



TERMS AND CONDITIONS

At **Innova Adventure Travel™**, we are happy to assist you in your travels through our country. Our services are 100% personalized.

PAYMENTS:

Individual

Reservations made 45 days or less before the client's arrival date; 100% payment is required once confirmation is sent by Innova Adventure Travel™ and accepted by the client.

Reservations made 90 days or more prior to the client's arrival date, 100% payment is required 45 days in advance. This is during the season from December 15th through April 30th of each year. For the May 1 - December 14 season, full payment is required 30 days prior to arrival. No exceptions.

Groups (more than 7 rooms are considered a group)

Bookings	Payment dates	Season
60 days or less	Immediate payment	December 15 to April 30
	30 days prior to client's arrival	May 1 - December 14
61 days or more	60 days prior to client's arrival	December 15 to April 30
	45 days prior to client's arrival	May 1 - December 14

No exceptions.

All prices are in US Dollars.



IMPORTANT.

Please let us know as soon as you have sent the bank transfer. This will allow us to track your payment. As soon as the payment has been received in our account, we will contact you and confirm all reservations.

CANCELLATIONS AND REFUNDS:

At Innova Adventure Travel™ we are flexible with cancellations and refunds in consideration of service provider policies. We will manage and resolve each case on an individual basis.

Only written requests to Innova Adventure Travel™ will be accepted and processed.

Cancelations made	Refund	Season
30 days or less prior to client's arrival	0%	15 diciembre al 30 abril
60 – 30 days or less prior to client's arrival	50%	1 mayo al 14 diciembre
61 days or more	85%	15 diciembre al 30 abril

No refunds will be given for services, accommodations, meals, or transportation that are not in use during the trip. No refunds will be given after the trip has been completed.

Some hotels may have more restrictive cancellation and refund policies than others. These vary by hotel and circumstance. Each case is considered individually.

COMMITMENTS:

Innova Adventure Travel™ has a commitment to provide you with 100% of the services in the program you have booked.

In the event of an emergency, our company is committed to providing the client with all the assistance it can.



Costa Rica does not currently have any specific entry requirements, however, please be aware of the official information prior to travel planning: <https://www.visitcostarica.com/en/costa-rica/planning-your-trip/entry-requirements>

HEALTH & SAFETY PROTOCOLS:

Our company is 100% committed to the protection of the health and safety of our clients, employees and suppliers. To ensure everyone's safety at all times, we respectfully request that you strictly follow all instructions.