



COMPANY: EL PORTAL DE RIO CELESTE  
NAME: HIDEAWAY RIO CELESTE HOTEL  
ADDRESS: 1 KILOMETER SOUTHEAST OF THE TENORIO VOLCANO NATIONAL PARK ENTRANCE  
EMAIL: [reservations@riocelstehideaway.com](mailto:reservations@riocelstehideaway.com)  
PHONE NUMBER: +506 2206 4000 / +1 954-234-2372 / +506 6061 7193

## 2025 Contract Rate Agreement

Please find detailed below the net rates and policies for *Hideaway Rio Celeste Hotel*, covering the time frame of **December 19<sup>th</sup>, 2024 – December 18<sup>th</sup>, 2025**.

### 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 *Hideaway Rio Celeste 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](mailto: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 2025**  
**BREAKFAST INCLUDED**  
**December 19<sup>th</sup>, 2024 – December 18<sup>th</sup>, 2025**

	<u>Peak Season 2024 - 2025</u>	<u>High Season 2025</u>	<u>Low Season 2025</u>
	December 19 <sup>th</sup> 2024 – January 4 <sup>th</sup> 2025  April 11 <sup>th</sup> – April 19 <sup>th</sup> 2025	January 5 <sup>th</sup> – April 10 <sup>th</sup> 2025  April 20 <sup>th</sup> – April 30 <sup>th</sup> 2025  June 13 <sup>th</sup> – August 31 <sup>st</sup> 2025 November 14 <sup>th</sup> – December 18 <sup>th</sup> 2025	May 1 <sup>st</sup> – June 12 <sup>th</sup> 2025  September 1 <sup>st</sup> – November 13 <sup>th</sup> 2025
<b>Casita Deluxe Forest View</b>	\$725.00	\$595.00	\$435.00
<b>Casita Deluxe Garden View</b>	\$595.00	\$495.00	\$335.00

Additional guests over 6 years old add net rate \$75.00 + taxes.

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

\*(Peak season rates December 19<sup>th</sup> 2025 - January 4<sup>th</sup> 2026 to be defined).

**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	\$60.00
Dinner	\$70.00
Bottle of House Wine	\$70.00

- 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](mailto: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 \$80 + taxes, based on double occupancy.
- Pets are not allowed.

### Peak Season Policy

- Minimum 3 nights stay required December 19<sup>th</sup> 2025 - January 4<sup>th</sup> 2026 and April 11<sup>th</sup> - April 19<sup>th</sup> 2025.
- Christmas Eve Dinner \$90 + taxes (13% sales tax and 10% service tax) and New Year's Eve Dinner \$105 + taxes (13% sales tax and 10% service tax). **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 30 days before arrival.

#### Low Season

No Cancellation charge based up to 14 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 14 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, this will be non-refundable. Failure to comply with the prepayment will automatically cancel the reservation.

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



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

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

- Welcome cocktail and fresh towel upon arrival
- Wi-Fi access throughout the resort
- Nightly turndown service
- In-room mini fridge
- 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@riocelestehideaway.com](mailto:reservations@riocelestehideaway.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 **Hideaway Rio Celeste Hotel**.

All information contained within this agreement is private and confidential.

COMPANY

\_\_\_\_\_

Name, Title

\_\_\_\_\_

Date

\_\_\_\_\_

Email

\_\_\_\_\_

Phone

\_\_\_\_\_

Initials \_\_\_\_\_