



COMPANY: EL PORTAL DE RIO CELESTE
NAME: RIO CELESTE HIDEAWAY HOTEL
ADDRESS: 1 KILOMETER SOUTHEAST OF THE TENORIO VOLCANO NATIONAL PARK ENTRANCE
EMAIL: reservations@riocelstehideaway.com
PHONE NUMBER: +506 2206 4000 / +1 954-234-2372

2024 Contract Rate Agreement

Please find detailed below the net rates and policies for *Río Celeste Hideaway Hotel*, covering the time frame of **December 19th, 2023 – December 18th, 2024**.

RATES

Our hotel uses a BAR (Best Available Rate) pricing model, where our rates change based on daily forecasted demand.

Electronic Connection (see more details below) We are pleased to confirm the negotiated net rates of 25% savings off our BAR rates for your company. We value our relationships with our wholesale partners and will always give you the best rate at time of booking.

Static Rates We are pleased to offer you rates based on the seasonal rate schedule attached. If at time of booking the hotel has a lower BAR rate than when this contract was negotiated, you will receive 10% off that lower BAR rate. If using static rates, you will always receive either your negotiated rate, or 10% off the BAR rate at the time of booking, whichever is lower. Please refer to "Booking Method" below for details.

Please initial beside the rate structure your company will use:

_____ Electronic connection (through GDS or SynXis direct connect)
_____ Static rates (rate sheet will be provided)

Booking Method:

COMPANY will book rooms at *Río Celeste Hideaway Hotel* on a space available basis.

Electronic connection

If you use an electronic connection, you and your agents will always see the most up to date pricing with your contracted discount off of BAR.

GDS (Preferred) please see GDS codes below: (Amadeus LIRRCH) / (Sabre 65997) / (WorldSpan LIRRC) / (Pegasus ODD 110195)

Static rates

If you use static rates, all reservations will be booked directly through the onsite reservations office. Quotes are guaranteed only at time of booking. Our phone number is +**506-22064000** Toll-free from Canada and U.S.A. +1 (954) 234-2372.

You can also email requests to reservations@riocelstehideaway.com

You will always receive the lowest rate, contract pricing or BAR rate (less discount) **at time of booking.**

Remember that space is not held until time of booking.

Please initial beside the booking method your company will use:

Call/email onsite reservations -- quotes are guaranteed only at time of booking.

Initials _____



RACK RATES 2024
BREAKFAST INCLUDED
December 19th, 2023 – December 18th, 2024

	<u>Peak Season 2023 - 2024</u>	<u>High Season 2024</u>	<u>Low Season 2024</u>
	December 19 th 2023 – January 4 th 2024 March 24 th – March 31 st 2024	January 5 th – March 23 rd 2024 April 1 st – April 30 th 2024 June 14 th – August 31 st 2024 November 1 st – December 18 th 2024	May 1 st – June 13 th 2024 September 1 st – October 31 st 2024
Casita Deluxe Forest View	\$685.00	\$575.00	\$435.00
Casita Deluxe Garden View	\$575.00	\$475.00	\$335.00

Additional Guests over 6 years old add net Rate \$75.00 + tax.

All rates quoted above are in US dollars, per room per night in double occupancy.

Taxes (13%) are not included.

25% of commission available over our Rack Rates mentioned.

Free calls to Canada and USA from the Front Desk

Notes

Occupancy options (Maximum capacity) in a Casita with one king bed: **2 people**.

Occupancy options (Maximum capacity) in a Casita with two queen beds: **4 people**.

The hotel has 11 Casitas King and 14 Casitas Queen (2 of those equipped for wheelchair access).

Check-in time is at 15:00 hours (3pm) and check-out time is 12:00 hours (noon). The hotel will make every effort to accommodate requests for early arrivals and late departures. A luggage storage room is available for guests.

Food and Drink Package Prices

Lunch	\$45.00
Box Lunch	\$40.00
Dinner	\$55.00
Fixed Menu - Dinner Group	\$50.00
Bottle of House Wine	\$60.00

- Meals include one appetizer, main course, one soft drink, dessert, and coffee.
- All rates are in U.S. dollars. 13% sales tax and 10% service tax **ARE NOT INCLUDED**.
- All food and beverage prices are net and **not commissionable**.
- We can provide prices for special menus upon request and per client specifications.

Initials _____



TERMS & CONDITIONS

- All reservations, cancellations or modifications must be submitted in writing to the hotel and confirmations are subject to availability. reservations@riocelstehideaway.com
- The bed configuration is not guaranteed.
- No-shows will be penalized with full amount of stay.
- Rates may change due to fiscal regulations or local tax laws.
- Guide room NET rate \$65 + taxes, based on double occupancy.
- Pets are not allowed.

Peak Season Policy

- Minimum 3 nights stay required December 19th, 2023 - January 3rd, 2024 and March 24th, 2024 – March 30th, 2024.
- Christmas Eve Dinner \$75 + taxes and New Year's Eve Dinner \$85 + taxes. Both are mandatory and must be added to the room rate, children under 6 years old are free.
- Holiday Dinners must be prepaid to reserve the room.

FITS Payment & Cancellation Policies:

High Season

No Cancellation charge based up to 30 days before arrival. If, after that period, you cancel for any reason, attempt to modify this reservation, or do not arrive on your specified check-in date, your reservation will be charged 100%.

Payment must be done 17 days before arrival.

Low Season

No Cancellation charge based up to 20 days before arrival. If, after that period, you cancel for any reason, attempt to modify this reservation, or do not arrive on your specified check-in date, your reservation will be charged 100%.

Payment must be done 10 days before arrival.

Peak Season

No Cancellation charge based up to 90 days before arrival. If, after that period, you cancel for any reason, attempt to modify this reservation, or do not arrive on your specified check-in date, your reservation will be charged 100%.

Payment must be done 30 days before arrival.

Last minute reservations:

For reservations made 7 days or less prior to guest's arrival, the hotel will allow 48 hours for payment upon confirmation of reservation. Failure to comply with the prepayment will automatically cancel the reservation.

Blackout dates: Will be provided at Hotel's discretion.

Initials _____



Transportation: PROPERTY can assist with transportation arrangements. Additional charges apply.

Inclusions: Also included in the rate are the following complimentary amenities:

- Coffee in the lobby throughout the day
- Wireless Internet access throughout the resort
- Nightly turndown service
- A welcome cocktail
- In-room snack and refreshment center.
- In-room coffee replenished daily

Bank Account Details:

Cuenta Banco Nacional: 100-02-057-600249-0
Cuenta Cliente: 15105710026002491
Cuenta IBAN: CR66015105710026002491
Cédula Jurídica: 3-101-338980
Razón Social: El Portal de Rio Celeste E y A S.A.

All contracts must be signed by your company's duly authorized signatory and returned to the attention of **Tanya Rodriguez** at reservations@riocelstehideaway.com else contract will be considered null and void. You may retain the enclosed copy for your records. The net rates in the agreement will not be valid until the original contract has been signed and returned along with initials on each page. We look forward to working with you and welcoming your esteemed clients to **Río Celeste Hideaway Hotel**.

All information contained within this agreement is private and confidential.

COMPANY

Name, Title

Date

Email

Phone

Initials _____