

LA ROCCA

LA ROCCA BISTRO RESTAURANT CONTRACT



LA ROCCA
BISTRÒ
RESTAURANT

VALID FROM
December 15th, 2023 to December 14th, 2024



LA ROCA BISTRÓ

RESTAURANT

With the inheritance of land from the parents of the couple Landelina Rodriguez Sanchez and Adrian Castillo, natives of the beautiful area of La Fortuna de San Carlos, this beautiful project began.

At the beginning they only worked the land, but then they decided to create a natural forest sanctuary for the public, and hired a company to develop the ecotourism project of Hanging Bridges, which would allow thousands of people to enjoy the beauty of the forest in a comfortable and safe way.

With the arrival of visitors, they saw the need to offer them some food, so they made a restaurant, which today has the name of La Roca Bistró.

The freshness and quality of our ingredients are part of the secret that you will find in our menus, where we offer a combination of typical and international dishes.

The privileged view of the majestic Arenal Volcano, plus the love and passion shown by our team makes a unique experience.



**Bistro
Menu**



**Poke Bowls
Menu**



**Buffet
Menu**

General Policies

Regarding rates:

These rates are subject to change with 30 days notice to all our suppliers, due to increases from our suppliers, as well as governmental increases or a drastic drop in the dollar exchange rate. These rates are valid until of December 14th, 2024.

Reservation Guarantee

All reservations must be sent in writing via e-mail according to the property:

La Roca Bistró – restaurante@larocacr.com

You must have the corresponding confirmation number from our staff. For the modifications must be via e-mail and with the confirmation number.

RESERVATION AND CANCELLATION POLICIES

- Priority will be given to those reservations from Travel Agencies that use our services throughout the year
- In spite of the "confirmation" numbers sent by the Reservations Department, all requests are entered into the reservation system as tentative until the corresponding prepayment is made according to the established policies with the corresponding copy of the proof of payment. Or, until the restaurant receives the payment link with all information of the client and that the same does not suffer defects in information or charges.
- All Reservations must be made through the email restaurante@larocacr.com Once the reservation is made, you will receive a confirmation email with the details of the reservation. If you don't receive the email contact the restaurant to confirm that the reservation has been successfully completed through the following phone numbers (506) 2479-7622 or whatsapp 8897-7878, 8611-7622.
- Tables are automatically selected according to availability. We can't guarantee a particular table or area.
- To increase the number of guests, please call or email the restaurant with enough time in advance to confirm availability. In case of a decrease in the number of people, 24 hours in advanced we will accept them, otherwise we will penalize them.
- Cancellations are only accepted via email 24 hours prior to the reservation date, without penalty.
- If a reservation arrives late and without prior notice of delay, it is at the discretion of us to accommodate them. Every reservation will be given 20 minutes of courtesy, after the reserved time.

POLICIES FOR GUIDES, DRIVERS AND TOUR LEADERS

- The tables of the guides, drivers and tour leaders, in case there are any, will be located in a separate table and area from the group, only if the agency requests that they be located together, it will be done.
- With regards to CPL's food policy, the following table must be respected depending on the number of people that reserve us with the agency's package of \$ 16.50 per person:

Food courtesies chart			
Amount of pax	Guide	Driver	Tour Leader
1 to 5 pax	50% of the rate	Does not apply	Does not apply
6 to 10 pax	CPL	50% of the rate	Does not apply
11 to 14 pax	CPL	CPL	Does not apply
15 to 30 pax	CPL	CPL	50% of the rate
Plus 31 pax	CPL	CPL	CPL

• In case guides and drivers arrive at the restaurant without clients, a preferential rate of ₡3500 colones is offered for lunch, which includes natural juice only.

POLICIES FOR CHILDREN

The food package's rate for agency is \$16.50 per person, children's rates will be:

Children from 0 to 2 years CPL

Children from 3 to 10 years \$11.55 per kid, taxes included.

11 years old and older are adults and apply the regular rate of \$16.5 per person taxes included,

CREDIT POLICIES

In case of credit approval from the accounting department and the General Management agency will have 15 (fifteen) days from the date of delivery of the electronic invoices sent by us, which will always have the support of the reservation request by email with their respective booking number or itinerary from you.

La Roca Bistró charges a 2% (two percent) of interest for the lack or delay in the payment, the same will be prorated according to the days of delay, in addition to the legal expenses incurred.

La Roca Bistró have the option to temporarily suspend or permanently cancel services in case of non-payment, or until such time as outstanding payments over 45 (forty-five) days in arrears have been paid in full by the customer.

If for some reason the credit to the agency is cancelled due to non-payment, THE AGENCY will have to pre-pay the new reservation according to the payment policies indicated above, in order to use our services.

Bank Information



Colones

BNCR 200-01-057-034098-0

SINPE Móvil to 8343-5818

BAC 949125850 or IBAN account number
CR84010200009491258502

Dollars

BAC 949125843 or IBAN account number
CR23010200009491258436

With the name of 3-101-765409 SOCIEDAD ANONIMA

Finally, for a better understanding between both parties, please complete the following information about your company, as well as the spaces marked in green:

Agency Name: _____

Legal Name: _____

Address: _____

Phone number: _____

Fax: _____

Web Page: _____

Product Manager: _____

Email: _____

Applies until December 14th, 2024

Among us LA ROCA, hereinafter "LA ROCA", identification of legal person 3101765409 represented by its general attorney without limit of sum and "[REDACTED]", with legal identification: [REDACTED], hereinafter "THE AGENCY", represented by Mr. or Mrs [REDACTED], bearer of identity card number [REDACTED], as [REDACTED], who acts fully empowered for this act, we have agreed to sign the following contract.

Having read and agreeing to all the terms of this contract, it is signed in La Fortuna de San Carlos, on the _____ day of the month _____ of the year _____

Legal Representative
La Roca

Legal Representative
"THE AGENCY"