

Payment & Cancellation Policies - Terms and Conditions

1. We recommend that all our clients purchase Travel Insurance. You can do this by contacting your Insurance Company directly.

2. By completing and confirming payment, via web, bank to bank deposits, wired transfer, or any other means of payment, you have agreed with all our Payment and Cancellation Policies, Terms and Conditions through your credit card issuer requirements. These terms are provided to you by email at the point of services request.

3. Customers without reservations will not be allowed to board shuttles, participate in tours or any other of our services - even if there is space available. If we are not able to process or confirm your payment we are not able to provide you with the services you reserved. We do not accept cash payments, since this is a private service. All our operations and reservations are placed in advance. We require receipt of full payment in order to dispatch our drivers to any of the reserved pick up locations. This also holds true for boat tours, boat transfers and other tours.

4. Cancellations or Modifications must be received in writing by email; 10 days prior date of service.

Cancellations or Modifications received 9 days prior to arrival will pay 100% of the total cost of the service as a penalty.

For reservations placed with payment within 10 days of service operation

You can cancel within this period of time; however, NO refund will be provided.

Cancellations received with more than 10 days notice

You will receive a 50% refund of the total due. This includes administrative and bank credit card transaction fees. No exceptions. A full refund will not be provided.

We are not obligated to make any changes or modifications to your reservation within 10 days prior to the date of service.

5. Your requested time of pick up may not be the actual pick up time. Confirmed pick up time will be provided along with your confirmation email. Please double check all the information and contact us if you have any questions.

6. In the event of a "No-Show" (you not arriving at the time and location indicated on the confirmation email for your pick up) you will lose 100% of your payment. NO exceptions. We are not responsible for flight delays, flight cancelations, missed flights due to human acts or acts of God. No refunds will be provided under any circumstances.

7. If you are unable to find our representative and/or driver you must call the emergency phone numbers on the vouchers we have sent along with your confirmation document. Any claim must be received by email within 24 hours of the reserved service time and date. We will not be held liable for claims received 36 hours after the reserved service time and date.

8. Reconfirmation of the service the day before via email is strongly recommended.

9. For Collective Shuttles or Shared Services only: Please arrive 15 minutes prior to the pick up time. If you are delayed: we wait no more than 10 minutes at each pick up location once the pick up time has been established. If you are not able to arrive on time, this will be consider a NO SHOW and you will lose 100% of your payment and it cannot be applied to other reservation for shuttles or tours, payment is NOT refundable or reusable.

10. For Private Transportation services:

The maximum waiting time is two (2) hours after the confirmed flight arrival time by the airline or the confirmed pick up time at a specific location. We will depart and this will be considered a NO SHOW once the two (2) hour wait time has been exceeded. AGAIN: we are not responsible for flight delays, flight cancelations, missed flights, etc. No refunds will be provided. You must contact us via email to notify us about your flight status and negotiate if you are able to wait longer for you or reschedule your reservation with or without new payment.

11. All transfers include one (1) or more rest stops. These stops may be connection points or may involve a change of vehicles depending on the route. In some occasions we are forced to make several stops with several change of vehicles. When possible we do a direct route to your destination but sometimes you will be needing to change different vehicles making the travel time longer than expected.

For private services, the client can ask for stops for lunch, sightseeing, or for a direct transfer. A Private Service it is the fastest, most direct way to travel.

12. We may change or cancel any service without reimbursement for reasons beyond our control, such as: strikes, weather conditions, war or local guerrillas, public demonstrations, natural disasters or acts of terrorism, schedules changes, ocean conditions or acts of God.

13. We are not responsible for schedule changes in boat services, ferry services, nor for accidents and/or loss of luggage during the trip on the ferry or any ocean operation.

14. Arrival and departure times shown on your confirmation documents are approximate. Times may vary due to delays on the road, weather or ocean conditions that are out of our control. We take NO responsibility for delays on arrival or departure times.

15. For ocean transportation/activities: Please take precautions with your electronics, luggage, etc, as neither we nor the tour operator(s) can be held responsible in the case of damages, loss, etc.

Please remember to buy Travel Insurance!

16. We may not be able to drop off the client at their requested drop off point if that point is inaccessible to our vehicle. The client will be dropped off at the closest location to the drop off point if that situation occurs. Clients must check with property owners to ensure that access roads are in good enough condition for regular vehicles to safely travel. If 4x4 vehicles are required, you must advise us of this condition.

17. Services are operated but not exclusively by Guana-Express, Liberia Airport Shuttle Service, Trailways Costa Rica, Tucan Transfers And Tours, Volcan Arenal Shuttle Service, Rain Forest Costa Rica or any other transportation or tour company running and operating the route/services the client is reserving.

18. Baggage

We will not be held liable for loss or damage to carry-on items not properly supervised by the passenger. This includes carry-on items incorrectly placed inside the luggage compartment.

19. You must confirm with us in advance that you are bringing oversize luggage. For example: golf clubs, surfboards, boxes, etc. as we are unable to transfer those in all our vehicles and you may need to hire a private service. We will not be held liable for loss or damage items placed outside the vehicle.

20. Adventure Activities

When participating in adventure activities, and/or visiting wilderness areas or other places where the tour enters or takes place, the tour participant attests and verifies to be physically fit and in good health to

undertake these activities. The tour participant expressly accepts and assumes the risks and dangers inherent to these areas and activities.

21. Accidents

Liability for death or personal injuries to passengers is limited to contract conditions with suppliers and insurance coverage subscribed by the company operating the service, according to the laws of Costa Rica in effect at the time of the accident. The client will not take legal action against the booking or reservation company (us) but to the operator of the service directly.

22. We reserve the right to change rates, itineraries or schedules at all times and to arrange alternative transportation, accommodations or services; or to cancel bookings.

23. We will not be held liable, directly or indirectly, for any loss or damage from activities under the control of other agents or service providers, including, but not limited to, claims for death, personal injury, delays, or additional expenses that may arise when using a service arranged through us.

You will be directed to a secure payment website to complete your booking