



General Policies

Payment Policies:

GUARANTIES

Agencies with Credit

All reservations will be guaranteed with the copy of the voucher and must be sent 30 days previous to the date of check in

Past due bills will have a surcharge on arrears of 3% per month.

Please send a copy before the cutoff date to guarantee your reservation.

The hotel is not responsible for reservations that are not accompanied by their respective voucher.

Low Season (May 01 to Nov. 30) 15 days prior to the check in date

High Season (December 01 to April 30) 15 days prior to the check in date

Special Season (Christmas and Holy Week) (December 22 to January 03) 30 days prior to the check in date

Agencies without Credit

All reservations will be guaranteed with the copy of the voucher and must be prepaid according the season:

Low Season (May 01 to Nov. 30)

All reservations must be prepaid 15 days prior to the check in date

High Season (January 06 to April 30)

All reservations must be prepaid 30 days prior to the check in date

Peak Season (December 01 to January 05)

All reservations must be prepaid 45 days prior to the check in date

CHILDREN POLICY

1. Children under 12 years old are free sharing the same room with parent; depending on room capacity.
2. A 50% discount on Food and Beverage is applied to children from 4 to 12 years

All Inclusive Packages:

1. Children from 4 to 12 years old sharing with their (both) parents, have a special child rate.
2. When a child is sharing a room with only one adult the child will pay the adult rate.

GROUP RATES POLICY

Group rates apply for 6 or more rooms, kindly ask to our marketing and sales department at the following numbers: Tel.: (506) 2440-6862 Fax: (506) 2430-7062

mercadeo2@terrazadelpacifico.com – ventas@terrazadelpacifico.com



GUIDE & DRIVER POLICY

- 1 to 5 reserved rooms the hotel will apply 50% discount on the room and meals rate.
- 6 or more rooms the Guide and Driver will have courtesy in a special room
- Meals will be free of Charge according with the group meals
- Tour Leader will have 50% discount in Room and Meals according the net rate depending the season.

Cancellations Polices:

- a) All cancellations must be made only by fax or by e-mail and must be received by the agency with the confirmation or cancellation of part of the hotel. Fax (506) 2430-7062 / e-mail (info@terrazadelpacifico.com)
- b) Cancellations 30 days or more prior to the check in date, no penalty charges
- c) Cancellations between 29 a 21 days prior to the check in date, there is a penalty of 50% of the total amount of the reservation
- d) Cancellations between 20 a 8 days prior to the check in date, there is a penalty of 75% of the total amount of the reservation
- e) Cancellations 7 days or less to the check in date, there is a 100% penalty
- f) Cancellations Pick Season: 30 days, including Christmas and New Year's Eve
- g) From Dec. 25 to Jan. 1, will be punished with the full amount, as indicated in the payment policies for these specific dates.
- h) In all cases Terraza del Pacifico Hotel, will not make refunds for late cancellations, No Show or unused portions of packages.
- i) The penalty for "No Shows" will be 50% of the stay of the guests.
- j) When a reservation is made that is between two season rates, the rate for the beginning season will be applied.
- k) After to have finished the time limit to cancel the reservation, there is not possible to make returns of money.
- l) The Hotel won't make Refunds of money.

Accounts Banking in Costa Rica

Trade Name: Girofepi de Hermosa S.A.		Legal Certificate: 3-101-203046
Banco Nacional de Costa Rica	200-01-131-002607-3	Colones Account
Banco Nacional de Costa Rica	100-02-131-600038-6	Dolars Account

International Account

Dollars Account: Hotel Terraza del Pacifico
Bank of America
Account Number: 02180-08270
Address Branch: 02181301
4ta Santa Monica CA 90401

Important Note: Please send by fax (506) 2430-7062 the copy of the deposit.