



## SURCOS TOURS POLICY

Please take a moment to read our Privacy and Payment policies carefully, they are here to ensure harmony between the client and us.

**Take note so that we can avoid any inconvenience.**

### 1) Reservations:

Any agreement or confirmation of any type of reservation must be received by our clients via email or WhatsApp from the company, none of our collaborators will contact you through a personal telephone call to request personal information, passwords, credit card numbers, bank accounts etc.

### 2) Transportation:

It is the responsibility of each visitor to comply with the agreed meeting point and time. If the client changes it less than 24 hours in advance, he must assume the additional costs that this entails, this because it is a service that we have already paid for.

### 3) Luggage:

A) The luggage can be collected where the client requests it, we only need to indicate the place where it is located and a descriptive sheet of its content (this to avoid loading objects that compromise both the client and our company). Restrictions apply.

B) We will not assume responsibility for any damage to your luggage due to natural factors beyond our control. It is the responsibility of each client to let us know the value of each piece of luggage and to tell us if there are valuable items that need special care.

C) It is the client's responsibility to inform us of the name of the hotel where we must send the luggage (this is when the client enters through Carate and then leaves through Drake and vice versa).



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If the client changes the destination of the baggage without prior notice, we will not assume any responsibility for this baggage. Once the luggage is delivered to the requested destination, Surcos Tours reaches the end of its responsibility for this luggage.

D) If for some reason the hotel DOES NOT receive the luggage that the client sent, then this luggage will be returned to our Central offices in Puerto Jiménez and will remain there until the client picks it up. No money will be returned to the client.

If the client wants us to send it to his new destination, take into account that he must assume this cost as an additional cost.

#### 4) Deposits:

A) Once a deposit is made to our company, keep in mind that this money will not be refundable, but we offer the benefit of relocating the tour date subject to availability as long as it is not a reservation in Corcovado National Park since in this case the benefit cannot be applied.

B) Surcos Tours is not responsible for covering the additional fees that each bank charges according to your transfer (Except previously scheduled bird tours), our reservations team will let you know the different payment methods and the bank commission that each one entails.

C) Payments will only be accepted by the secure means indicated by the reservation staff. There are NO other ways to make effective payments. Please do not compromise company personnel.

D) If the client changes his mind about the tour and wants to do it with another company, after having booked with Surcos Tours, he will lose 100% of his deposit.

E) If the client has already paid and does not agree with the bank commission that he paid, no money will be refunded. Please check the details carefully when you receive your invoice to avoid any inconvenience.



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### 5) Guides:

A) In case of being a company that wants to sell our services directly to its clients, keep in mind that Surcos Tours is not responsible for the information that it provides to the client. It is important that they always clearly and transparently explain the seriousness of each route, as well as what is allowed and what is not allowed in the park or in the place where the tourist will hike.

B) For companies: Keep in mind that if the price varies without prior notice from the Park, you must cover the additional cost.

c) Surcos Tours informs you that the starting point for the tour will only be the one mentioned by the secretary, at the indicated time. Therefore, we kindly ask you to take into account the place where you will stay the night before the tour in order to reach the departure point on time, this is because some hotels are far from the starting point. Keep in mind that you must pay for your own transportation to get to the agreed place where the tour will start.

## EXPRESS ASSUMPTION OF RISK, RELEASE OF LIABILITY – WAIVER

### Please read the following agreement carefully

I understand that despite the fact that Surcos Tours organizes trips through suppliers that have risk policies, adequate maintenance of equipment, etc., it is not the source or provider of the travel services that I requested, and that it acts solely as an agent. provider of these services. I am informed that those really responsible for providing me with the travel services that I have purchased are third-party services.

I consent to the use of these providers and agree not to sue Surcos Tours as responsible if any of these providers:

1) does not provide the travel services that I have purchased.

2) does not fulfill its responsibility as a service provider.

3) participates in any negligent act or omission that causes me any type of injury, damage, delay or inconvenience.



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I agree that Surcos Tours is not responsible, nor will I attempt to hold it responsible for any injury, damage or loss that I may suffer due to any condition, act or omission that is beyond its reasonable control.

**International tours:**

I understand that the Transportation Security Administration (TSA) requires me to carry a government-issued identification card to board a flight. I am informed that the name, date of birth, and gender on the identification card must match exactly the same information that appears on my plane ticket and in my reservation record. I acknowledge that my failure to comply with these requirements may result in denied boarding or undue delay at airport security and checkpoint causing me to miss my flight.

I understand that if I am traveling internationally, I must have a valid passport and depending on my destination and nationality, I may be required to obtain one or more visas.

Passport holders should be sure to contact the embassies of their destination and transit countries for entry requirements.

I understand that the purchase of travel insurance is recommended to cover certain risks inherent in travel, such as the bankruptcy of the provider and the inability to travel due to a medical or personal emergency. I further understand that it is recommended that I speak with a licensed physician for any recommended medical needs.

By making a reservation with this company, I agree to all of the above.

We hope to share this experience with you and that you can enjoy your visit to Costa Rica with Surcos Tours!



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