

RACK RATES
FROM DEC 01, 2021 – NOV 30, 2022

13% SALES TAX IS NOT INCLUDED	HIGH SEASON 2021- 2022	LOW SEASON 2021
	Dic 01 st 2021 – April 30 th , 2022 Nov 01 st – Nov 30 th , 2022	May 1 st – Oct 31 st , 2022
Standard / King Size single or double	\$125	\$93
Family Suite single or double	\$135	\$100
Junior Suite single or double	\$145	\$115
Superior Junior Suite single or double	\$155	\$125
Additional person older than 10 years old	\$30	\$30
Children 6-10 years old	\$15	\$15
Guide and / or driver	\$35	\$35

MEAL RATES WITH TAXES INCLUDED

Description	Adult Rates	Children Rates (3 – 10 years old)
Breakfast	Included	Included
Lunch (Appetizer, main dish, dessert and fruit drink)	\$22	\$12
Dinner (Appetizer, main dish, dessert and fruit drink)	\$22	\$12
Full American Plan (F.A.P.)	\$41	\$21
Christmas special dinner December 25 *Mandatory*	\$45	\$20
New Year's Eve dinner party December 31 *Mandatory*	\$65	\$20

ROOM DESCRIPTION FOR TILAJARI HOTEL RESORT:

- **Standard Room:** Two double beds, hot water, telephone, TV, hair dryer, A/C, ceiling fan, radio and alarm clock.
- **Standard King Size:** A king size bed, hot water, telephone, TV, hair dryer, A/C, ceiling fan, radio and alarm clock.
- **Junior Suite:** Two queen size beds and mini refrigerator, ceiling fan, reading table, coffee maker, TV, A/C, hair dryer, radio and alarm clock.
- **Superior Junior Suite:** Two extra queen size beds with Serta gold plus mattress, mini refrigerator, reading table, coffee maker, smart TV 42'', A/C, hair dryer, high quality internet, hammock and lounge chair in terrace.
- **Family Suite:** Two double beds, A/C, TV, ceiling fan, telephone, hot water, radio and alarm clock, living room and a wide-open terrace over viewing the river. It also has three individual beds in a loft; this area has natural ventilation and it is recommended for children between 7 and 14 years. This suite also has the option of connecting a room.

GENERAL CONDITIONS FOR TILAJARI HOTEL RESORT:

- Rates are per room based on single or double occupancy, per night.
- Rates are plus 13% of sales tax.
- Meal rates include 13% of sales tax and 10% of service.
- **Percentages may change according to Costa Rican law.**
- All rates are in US Dollars.
- All lodging rates include breakfast.
- Rates may change without prior notification, except for those travel agency contracts or other writing prior commitment with not expired dates yet.
- All reservation must be made through the reservations department in writing, by fax or internet, specifying the services required.
- All reservations require a writing confirmation number from the hotel to be considered as formal.
- All reservations require at least the name of the client, ID number, telephone number or e-mail address.
- Any guest must be over eighteen years old (18) to book a room.
- On travel agencies reservations, guest must present the agency voucher during the check in process so the hotel can confirm all the services to provide.
- Check in is at 2 p.m. and check out at 12 noon.
- Late checkout have a \$25 penalty anytime between the first two hours and full night charge after that.
- High season goes from **December 01st – April 30th / November 01st – November 30th.**
- Low season goes from **May 1st through October 31st.**
- **During super high season peaks (from Dec 22nd – Jan 02nd and Holy Week), a minimum stay reservation of 2 nights is required.**
- For groups or individual reservations made by internet, the same conditions, regulations and policies apply.

CHILDREN POLICIES:

- From 0 to 5 years inclusive accompanied by two adults, no room charge will apply.
- From 6 to 10 years inclusive will have the respective lodging rate and all meals will be charge.
- From 11 years and older will be considered as an adult, charging the respective rate.
- A maximum of two children for each room applies. More than that will be charge as an adult

GROUPS SPECIAL CONDITIONS:

- We consider a group as a reservation made for 10 rooms or more.
- Minimum stay reservation for groups is 2 nights all year around.
- Any group tour leader, guide and/or driver have 20% discount on meals and a special room will be assigned. Except those with a different deal agreed in writing prior arrival.
- Groups of 25 people or more need to arrange schedule meals with our front desk or the head waiter.

REGULATIONS:

- No pets are allowed in the property.
- No cooking is allowed in the property.
- No smoking is allowed in the rooms.

METHODS OF PAYMENT:

- To receive the hotel booking confirmation, any reservation must be prepaid 50% of the total lodging amount in cash, bank deposit, transfer or 100% guaranteed by a credit card. Except for those travel agencies or companies with formal credit approved, which have special deals in writing with the hotel.
- When prepaid is made by bank deposit or transfer, client must send by email a copy of transaction with his name (name of the reservation) and check in date.
- When guaranty is made by credit card, client must send by email or fax a copy of his ID document (passport) and the credit card used.
- Any method of payment will always have a writing confirmation from the hotel. On the contrary, the hotel will not accept any responsibility for cancellations made when the deposit has not been confirmed.
- Checks must be payable to **COMPLEJO TURÍSTICO TILAJARI S.A**
- Bank accounts information:



COMPLEJO TURÍSTICO TILAJARI S. A.

Banco Nacional de Costa Rica (BNCR)

Colones 100-01-012-006589-2

Dollars 100-02-012-600027-3

SINPE BNCR (bank to bank in Costa Rica):

Colones 15101210010065891

Dollars 15101210026000273

IBAN (International Bank Account Number) 019462

SWIFT code: bncrcrsj

PAYMENT POLICIES:

- During High season or Super high season reservation dates: Prepaid of 50% or credit card guarantee must be done at least 30 days prior arrival.
- During Low season reservation dates: Prepaid of 50% or credit card guarantee must be done at least 15 days prior arrival.

CANCELLATION POLICIES:

Clients must cancel any reservation in writing and receive a cancellation confirmation by the same way by the hotel.

High season and Super high season peaks:

- ✓ No charge if cancellation is received 30 days or more prior arrival.
- ✓ Charge of 50% of total reservation amount if cancellation is received 15 to 29 days prior arrival.
- ✓ Charge of 100% of total reservation amount if cancellation is received 0 to 14 days prior arrival.
- ✓ Charge of 100% of total reservation amount in “no show” cases.

Low season:

- ✓ No charge if cancellation is received 15 days or more prior arrival.
- ✓ Charge of 50% of total reservation amount if cancellation is received 8 to 14 days prior arrival.
- ✓ Charge of 100% of total reservation amount if cancellation is received 0 to 7 days prior arrival.
- ✓ Charge of 100% in “no show” cases.