



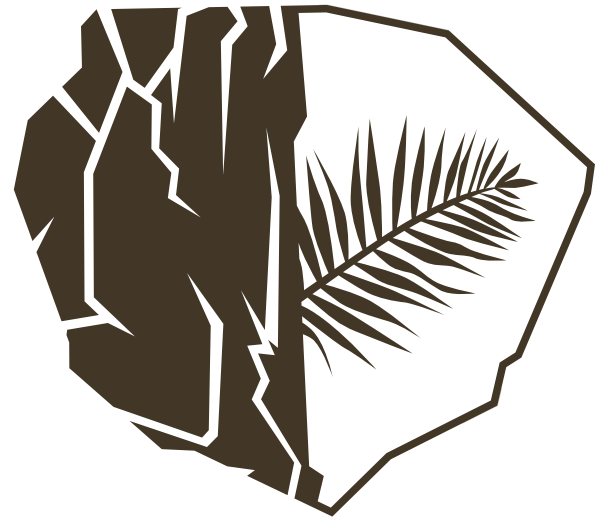
LA ROCA

ARENAL ROCA LODGE CONTRACT



**ARENAL
ROCA**
LODGE

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



ARENAL ROCA

LODGE

We offer our guests the unique charm of admiring the majesty of the Arenal Volcano, while resting in its rustic rooms.

Arenal Roca Lodge is a perfect hotel to spend time with your family, friends, or couple.

We have 12 rooms distributed as follows:

-9 Standard Bungalow: These rooms have ample space, extraordinary comfort and exquisite design in a perfect environment. They will make you feel relaxed and connected with nature, with a beautiful view of our gardens and a perfect view of our majestic Arenal Volcano. Maximum capacity for 4 people (2 double beds)

-3 Superior Bungalow: Spacious, bright and with a direct view of the beautiful Arenal Volcano. Superior rooms offer an opportunity to feel the calmness of our land. Its furniture will give you comfort and warmth facilitating you to appreciate the Arenal Volcano. Maximum capacity for 2 people (1 king bed).

All rooms have:

Excellent view of the Arenal Volcano, environmentally friendly amenities, air conditioning, coffee Maker and free coffee (only the first night) cable TV, bathroom with hot water.

We also for our guests the following additional services:

Spa services*, taxi services*, counter for sale of tours, breakfast, parking load, 24 hours security. (*ADDITIONAL COST)

	Room Category	Rate	Occupancy		
			SGL/DBL	TPL	QUADR
Rate	Bungalow Standard	Rack	\$106.00	\$130.67	\$149.33
		Net	\$79.50	\$98.00	\$112.00
	Bungalow Superior	Rack	\$149.33		
		Net	\$112.00		

*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:

Arenal Roca Lodge – 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.

HOTEL POLICIES

Important rate information:

1. Rates in US dollars at the exchange rate of the day.
2. All rates plus 13% sales tax
3. Continental and Typical Breakfast included at the hotel. Don't apply for room service.
4. Net rates are non-commissionable.
5. Local and foreign rates
6. Rates apply until December 14, 2025
7. Check in: 03:00 PM. // Check out: 11:30 AM.
8. At the check in the customer should have in digital the voucher or reservation number of the agency. The Hotel must respect the indications included in this document, and the travel agency is the only responsible for the payment of such services.
9. In case of No-Show, "THE HOTEL", is allowed to release the room and use it, without responsibility in case the guest enters the hotel days after check-in.
10. All No-Show will be reported to agencies.
11. Early departure (departure before the reserved date): 100% will be charged of the rate
12. The policies of the children's rates according to their age are:
 - 0 to 4 years old do not pay, they are considered infants.
 - 5 to 10 years old \$16.95 taxes included.
 - 11 years and older pay the rate as extra pax.Maximum 2 children per standard room, does not apply for superior bungalow because it has only a king bed.
13. Reservations for Christmas week, New Year's Eve (December 22, 2023 to January 2, 2024 and December 20, 2024 to January 2, 2025) and Easter Week (March 24-30, 2024 and April 13-19, 2025) has a MINIMUM of 2 NIGHTS.

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. If the agency has authorized credit and approved by our Board of Directors it does not apply.

The Reservations Department will provide in the "confirmation" responses the "cut o / release" dates for each reservation. With the above, both the agency and the hotel will proceed with the corresponding and timely follow-up of your reservations.

INDIVIDUALES FIT'S RESERVATION POLICIES

Agencies without credit must pre-pay the reservation in order to guarantee the room., 22 day before of the check in date.

When a reservation is made through an intermediary (agencies) and the guest is requested to pay directly at the Hotel, the agency must guarantee the reservation with a credit card. In case of no show, the agency will be responsible for the payment of the first night.

Cancelation Policies for FIT's

Throughout the year:

More than 16 days prior to arrival date without penalty.

15 - 3 days prior to arrival date: 1 night penalty

2 - 0 days prior to arrival date or no show: full penalty.

All cancellations should be will be discussed individually with management for reasons of force majeure (change of flight, illness, death or other circumstances).

All cancellations must be processed in writing through our reservations department and the penalty will be subject to the corresponding cancellation policies, in case of force majeure (flight changes, illness, death or other circumstances, with a document that certifies it), the management and board of directors will analyze it.

GROUP RESERVATION POLICIES

A Group is considered after 8 rooms not including the guide's, driver's and tour leader's room.

CPL is for a double standard room for guide and driver, just in case if the agency need a separate room or single room for the driver there a cost of \$ 60 plus taxes per night.

All group reservations require prepayment 22 days prior to arrival date or if the agency has authorized credit and approved by our Board of Directors it does not apply.

Rooming list for groups

The following information must be specified in the guest list:

1. Number and type of rooms required.
2. Full name of the guests in each room with their corresponding check-in and check-out dates.
3. Distribution of children in the rooms with their corresponding ages.
4. Clear specifications regarding shared-use rooms: number of persons, type of bed and any other special requirements.
5. The guest list must be sent to the Reservations Department no later than 15 days prior to the group's arrival.
6. Any change in the rooming list must be requested in writing to the Reservations Department 48 hours prior to the arrival of the guests. Cancellations will be penalized according to the cancellation policies.

Group Cancellation Policies

All the year:

Cancellation requests within 30 days have no penalty.

Cancellations requested 29 to 22 days in advance have a 50% penalty.

Less than 21 days in advance, the penalty of the total amount or according to the convention at the hotel will be applied.

Notes:

Any agency which does not pay on the due date of the reservation according to the cut off date indicated in the confirmation will be cancelled automatically and in case the hotel needs its use and there are no more space at category level or globally, it is not obligated to keep or reactivate it(s).

CREDIT POLICIES

In case of approved credits the agency that enjoys credit will have 15 (Fifteen) days from the day of delivery of the electronic invoices sent, for their respective processing, for which THE AGENCY, will provide the corresponding voucher at check in through the guest or digitally to the reservation mail.

Arenal Roca Lodge will charge a 2% (two percent) interest for the lack or delay in the payment, which will be prorated according to the days of delay, in addition to the legal expenses incurred.

Arenal Roca Lodge will have the option to temporarily suspend or permanently cancel the services in case of non-payment, or until the outstanding payments more than 45 (forty-five) calendar days in arrears have been paid in full by the client.

If for any reason the agency's credit is closed for non-payment, THE AGENCY must pre-pay the new reservations 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, 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"