



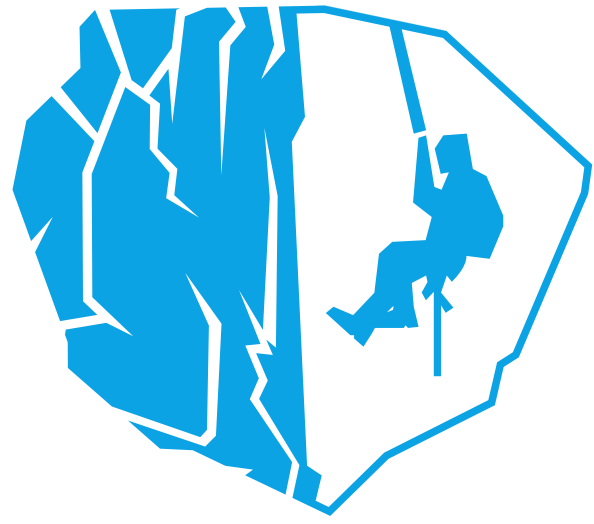
# **LA** ROCCA

## **ADVENTURE AND NATURE TOURS CONTRACT**



**LA ROCA  
CANYONING**  
TOUR ADVENTURE

VALID FROM  
December 15th, 2023 to December 14th, 2025



# LA ROCA CANYONING

TOUR ADVENTURE

Challenge your adventurous spirit in La Roca Canyoning, hiking through crystal clear streams, conquering the magnificent canyon walls with rappelling techniques, jumping into clear water pools and through natural rocky causeways. Also part of this activity is a zip line or canopy cable that will allow you to explore the forest canopy itself.

Enjoy La Roca Canyoning with peace of mind. Our guides will provide you with the necessary equipment and check every detail to ensure your safety throughout the tour. Even if you have no previous experience, you will be instructed by our professional guides step by step on how to use the ropes, carabiners and pulleys so that you feel confident during the tour.

The adventure ends with a gentle walk along of the Arenal River that flows peacefully and pristine in this sector. Afterwards, an invigorating hike through a forest trail will take you back to the base area, and then to our restaurant La Roca Bistró where you will enjoy a delicious lunch.

## **SECURITY**

In our canyoning activity we have all the first aid equipment, as well as CPR and OVACE training in case of an emergency. In addition to all the basic immobilization equipment in case of any extraction or particular situation in our canyon.

In addition, we have coordination of strategic points with the Fire Department of the area of Fortuna, in case of any rescue or evacuation.

In each naturalist tour our guides have a basic first aid kit.

We use the best worldwide recognized brand for adventure sports such as PETZL, ropes of high quality standards, as well as the rotation and maintenance of all the equipment we use in our canyon tour.

For your safety we have two different anchors artificial and natural which have a daily inspection by the guides before the first tour in the morning. Additionally, we receive a biannual inspection by a forestry engineer and a civil engineer, certifying the conditions of our tour.

Each emergency exit on all the tour platforms is well labeled. In our descents we use 2 certificated ropes (main rope and safety rope) and 3 separate safety points, which are always manipulated only and exclusively by certified guides of our company.

Each client of our company has a harness, a figure 8, a pulley, two safety ropes, a helmet and a pair of gloves, all properly certified, with regular inspection and record keeping of the use and maintenance of each piece of gear used.

Lastly, we have a civil liability insurance policy and all the permits from the Ministry of Health and the Municipality of San Carlos.

## Private Tours

The operation of private tours will be based on the number of people, you can check with our reservations department for your quote. For nationals it is necessary to quote separately to grant them the respective discount based on the activity and number of people.

### Transportation included in the tours

For all our services, the transportation service is operated from your hotel located in Zone 1 if the hotel is located in Zone 2 or 3, an additional charge applies described in local transfers by necessary route.

Zone 1: Fortuna Town until Las Orquídeas Hotel, La Fortuna Waterfall – La Palma until Tabacón Resort and Lost Iguana

Zone 2: Airport El Tanque – Jaurí until las Orquídeas Hotel

Zone 3: Observatorio Lodge and El Castillo – Chachagua – Tree Houses

### Departure times and duration of the tours

Departure times are set from La Fortuna downtown and may vary depending on the location of the client's hotel; the approximate pick up time will be given in the confirmation of the reservation. The duration of the tours is approximate as it may vary by visitation or by the clients themselves. The duration is including transportation time.

LA ROCA COMBOS							Transportation	Bilingual Guide	Entrance Fee	Bottle of Water	Fruits	Lunch	Equipment	Camera	Tennis Shoes	Insect Repellent	Poncho	Swimwear	Sandals	Towels	Extra Clothes	Sunscreen	
COMBO	Adults		Children (5-11 y)		Departure Time	Duration	What's included?												What to bring?				
	Rack	Net	Rack	Net																			
<b>Arenal Highlights</b> La Fortuna Waterfall Hike + Volcano Hike + Lunch at La Roca Bistró + La Roca Canyoning + Hanging Bridges Hike	\$215.00	\$175.00	\$184.50	\$157.50	7:15 AM	9 H																	
<b>Arenal Full Day</b> La Fortuna Waterfall Hike + Hanging Bridges Hike + Lunch at La Roca Bistró + La Roca Canyoning	\$195.00	\$155.00	\$163.50	\$139.50	7:15 AM	9 H																	
<b>Arenal Hiking Adventures</b> Volcano Hike + Hanging Bridges Hike + Lunch at La Roca Bistró + La Roca Canyoning	\$188.00	\$150.00	\$154.00	\$130.50	7:15 AM	9 H																	
<b>Arenal Adrenaline Nature</b> Volcano Hike + La Fortuna Waterfall Hike + Lunch at La Roca Bistró + La Roca Canyoning	\$180.00	\$145.00	\$158.00	\$134.50	7:15 AM	9 H																	
<b>Arenal Volcano Canyoning</b> La Roca Canyoning + Lunch at La Roca Bistró + Volcano Hike	\$140.00	\$115.00	\$105.00	\$92.00	7:15 AM	5 H																	
<b>Arenal Adrenaline Místico</b> La Roca Canyoning + Lunch at La Roca Bistró + Hanging Bridges Hike	\$122.00	\$99.00	\$107.00	\$92.00	7:15 AM	5 H																	
<b>Arenal Wet Adventure</b> La Fortuna Waterfall Hike + Lunch at La Roca Bistró + La Roca Canyoning	\$122.00	\$99.00	\$107.00	\$92.00	7:15 AM	5 H																	

Rates included transportation in zone 1 ( round trip) Rate plus taxes (13%)

# REGULAR TOURS

TOURS	Adults		Children (5-11 y)		Departure Time	Duration	What's included?										What to bring?					
	Rack	Net	Rack	Net			Transportation	Bilingual Guide	Entrance Fee	Bottle of Water	Fruits	Lunch	Equipment	Camera	Tennis Shoes	Insect Repellent	Poncho	Swimwear	Sandals	Towels	Extra Clothes	Sunscreen
	La Roca Canyoning	\$99.00	\$65.00	\$55.00			\$45.00	8:00 AM / 1:00 PM	3 H	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Night Walk	\$55.00	\$40.00	\$35.00	\$22.00	5:00 PM	4 H	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Birdwatching	\$79.00	\$55.00	\$45.00	\$39.00	4:30 AM	4 H	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Hanging Bridges Hike in Místico Park + Naturalist Guide+ Lunch at La Roca Bistró	\$62.00	\$50.00	\$35.00	\$30.00	8:00 AM	4 H	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Volcano Hike in Ecological Park Arenal Volcano	\$56.00	\$48.00	\$37.00	\$33.00	9:00 AM	4 H	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Rates included transportation in zone 1 ( round trip) Rate plus taxes (13%)

Transfer for Tours	1 to 7 pax		8 to 13 pax		14 to 22 pax	
	Rack	Net	Rack	Net	Rack	Net
Zone 2: El Tanque Airport - Jauri - Las Orquídeas Hotel	\$120.00	\$96.00	\$218.00	\$174.00	\$247.00	\$198.00
Zone 3: Observatory Lodge y El Castillo - Chachagua - Tree Houses	\$138.00	\$110.00	\$237.00	\$190.00	\$272.00	\$218.00

Rates round trip. All the rates plus taxes ( 13%)

## 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, 2025.

### Reservation Guarantee

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

**La Roca Canyoning - reservas@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.

#### Important Rate Information:

1. Rates in US dollars at the exchange rate of the day.
2. All rates plus 13% sales tax.
3. Not all the rates have lunch included, another is just only the activity
4. Net rates are non-commissionable.
5. Local and foreign rates
6. Rates apply until December 14, 2025
7. No show reservation we'll be notify to the travel agency.

#### **RESERVATION POLICIES**

Priority will be given to those reservations from Travel Agencies that use our services throughout the year. All formal reservation requests for individuals and groups will be processed directly by the company/client to the Reservations Department through an official note via e-mail.

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 hotel receives the payment link with all information of the client and that the same does not suffer defects in information or charges.

#### **CANCELLATION POLICIES**

Cancellation more than 3 days prior to the reservation date will not be penalized. With the exception of reservations that have requested payments to third Parties due to the Reservation Guarantee. The services that require PREPAYMENT are only guaranteed with the receipt of the voucher at least 24 hours prior to service. LA ROCA is responsible only for confirmed reservations.

For cancellations on day of the tour, the total amount of the tour will be charged.

FOR GROUPS: A group is 10 people or more. Three days prior cancellations (before 5:00pm) No charge will be made. Cancellations 2 days before the tour 50% of the total reservation. Cancellations one day before the tour will be charged the total service. Force majeure reasons will be considered separately in accordance with the company's General Manager's criteria and checking of facts.

NO SHOW 100% PENALIZED

#### **CHILD RATES AND POLICIES**

Child rate is specified separately on each tour. From 12 years old and up pay adult rate

La Roca canyoning for ages 5 and up, but depending on the weight and height.

## **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 Canyoning 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 Canyoning 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

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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, 2025

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"