



TERRA NOVA  
COSTA RICA  
Travel Design & Delivery

# VACACIONES DISEÑADAS TERRANOVA S.A. Terms & Conditions

## LEGAL LIMITATIONS

**VACACIONES DISEÑADAS TERRANOVA S.A.** (its owners, associates, agents and employees) is acting as a booking agent and shall assume no responsibility nor liability, for injury, damage, loss, accident, delay or irregularity to person or property in connection with any service provided or resulting directly or indirectly from the following: weather and road conditions, breakdowns, strikes, war, riots, acts of God, detention annoyance, terrorism, thefts, pilferage, force majeure, civil disturbances, government restrictions or regulations, delays and expenses arising from quarantine, failure of any means of conveyance to arrive or depart as scheduled, and discrepancies or change in transit, car rentals, tours, or hotel services over which **VACACIONES DISEÑADAS TERRANOVA S.A.** has no control. **VACACIONES DISEÑADAS TERRANOVA S.A.** is acting as a third party agent--all travel documents issued by VACACIONES DISEÑADAS TERRANOVA S.A. including all tickets, vouchers and coupons issued and all arrangements for transportation or conveyance or for hotel or lodging, car rental, touring or sightseeing services are subject to the terms and conditions of each supplier. Airline tickets are non-refundable and non-transferable as per airline's own rules. U.S. citizens need to have a valid passport with at least 6 months left before the expiration date (visa is required for some countries). It is the responsibility of all those traveling to obtain information and proper documentation. **VACACIONES DISEÑADAS TERRANOVA S.A.** and its agents accept no responsibility for changes in documentation requirements or for any departure or entry denials. Passengers denied boarding for lack of documentation will receive no refund. Full cancellation policies apply to cancellations due to incorrect documentation. By tendering payment or advance deposit to **VACACIONES DISEÑADAS TERRANOVA S.A.** for any and all services, the participant(s) agrees to accept and be bound by the terms and conditions recited above.

### **Important:**

Travel insurance. We strongly recommend that you purchase short-term traveller's insurance covering baggage, accident/life and trip cancellation. In case of an emergency, we will honor each hotel, airlines and operator's cancellation policies. Although, we will of course try to negotiate the best possible outcome for you in case of a late cancellation.

## CONDUCT

**VACACIONES DISEÑADAS TERRANOVA S.A.** and its designated representatives reserve the right to disqualify any person as member of any trip or tour, should such person's actions or general deportment impede the operation of the trip or the rights or welfare or enjoyment of other members of the trip. Refunds are usually not given under these circumstances. In such extraordinary instances when a refund is granted, it is agreed that a refund based on the actual cost of the unused land services is the limit of **VACACIONES DISEÑADAS TERRANOVA S.A.** responsibility.

## PAYMENT POLICY

A deposit of 50% of the total trip cost is required to guarantee your reservation upon acceptance of our proposal or as requested by the hotels. The balance is due 30 days prior to the start date of your trip with us.

## CANCELLATION POLICY

Cancellation must be received in writing in our offices. In the case of cancellations received 30 days or more prior to the start date of the scheduled trip, there is a full refund, minus unrecoverable hotel and other supplier's deposits, and a cancellation fee of \$200. The individual policies of the suppliers will apply, although, we will of course try to negotiate the best possible outcome for you in case of a late cancellation. In the case of cancellations received 29 days or more prior to the start date of the scheduled trip, there is a full refund, minus unrecoverable hotel deposits, and a cancellation fee of \$300.

The individual policies of the suppliers will apply, although, we will of course try to negotiate the best possible outcome for you in case of a late cancellation.

## LAST MINUTE CHANGE FEE

We will be happy to help you with any last minute changes. However, please note that any costs or penalties imposed by the companies affected by the newly requested or cancelled services will be charged to you.