

TERMS AND CONDITIONS

Confirmation of Services (Reservations)

- 1) Elements (Elementos Básicos de Viaje S.A.) is in charge of organizing, implementing and supervising package tours in Costa Rica through the use and subcontracting of providers (hotels, drivers, tour operators, vehicle rentals, restaurants, guide services, etc.)
- 2) Upon the request of its customers, Elements will design a travel itinerary adapted to their individual needs in content (activities) as well as the final estimate. Therefore, the number of people traveling, age, time spent in the country, hotel categories, and interests will be taken into account.
- 3) Once a customer accepts an itinerary that meets all of the specifications expressed in point 2, they will be asked to provide the personal information necessary to begin the formal reservation process, which will be adjusted to the payment policies that are mentioned in the following point:

Reservation Payment Policies

- 1) The following payment policies are based on the following terms and conditions, which for such purpose, demand that all our service providers have the ability to guarantee the final delivery of every service that has been included in our packages and that they have been reserved by our customers.
 - Once the travel package has been accepted by the customer, an initial deposit of \$500 will be requested as a guarantee to begin the reservation process and organization of the activities included in the program.
 - For programs during the **low season** (May 01 - Nov. 30), payment of the package balance will be requested 30 days before arrival
 - For programs during the **high season** (Dec. 01 - Apr. 30), payment of the package balance will be requested 45 days before arrival
 - For programs during the **peak season** (Dec. 20 - Jan. 01 & Holy Week), payment of the package balance will be requested 60 or 90 days before arrival, as the case may be.

Reimbursement and Cancellation Policies

- 1) The cancellation and reimbursement policies are based on the following terms and conditions established by our service providers.
- 2) Any partial or complete cancellation of a previously agreed and reserved service must be done formally and in writing by the customer.
- 3) Once the cancellation request is received, the following policies will apply:
 - If the cancellation is made between 45 and 60 days before arrival, it will be subject to a penalty of \$300 plus any possible payments that have already been made to providers. This point is even more important for services reserved during peak season dates.
 - If the cancellation is made between 30 and 44 days before arrival, it will be subject to a penalty of 25% of the total package amount plus any possible payments that have already been made to providers
 - If the cancellation is made between 15 and 29 days before arrival, it will be subject to a penalty of 50% of the total package amount plus any possible payments that have already been made to providers
 - If the cancellation is made between 8 and 14 days before arrival, it will be subject to a penalty of 75% of the total package amount.
 - If the cancellation is made 7 days before arrival, it will be subject to a penalty of 100% of the total package amount.

Note: We recommend all of our customers buy travel insurance to cover them in case of a cancellation caused by an unexpected factor.

Privacy Policy

The information we receive will be strictly for private use to process your reservation and will never be shared with third parties.