

Reservation Policies for Individual Travellers

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.
- Please consider travel insurance if you're not sure about your reservation.

Check-In and Check-Out Policy:

- Check-in is available from a specific time (e.g., 3:00 PM) on the day of arrival.
- Check-out must be completed by a specific time (e.g., 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 of age stay for free. Between 5 and 12 years of age pay \$25 per night.
- The availability and cost of extra beds \$10 per night

Pet Policy:

- Pets are allowed on request. Charges are \$15 per night.

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 upon check-in.

Modification Policy:

- Any changes to reservations are subject to availability and may incur additional charges due to seasonal changes.

Group Reservation Policy:

- Bookings over a certain number of rooms may be subject to different policies and additional supplements may apply.

No-Show Policy:

- In case of a no-show, the hotel will charge the first night's accommodation and any 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 the currency exchange rate.
- Prices are per night per room.
- Taxes are included in all room rates.
- Breakfast is optionally included in the price of the room.
- The time of check-in is 3.00 pm and the time of check out is 11.00 AM.
- Jungle Resort has lodging facilities for children to 12 years old. There are babycribs and fold-away beds, the price is \$10 per night per bed.
- Smoking is not allowed in the Jungle Resort according to Costa Rican Law 9028.
- The Jungle Resort is pet friendly. The additional cost is \$15 per night.
- The Jungle Resort does not have televisions on the premises.
- The Jungle Resort rooms are open, the walls are made of mosquito net. For privacy purposes there are curtains that can be closed.
- Because of this we strongly request all guests to respect the tranquillity and not use speakers or play music.
- Late at night we request please keep your voice and intimate moments as silent as possible.
- The Jungle Resort is in the middle of the tropical rainforest and the rooms are surrounded by the native flora and fauna of the place. As a guest there is a high possibility you will come in contact with different insects, reptiles and other animals of the area.
- The Jungle Resort offers free Wi-Fi in all areas. Even at the beach. Though the location has very limited internet providers and the connection is modest.
- Please take into consideration that the Jungle Resort is located in a rural area and that electricity, water and internet connection can vary.
- The Jungle Resort does not have a swimming pool or air conditioning.
- For safety reasons we strongly advise against smoking, cooking or any form of heating or fire
- Please respect the wildlife and do not touch them. Also be cautious with hugging trees, there may be a snake or a sloth on its way down.