
**FARM &
GARDEN**

GASTRONOMY IS A MIRROR OF OUR ESSENCE AND IS BASED ON THE VALUES THAT REPRESENT US. Sharing well-being means rescuing our culture, connecting with our origins, and preserving customs. It is about taking care of the health of our visitors and the nature that hosts us. Our gastronomy honors the original culinary identity, practices sustainable farming that cares for the land, and offers healthy food, all based on local recipes that are part of our essence.



“Its magical sunsets unfold on the stage of the Guanacaste Pampa and seem to come out of an epic tale”

MIRADOR RESTAURANT

Here, the spectacular view is the main experience. Its magical sunsets unfold on the stage of the Guanacaste Pampa and seem to come out of an epic tale, dressing the colorful sky at dusk.

The Mirador is the perfect place to taste a snack, have a delicious cocktail, and relax before the day ends, admiring the beautiful sunset.

Snack bar-Dinner: 4:00 p.m. to 8:30 p.m.
Pizzería opens after 4:00 p.m.
Capacity: 150 pax



MONTAÑA RESTAURANT

A spacious and relaxed environment to share the flavors of traditional Guanacaste cuisine in the middle of the tropical forest.

A place where you can experience a bit of the ecosystem along with an original gastronomic offering, where everything is prepared sustainably with fresh products from our garden and farm.

We offer a menu based on seasonal products and traditional local dishes.

Breakfast: 6:30 am - 9:00 am
Lunch from 11:00 am to 2:30 pm
Capacity: 250 pax



JAGUAR RESTAURANT

A touch of sophistication combined with a bit of ingenuity to present delicious Costa Rican cuisine where each dish is a story or anecdote that can be told.

A place where nature and culture come together to create the best of traditional Costa Rican gastronomy with a gourmet touch.

Colors, aromas, and flavors contained in an offering of food sustainability.

Hours: Lunch from 11:30am to 4:00 pm
Dinner: 6:30 pm - 8:30 pm
Capacity: 80 pax

Coffee: 20 pax



FICUS CAFE BAR

In the heart of the forest, right where the Pacayas hot springs emerge and surrounded by the lush tropical forest of Rincón de la Vieja.

A place to enjoy the view, the sounds of the forest, and the relaxation of the warm waters that flow from the volcano while accompanying your experience with delicious coffee, natural drinks, beers, cocktails, and a menu of light meals and snacks.

Hours: 8:00 am to 5:00 pm
Capacity: 20 pax



JAGUAR CAFÉ A NEW EXPERIENCE

A gourmet café, designed to please both the most discerning tastes and the most curious who want to indulge themselves with a delicious coffee. Lattes, cappuccino, espresso, mochaccino, macchiato, and much more.

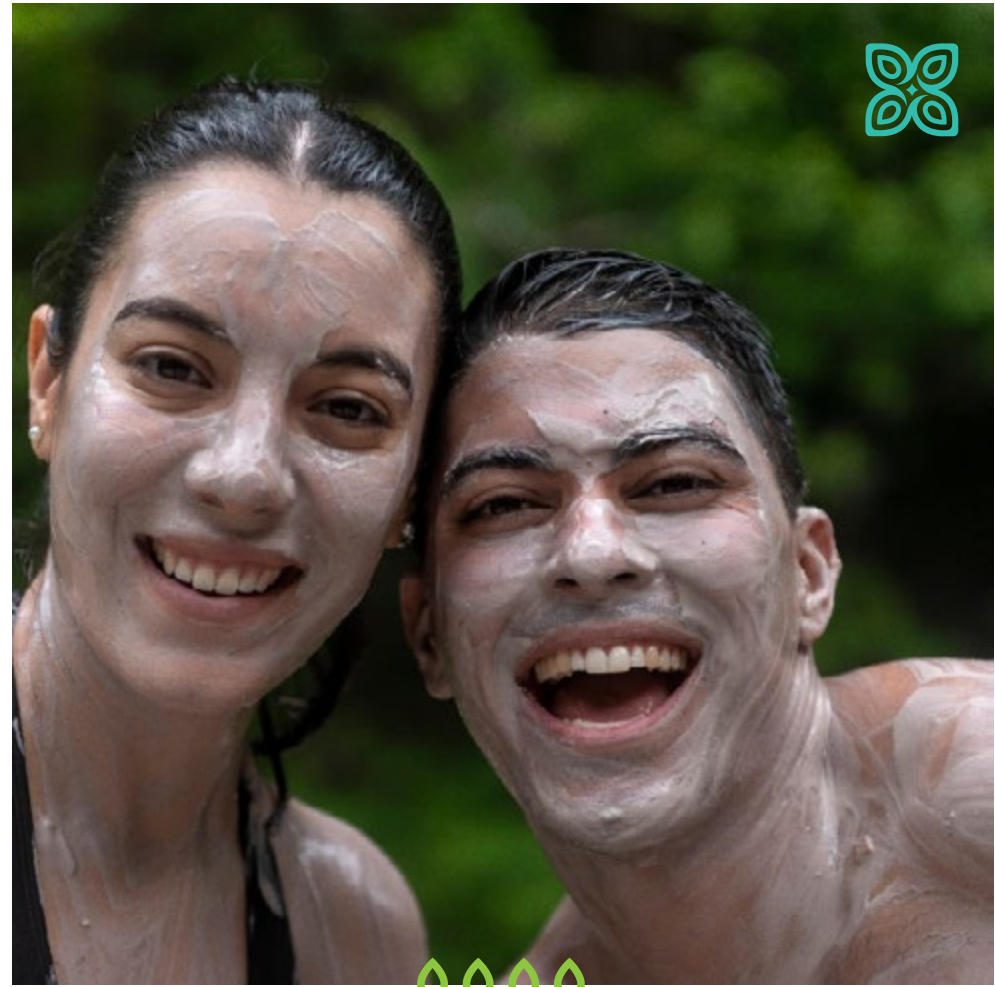
The Jaguar Café, a new experience for the delight of our visitors.



IN ESSENCE, WE ARE AN EXPERIENCE

We are a place where you can fly above the tropical forest, walk in the sky floating above the trees, and feel the speed of sliding down a 420-meter-long water slide, then take a tractor or ride horses that lead you to the world of hot springs that emanate from the veins of an active volcano.

We are a pure experience that combines adventure with culture and relaxation with delicious gastronomy, a place where the body has fun and the mind relaxes in the middle of the forest.



WELLNESS

Our purpose of sharing well-being extends to all areas of life, starting with disconnecting from the noise to connect with the essence, natural wisdom, and relaxation of the body and mind.

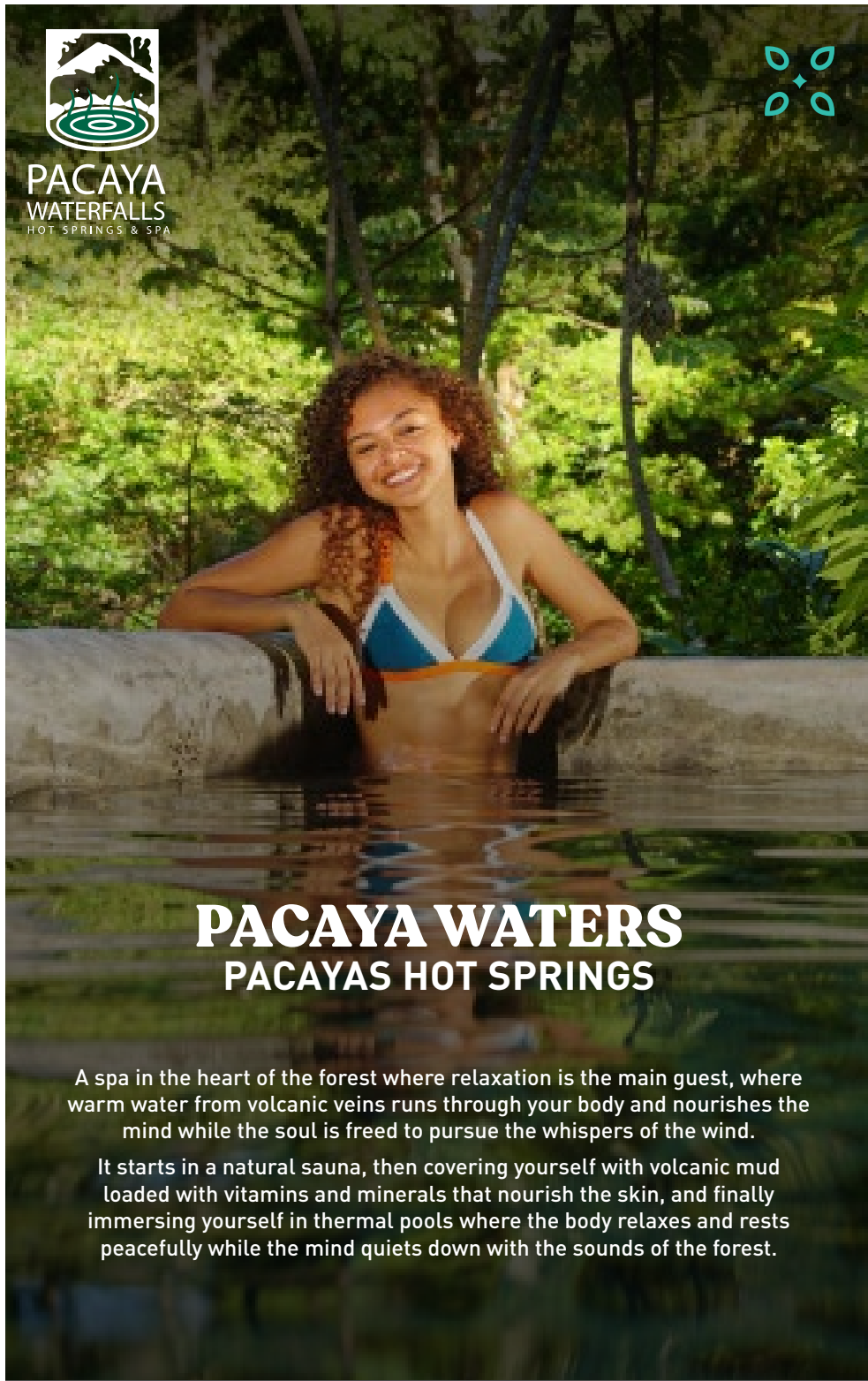
We offer a multisensory well-being

experience that goes from adventure in the forest to relaxation in the warm waters of the volcano, combined with clean, fresh, and delicious nutrition in our food.





PACAYA
WATERFALLS
HOT SPRINGS & SPA



PACAYA WATERS **PACAYAS HOT SPRINGS**

A spa in the heart of the forest where relaxation is the main guest, where warm water from volcanic veins runs through your body and nourishes the mind while the soul is freed to pursue the whispers of the wind.

It starts in a natural sauna, then covering yourself with volcanic mud loaded with vitamins and minerals that nourish the skin, and finally immersing yourself in thermal pools where the body relaxes and rests peacefully while the mind quiets down with the sounds of the forest.



NATURE

We are nature, and we can experience the feeling of being in harmony with everything, an experience of connection with the lush tropical rainforest that fills you with well-being.



EL SAÍNO **NATURAL RESERVE**

An excellent alternative for hiking in the heart of the tropical forest, which is an extension of the ecosystem of Rincón de la Vieja National Park in the Guanacaste Conservation Area, Costa Rica.

In these trails, you can experience the beautiful and lush flora and some of the inhabitants that are part of the forest fauna.



LOS HIGUERONES **HANGING BRIDGES**

An experience from the heights, where you appreciate the dense forest landscape while walking on hanging bridges that seem to be taken from a fairy tale.

From the heights, you can see the extent and density of the forest in approximately a one-hour walk.



LOS HIGUERONES
HANGING BRIDGES



THE WATERFALLS

The jewels of Rincón de la Vieja

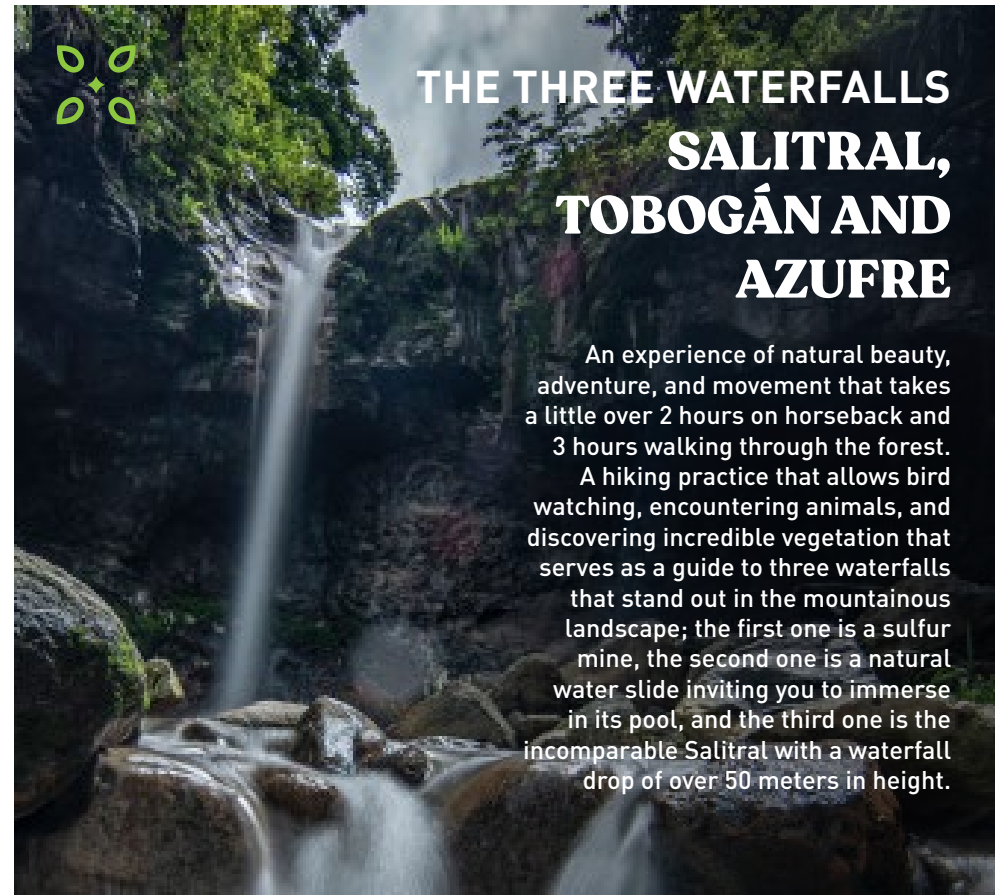
When exploring the hierarchy of nature and wonders, the spectacular WATERFALL always stands out as the main attraction of any adventure in the lush tropical rainforest.



SALITRAL WATERFALL

A spectacular 50-meter-high waterfall in the middle of a natural rock canyon that becomes the channel of the Salitral River, a small paradise full of greenery located at the foothills of Rincón de la Vieja Volcano.

The hike to reach it is 30 minutes along a beautiful trail immersed in the forest, where you can spot a large number of trees, birds, and the occasional small animal of the area.



THE THREE WATERFALLS SALITRAL, TOBOGÁN AND AZUFRE

An experience of natural beauty, adventure, and movement that takes a little over 2 hours on horseback and 3 hours walking through the forest.

A hiking practice that allows bird watching, encountering animals, and discovering incredible vegetation that serves as a guide to three waterfalls that stand out in the mountainous landscape; the first one is a sulfur mine, the second one is a natural water slide inviting you to immerse in its pool, and the third one is the incomparable Salitral with a waterfall drop of over 50 meters in height.



BIRDWATCHING

This reserve is a sanctuary for bird enthusiasts. Rincón de la Vieja is one of the best birdwatching sites as you can find over 120 species out of the 850 existing in the country.



CULTURE

True to the Criollo identity that characterizes us in the world, the desire to preserve heritage and our origins to share with others.



TRAPICHE

To showcase the Guanacaste cultural heritage, there's nothing better than the traditional sugar mill pulled by a large ox to grind and extract the

sugarcane juice just as it was done in the past. There, traditional products are artisanally made: sugarcane juice, "tapa de dulce," and other delicious products that we share in the cultural experience.



THE GUAITIL ARTISAN WORKSHOP

At the artisan's corner in the town of Guaitil, Santa Cruz, Guanacaste, you will have an experience of Chorotega craftsmanship, unique in Central America with a designation of origin seal. You can learn the secrets of pre-Columbian pottery and the techniques passed down from generation to generation, using local materials, natural tools, with original designs, shapes, and colors.





LA FONDA

The place to connect with the essence and the origin of traditional Guanacaste gastronomy, a mixture of the Chorotega indigenous culture with the Spanish influence to make typical dishes unique and delicious

You will learn the technique of nixtamalization and grinding maize to make tortillas that are combined with "cuajadas," a traditional type of cheese prepared with freshly milked milk from the day.

EDUCATION AND ENVIRONMENT

True to our purpose, we have reimagined tourism, going beyond responsible operations and becoming agents of social and environmental transformation.

the protection of nature, to share it, a philosophy of well-being and food health, the care of our visitors, and an operation that guarantees the balance of the forest that shelters us.

Our development model is based on



GÜIPIPIÁ

Coffee is part of our culture, traditions, and national pride.

Our gourmet coffee GÜIPIPIÁ is exquisite. We roast the coffee ourselves which ensures the quality of the golden bean that characterizes Costa Rica.

Experts in roasting, cupping, and barista have trained our staff, achieving roasting profiles that result in a high-quality gourmet product. Visitors can taste and take home specialty coffee from Tarrazú and Valle Occidental, as well as high-quality coffee from Guanacaste (Monteverde).





❁ PAMPERO FARMING ❁

A wonderful, interactive education experience in the visit to the Small Farm, where you will learn about the importance of nature in the circular ecosystem and meet its friendly inhabitants, from whom you will learn about their important role in our lives. Chickens roam freely, lively goats play, gentle milking cows graze, and let's not forget the adorable pigs.

You will walk through the vegetable garden while learning about

environmentally friendly and sustainable agricultural production techniques using organic fertilizers.

We will show you our cosmetics laboratory and handmade personal care products.

Finally, you will witness solid waste management and the treatment of wastewater through the biodigester and methane gas production.



❁ LA COMARCA ❁

IT'S A PLACE TO LEARN ABOUT THE IMPORTANCE OF BEES IN THE ECOSYSTEM, FOOD SECURITY, AND FOREST HEALTH

A NEW educational experience "LA COMARCA DEL RINCÓN," a community of honey-producing bees, protectors of the forest and food health. It's a place to learn about the importance of bees in the ecosystem, food security, and forest health. This activity can be enjoyed through a guided visit at Pampero Farming or at the Bee Museum next to the La Montaña restaurant.

LA LECHERÍA:

A sabanero (cowboy) will guide you to be part of the artisanal milking process, from which delicious milk is extracted and used to make cheese, curd, yogurt, cajetas, custard, and other products offered at the hotel.

LA QUESERA:

A gastronomic heritage of typical haciendas, where the rearing of cattle promotes cheese production and the traditional “cuajadas” made from whole milk and served on corn tortillas.

COOKING CLASSES:

Delicious Creole recipes, jewels of our traditional cuisine that you will learn to prepare.

SOAP MAKING:

You will be able to make your own soaps using artisanal techniques and herbs and essences that come from the earth, a fun process that also helps take care of the planet.

UYUYÚI BAJURA:

Music, sweets, drinks, and sounds emanating from the throat of the sabanero, all in a class of Guanacaste culture expression, a space to learn and enjoy folklore.



AVENTURE

An experience for adventurers, eager to feel the adrenaline and excitement in the midst of nature, offering canopy, Tarzan swing, hanging bridges, water slide, horseback riding, hiking, and more.

CANOPY Y TARZAN SWING LAS PAVAS

You will fly and traverse the natural landscape from the air on an extraordinary canopy tour, with 7 cables that cross the primary forest with views of the Rincón de La Vieja volcano, the grand canyons, immense trees, and the landscape of the pampa and the Guanacaste coast surrounded by mountains. The most adventurous can dare to go on extreme segments with 7 additional lines ranging from 125 to 425 meters in length and heights ranging from 50 to 150 meters. A unique experience that takes you through the forest from the air, a canopy tour in Guanacaste that should be on every adventurer's agenda. You will feel like you can fly as you slide across 7 cables ranging from 125 to 425 meters in length

and heights ranging from 50 to 150 meters. You will be filled with adrenaline, feeling the breeze of the wind on your face and jumping from platforms to fly over the trees. During this journey, you can relax and take photographs of the Gulf of Papagayo, the Rincón de la Vieja Volcano massif, as well as the San Roque, Cañas Dulce, and Los Bastones hills, and during the rainy season, you can enjoy the beautiful view of the “El Cañón” waterfall.

You can feel like the king of the jungle when you jump in free fall from a 50-meter-high platform, in one of the most extreme adventure experiences in the forest.



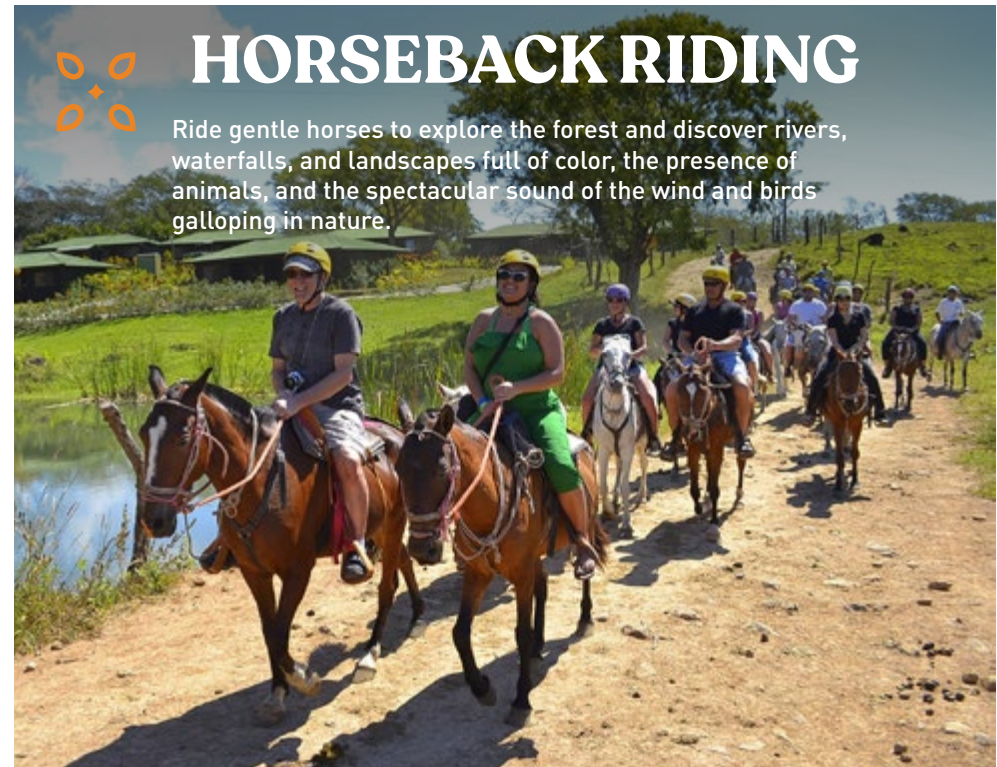


WATER SLIDE

LA SELVA



Experience the sensation of speed and freshness as you slide down the longest water slide in the jungle in Costa Rica. A 425-meter-long descent propelled by water in the middle of the tropical forest.



HORSEBACK RIDING

Ride gentle horses to explore the forest and discover rivers, waterfalls, and landscapes full of color, the presence of animals, and the spectacular sound of the wind and birds galloping in nature.



RINCÓN TRAILS

Movement and well-being, a sports adventure for experts or daring beginners that takes place in a natural environment, either riding a bicycle or on foot. Whether for training or leisure, you can feel the

dry forest, the rocks, and the wind on the trails and gravel canyons of the slopes of Rincón de la Vieja in the warm city of Liberia, as well as the landscapes of the Cañas Dulces, Góngora, and San Roque hills.

ONE-DAY EXPERIENCE PACKAGES



AN UNFORGETTABLE EXPERIENCE, FULL OF FUN AND ADRENALINE



In just one day, you can experience the magic of connecting with nature with the special eco-tourism package at the adventure park. An unforgettable experience, full of fun and adrenaline with friends or family.

In just one day, you will be filled with excitement by flying on an exciting canopy tour, walking above the tropical forest on hanging bridges, and experiencing the speed while descending the longest water slide in the jungle in Costa Rica.

A day to enjoy our gastronomic identity with delicious dishes prepared with love and clean, fresh ingredients from the farm, learning about our culture, traditions, and stories that we share while enjoying

a delicious coffee, sugarcane juice, or sweet water accompanied by freshly made rosquillas (traditional cornmeal snacks) in the open fire.

In the afternoon, a relaxing experience at the natural Pacayas SPA, where you will be indulged with warm thermal waters that emanate from the Rincón de la Vieja volcano. A natural sauna, volcanic mud baths, and 5 warm water pools will relax you to your core.

In just one day, you can live one of the greatest experiences of connecting with your essence in the midst of nature.

We await you to share well-being in the midst of a piece of paradise.

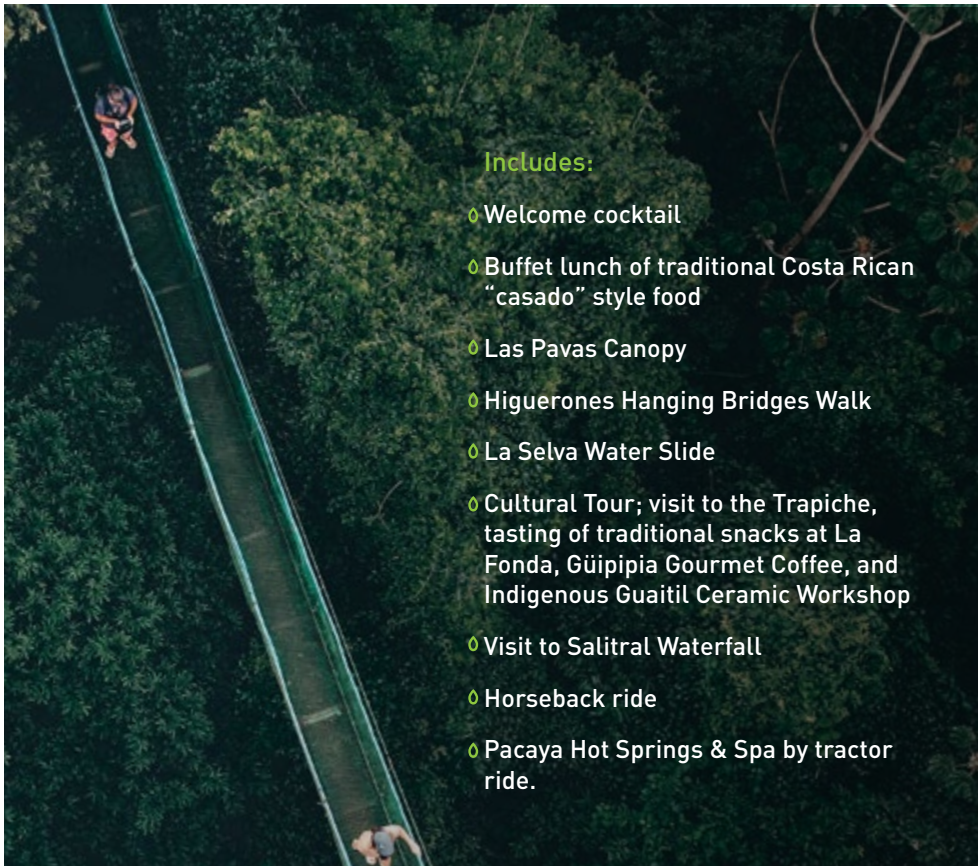


ECO ADVENTURE DAY PASS



An experience full of nature, culture, adventure, well-being, and sustainability in a single day, in one place.

For ecotourism enthusiasts, culture lovers, adventurers, or those seeking well-being and relaxation, and to learn about sustainability and regenerative tourism. For whole families with members of all ages.



Includes:

- ◊ Welcome cocktail
- ◊ Buffet lunch of traditional Costa Rican "casado" style food
- ◊ Las Pavas Canopy
- ◊ Higuerones Hanging Bridges Walk
- ◊ La Selva Water Slide
- ◊ Cultural Tour; visit to the Trapiche, tasting of traditional snacks at La Fonda, Güipipia Gourmet Coffee, and Indigenous Guaitil Ceramic Workshop
- ◊ Visit to Salitral Waterfall
- ◊ Horseback ride
- ◊ Pacaya Hot Springs & Spa by tractor ride.

PREMIUM DAY PASS



More adrenaline and experience that includes:

- ◊ Welcome cocktail
- ◊ Las Pavas Extreme Canopy
- ◊ Tarzan Swing
- ◊ Higuerones Hanging Bridges Walk
- ◊ La Selva Water Slide
- ◊ Cultural Tour; visit to the Trapiche, tasting of traditional snacks at La Fonda, Güipipia Gourmet Coffee, and Indigenous Guaitil Ceramic Workshop
- ◊ Visit to Salitral Waterfall
- ◊ Horseback ride
- ◊ Pacaya Hot Springs & Spa by tractor ride.
- ◊ 5-course gourmet lunch. Through an exquisite culinary experience of sustainable gastronomy, the best products harvested on the farm are mixed so that visitors can taste 5 healthy, organic recipes

GUANACASTE NATURAL & CULTURAL

DAY PASS



Well-being and relaxation in the midst of nature, which includes:

- ◊ Welcome cocktail
- ◊ Visit to the El Saíno Nature Reserve
- ◊ Higuerones Hanging Bridges Walk
- ◊ Cultural Tour; visit to the Trapiche, tasting of traditional snacks at La Fonda, Güipipia
- ◊ Gourmet Coffee, and Indigenous Guaitil Ceramic Workshop
- ◊ Lunch at La Montaña Restaurant
- ◊ Pacaya Hot Springs, transportation by tractor ride



RACK ACCOMMODATION RATES

HIGH SEASON

January 3rd, 2025 - April 11th, 2025
& July 1st - August 31st, 2025

CATEGORY	SGL	DBL	EXTRA PAX
PAMPA	\$88	\$104	
HACIENDA	\$100	\$126	\$30
MONTAÑA	\$116	\$142	\$30
LAGO	\$131	\$158	\$30

LOW SEASON

April 21st - June 30th, 2025 &
September 1st - December 21st, 2025

CATEGORY	SGL	DBL	EXTRA PAX
PAMPA	\$80	\$96	
HACIENDA	\$89	\$104	\$30
MONTAÑA	\$101	\$120	\$30
LAGO	\$110	\$135	\$30

PEAK SEASON

Easter Week April 12th-20th,
2025 & December 22nd, 2025 - January 2nd, 2026

CATEGORY	SGL	DBL	EXTRA PAX
PAMPA	\$126	\$126	
HACIENDA	\$142	\$142	\$30
MONTAÑA	\$158	\$158	\$30
LAGO	\$173	\$173	\$30



ACCOMMODATION RATES INCLUDE:

- o Amounts expressed in United States dollars. They include value-added tax.
- o Breakfast.
- o Access to Pacaya Hot Springs & Spa with tractor transportation. Self-guided walks on the natural trails in the Saíno Nature Reserve.

DRIVER & GUIDE SERVICE:

- o \$45 USD service charge per night. Breakfast included.

FOOD:

SERVICE	PRICE	SERVICE	PRICE
Box lunch	\$20	Christmas or New Year's Dinner	\$50
Buffet Lunch	\$25	Snack (Snack-Coffee or Tea)	\$15
Buffet Dinner	\$30		

- o Amounts in United States dollars. They do not include value-added tax.

EXPERIENCES

ACTIVITY	ADULT	CHILD
Pacayas Hot Springs & SPA Access (in tractor-drawn carriage)	\$35	\$25
Horseback Ride, Hot Springs & Salitral Waterfall	\$50	\$35
Horseback Ride & 3 Waterfalls	\$72	\$55
Hiking & 3 Waterfalls	\$50	\$30
Los Higueros Hanging Bridges Walk	\$30	\$20
Extreme Canopy Las Pavas + Tarzan Swing	\$65	\$50
Las Pavas Canopy	\$45	\$30
Eco Adventure Park Day Pass	\$105	\$85
Eco Adventure Park Premium Day Pass	\$115	\$95
Guanacaste Natural & Cultural Day Pass	\$70	\$50
Pampero Farming Experience	\$35	\$25
El Saíno Natural Reserve Trails	\$25	\$20
El Saíno Natural Reserve Night Tour	\$45	\$25
Bird Watching Tour	\$45	\$25
La Selva Waterslide	\$35	\$25
Cultural Tour: El Trapiche, La Fonda, Cafe Gourmet Guipipía and Guatil artisan workshop	\$30	\$20
Traditional Cooking Class	\$40	\$40
Artisanal Soap Making Class	\$35	\$35
Uyuyúi Bajura Culture Class	\$30	

Amounts in United States dollars. Per person. They do not include value-added tax. (13%)

POLICIES

- ◊ Check-in time is at 2:00 PM. Check-out time is at 12:00 PM.
- ◊ Pets are not allowed, except guide dogs for people with special needs. Smoking is not allowed in the rooms, service areas, and hotel attractions. General Law on Tobacco Control and its Harmful Effects on Health, No. 9028.

2. RATES

The prices indicated are for retail sale, with a 25% commission for FIT activities and 30% for groups of 8 rooms or more (except for food).

Rates apply per night based on occupancy and a maximum of 4 people per room. Except for Pampa category rooms, which have a maximum occupancy of 2 people. All rates are subject to change without prior notice.

Extra person rate is non-commissionable.

3. FOOD

Food and beverage rates are non-commissionable.

Buffet meals include an appetizer, main course, one non-alcoholic drink, dessert, and coffee. Extra charge per person to include a glass of wine or beer in the menu: \$7.00 incl. tax.

4. CHILDREN

Children under 5 years old sharing a room with at least one adult have no additional charge for accommodation.

Children under 11 years old sharing a room with at least one adult have a nightly service charge of \$15.00 and enjoy a 25% discount on prices for activities and attractions at Ecoaventuras Park. In these cases, it is not commissionable according to point 2 (Rates).

Children over 11 years old pay the regular rate for accommodation, activities, and attractions.

5. GUIDES AND DRIVERS

Guides and drivers have a service charge of \$35.00 per night (breakfast included) and a 50% discount on food and beverages when accompanying groups of less than 6 rooms.

In case a second room is needed, the regular rate of \$35.00 will be charged.

6. GROUPS

Groups are considered reservations of a minimum of 8 rooms for the same period of stay.

Group reservations enjoy a complimentary room for the guide and driver with breakfast included and a 50% discount on food and beverages. When the group rate includes meals, complimentary food will be provided.

All group reservations must be reconfirmed 30 days in advance of the guests' arrival date. Otherwise, they may be automatically canceled at the hotel's discretion.

Once they have been reconfirmed, any cancellation of group reservations will be subject to penalties as specified below.

7. RESERVATIONS

Reservations must be sent in writing to the hotel. Verbal reservations will not be guaranteed and are subject to availability.

All reservations must be fully paid at least 15 days in advance of the guests' arrival. Alternatively, they must be backed by a voucher or credit card as negotiated with the hotel.

Reservations made within 8 days or less prior to arrival, the hotel will allow 48 hours for payment of the reservation once it is confirmed. Otherwise, they may be automatically canceled at the hotel's discretion based on availability.



8. CANCELLATIONS

Cancellations must be sent in writing, awaiting written confirmation from us for it to be effective. Otherwise, they may be considered “no shows” and subject to the corresponding penalty.

The guest’s failure to show up on the reserved date without proper notification will be considered a “No Show,” and the total amount of the reservation will be charged. Any cancellation made with 2 days or less notice prior to the guest’s arrival date will be considered a “no show” and charged in full.

Cancellations of individual reservations within a period of 3 to 14 days prior to the arrival date will be penalized with the charge of the first night’s stay.

In group reservations, cancellations made within 22 days prior to the

arrival date will be penalized with a 50% charge of the total stay. Cancellations made within 14 days or less will be considered “no shows” and charged in full.

Cancellations of reservations on special dates, including Christmas and New Year (December 24 - January 1) and Easter Week, will be penalized in full if canceled 30 days or less before arrival.

Penalties for cancellations due to emergencies or force majeure will be determined based on the corresponding evidence or justifications, which must be sent to the General Management for study and assessment.

◊GENERAL MANAGER:

Sr. Gabriel Echeverría
gerencia@buenavistadelrincon.com

◊RECEPTION MANAGER:

Sra. Zelmira Díaz
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◊SALES MANAGER:

Sr. Jose Luis Bustos
ventas@buenavistadelrincon.com

◊RESERVATION:

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Sr. Randy Quirós
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◊ACCOUNTING DEPARTMENT:

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◊CAFE GOURMET GUIPIPIÁ:

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◊OPERATIONS MANAGER:

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◊GUEST MANAGER:

hospitality@buenavistadelrincon.com

◊MANAGEMENT DEPARTMENT:

Sra. Maricruz Segura
sostenibilidad@buenavistadelrincon.com

◊CREDIT AND COLLECTION:

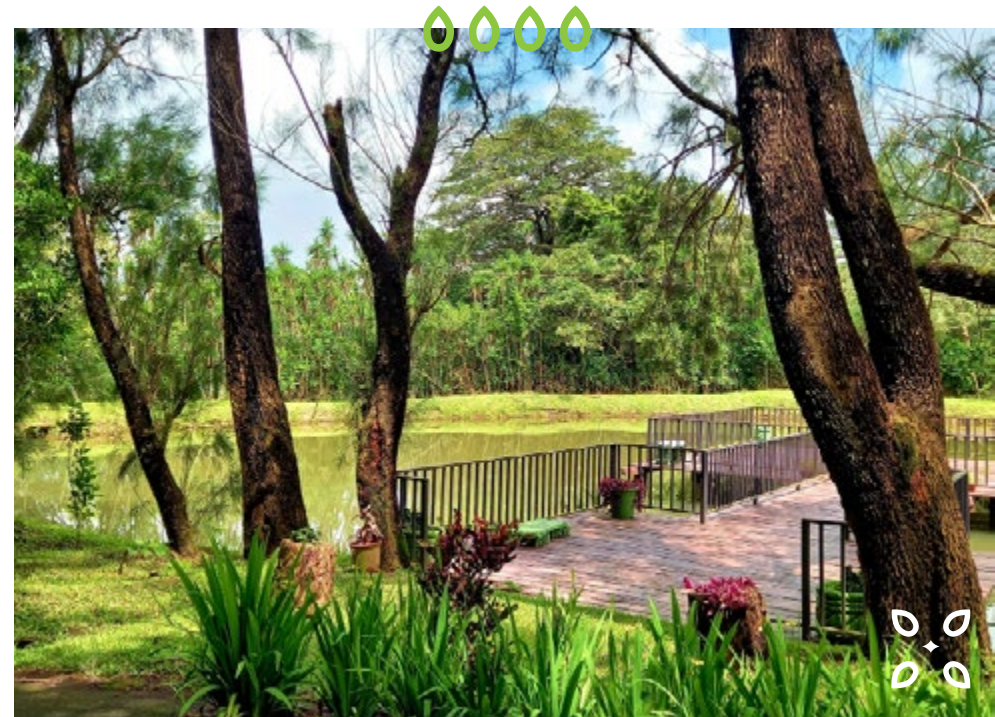
Sr. Victor García
creditoycobro@buenavistadelrincon.com



CONTACTS



PHONE:	(506) 2690-1416 / (506) 2690-1410
EMERGENCIES:	(506) 8388-4461 / (506) 8922-9339
WHATSAPP SALES:	(506) 8922-9339
WHATSAPP HOSPITALITY:	(506) 8662-7851
WEBSITE	www.buenavistadelrincon.com





BANK ACCOUNTS



Bank Name: Banco Nacional de Costa Rica :

Beneficiary Name: Hermanos Ocampo Fernández S.A.
Account Number: 100-02-015-600072-6
IBAN Number: CR68015101510026000725
Currency: Dólares

Bank Name: Banco de San José

Beneficiary Name: Hermanos Ocampo Fernández S.A.
Account Number: 900-808-338
IBAN Number: CR18010200009008083387
Currency: Dólares

Bank Name: Banco de Costa Rica

Beneficiary Name: Hermanos Ocampo Fernández S.A.
Account Number: 001-03735982
IBAN Number: CR68015101510026000725
Currency: Dólares

INSURANCES

◊ Policy G - Individual Combined Limited Policy

Subscribed by Hermanos Ocampo Fernández S.A.

◊ Commercial Fire:

0110INC8427-01
Subscribed by Hermanos Ocampo Fernández S.A.

◊ Canopy Insurance Coverage

Subscribed by Hermanos Ocampo Fernández S.A.

◊ Work Risks:

8040005
Subscribed by Hermanos Ocampo Fernández S.A.

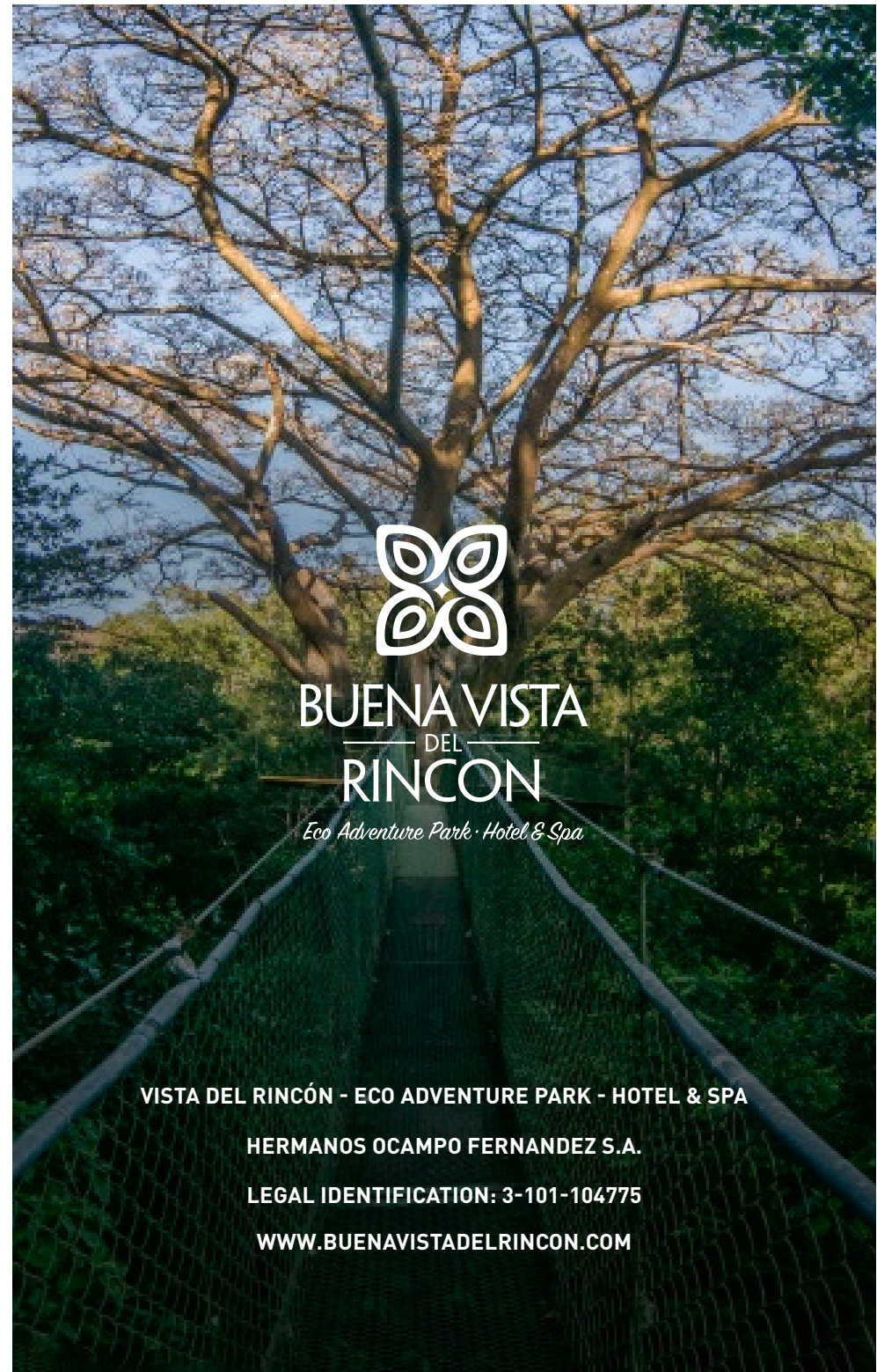
◊ Hot Springs Insurance Coverage

Subscribed by Aguas Termales de La Vieja S.A.

◊ Contractor Equipment:

0107EQC803-01
Subscribed by Hermanos Ocampo Fernández S.A.

Civil Liability: 0107RCG2452-01
Subscribed by Hermanos Ocampo Fernández S.A.



BUENA VISTA
DEL
RINCON

Eco Adventure Park · Hotel & Spa

VISTA DEL RINCÓN - ECO ADVENTURE PARK - HOTEL & SPA

HERMANOS OCAMPO FERNANDEZ S.A.

LEGAL IDENTIFICATION: 3-101-104775

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