Reservation Policies for Individual Travellers

ALMONDS & CORALS

AN AUTHENTIC RAINFOREST EXPERIENCE

Reservation Policy

- A valid credit card is required to secure a reservation.
- The hotel will pre-authorize the credit card prior to arrival to ensure the validity of the card.

Cancellation Policy

- Reservations are paid at the moment of the reservation.
- Payments are non-refundable, although there are possibilities to change dates and reschedule.
- Travel insurance is recommended if you are unsure about your reservation.

Check-In and Check-Out Policy:

- Check-in is available from 3:00 PM on the day of arrival.
- Check-out must be completed by 11:00 AM on the day of departure.
- Early check-in or late check-out may be available upon request and may incur additional charges.

Child and Extra Bed Policy:

- Children up to 5 years old are welcome under specific circumstances.
- Children aged 5 to 12 pay 50% of additional adult fee per night.
- Extra beds are available at a cost of $25 per night, subject to availability.
- Cribs for infants are available at a cost of $10.
- This information should be provided prior to arrival to avoid any issues.

Pet Policy:

- Pets are not allowed.

Payment Policy:

- The hotel accepts specified credit cards and reserves the right to temporarily hold an amount prior to arrival.
- Full payment for the stay is required at check-in.

Modification Policy:

- Any changes to the reservation are subject to availability and may incur additional charges, especially if there are fare differences based on the season.

Damage Policy:

- In the event of damage to the room or its furnishings, an additional charge will be applied based on the extent of the damage and the cost of repair or replacement. Charges will be communicated to the guest at check-out.
- The loss or damage of certain items will incur additional charges:
  - Umbrellas: $25
  - Hairdryer: $50
  - Beach towels: $15
- Any damage or loss of items must be reported immediately at the reception. Failure to report damage or loss of items may result in additional charges.
- Charges for damages or lost items will be assessed at check-out or after departure if necessary. The hotel reserves the right to charge the guest's credit card for repair or replacement costs.

Group Reservation Policy:

Reservations for a certain number of rooms may be subject to different policies and may incur additional supplements.

No-Show Policy:

- In case of no-show, the hotel will charge the first night of accommodation and applicable taxes.

Special Requests:

- All special requests, such as room preferences or dietary needs, are subject to availability and may incur additional charges.

GENERAL POLICIES

- All prices are in US dollars or at the current exchange rate.
- Prices are per night per room.
- Taxes are included in all room rates.
- Breakfast is included in the room price.
- Check-in time is 3:00 PM, and check-out time is 11:00 AM.
- Almonds and Corals boutique hotel has accommodations for children from 5 up to 12 years old. Cribs and foldable beds are available, priced at $25 per night for beds and $10 for cribs.
- Smoking is not allowed at Jungle Resort according to Costa Rican Law 9028.
- Almonds and Corals boutique hotel does not allow pets.
- Almonds and Corals boutique hotel does not have televisions on its premises.
- Almonds and Corals boutique hotel rooms are open, with walls made of mosquito netting. For privacy purposes, there are curtains that can be closed.
- Due to this, we kindly request all guests to respect the peace and refrain from using speakers or playing music.
- In the late evening, please keep your voice and intimate moments as quiet as possible.
- Almonds and Corals boutique hotel is situated in the middle of the rainforest, and the rooms are surrounded by the area's native flora and fauna. As a guest, there is a high possibility of encountering various insects, reptiles, and other local animals.
- Almonds and Corals boutique hotel offers free Wi-Fi in all areas, including the beach. However, the area has very limited internet providers, and the connection is modest.
- Please note that Jungle Boutique is located in a rural area, and electricity, water, and internet connection may vary.
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- For safety reasons, we strongly recommend not smoking, cooking, or using any type of heating or fire.
- Almonds and Corals boutique hotel does not have a pool, and some rooms have air conditioning.
- Please respect wildlife and do not touch it. Also, be cautious when hugging trees, as there may be a snake or sloth on its way down.