

# VOLCANO LODGE & GARDENS



Agency: \_\_\_\_\_

## RATES 2013 - 2014

### HIGH SEASON

		CATEGORY	OCCUPANCY	RACK	NET	GROUPS**
From	To					
Dec. 16-2012 Dec. 16-2013	Apr. 30-2013 Apr. 30-2014	SUPERIOR	SGL/DBL	\$150.00	\$120.00	\$112.00
* Triple and Quads, see below for extra person policies.						

### GREEN SEASON

		CATEGORY	OCCUPANCY	RACK	NET	GROUPS**
From	To					
May. 1-2013 May. 1-2014	Dec. 15-2013 Dec. 15-2014	SUPERIOR	SGL/DBL	\$115.00	\$92.00	\$86.00
* Triple and Quads, see below for extra person policies.						

### GUIDE/DRIVER ROOMS

SGL	DBL
\$35.00	\$55.00

### RATES ABOVE INCLUDE BUFFET BREAKFAST AND TAX (13%).

#### \*EXTRA PERSON POLICIES:

Infants from 0 - 5 years old, sharing room with 2 adults, without charge, max. 2 children per room.

Children from 6 - 11 years old US\$20 tax and buffet breakfast included (Non-commissionable).

Extra adult US\$30 tax and buffet breakfast included (from 12 years old pay as an adult, 20% commissionable).

#### \*\*GROUPS LODGING POLICIES:

Group rates apply from 8 SUPERIOR rooms, 1 room for Guide and Driver free of charge in Double Occupancy (on request).

#### FEEDING POLICIES:

MANDATORY Christmas Dinner on December 24th, 2013. Cost \$45 per person.

MANDATORY New year's Eve Dinner on December 31st, 2013. Cost \$55 per person.

Taxes included, 10% commissionable.

The hotel has three different menus according to your needs (Lunch or Dinner):

Package # 1: 14 US\$

Package # 2: 16 US\$

Package # 3: 18 US\$

From 6 people, Guide & Driver free of charge. 5 people or less, 50% of the cost of the menu.

Infants (0-3 Year old): Complementary, max. 2 children per room, sharing room with 2 adults.

Children from 4-5 years old pay 50% of cost of the menu. Children from 6 years old pay full rate.

***Taxes included (23%), non-commissioned. Ask for the menus at [info@volcanolodge.com](mailto:info@volcanolodge.com)***

Agency Representative: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

# ACCOMMODATIONS AGREEMENT

## Reservation Procedures

All reservations must be made through Volcano Lodge. All rooms are subject to availability. All reservations, changes, or cancellations must be submitted in writing via e-mail or fax. All reservations, cancellations, or changes must contain the following information:

Volcano Lodge property being booked, arrival date, departure date, number of nights, number of guest per room and their names, whether any of the guests are children (if so, ages must be provided), room category, and any special requests.

## Reservations Department Info

Phone (506) 2479-1717 - Fax (506) 2479-1716

E-mail: [reservations@volcanolodge.com](mailto:reservations@volcanolodge.com) or [info@volcanolodge.com](mailto:info@volcanolodge.com)

## Cancellation Procedures

In eventual cancellations, the following charges shall apply:

- a. No penalties assessed for cancellations made 30 days or more prior to the guest arrival.
- b. Cancellations made between 29 days to 15 days to guest arrival, Will have 50% refunds.
- c. Cancellations made 14 days or less prior guest arrival will NOT received refunds.
- d. NO SHOW will assess a penalty of full charge of your reservation.
- e. Early DEPARTURES and late ARRIVALS will NOT received refunds for the unused portions of the reservations.

## Payment Procedures

- a. By Bank Deposit, our bank accounts are:

Name: Inversiones Turísticas La Palma de La Fortuna H.C.M S.A.

Banco de Costa Rica Colones (¢) 346-302-6

Banco de Costa Rica Dollars (\$) 346-486-3

BAC San José Colones (¢) 901766063

BAC San José Dollars (\$) 905896114

- b. Must send copy of payment by email: [info@volcanolodge.com](mailto:info@volcanolodge.com) or fax (506) 2479-1716.

- c. Wire Transfer (Ask for the info at [ventas@volcanolodge.com](mailto:ventas@volcanolodge.com))

Agency Representative: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## ***GENERAL INFORMATION***

**Hotel's name: VOLCANO LODGE & GARDENS \*\*\***

**Quantity of rooms: 62 SUPERIOR rooms**

**Address: 7 km West from Catolic Church La Fortuna, San Carlos.**

**General Manager:**  
**Vladimir Sánchez**  
**e-mail: gerencia@volcanolodge.com**

**Sub manager & Marketing:**  
**Hanzie Castro**  
**e-mail: submanager@volcanolodge.com**

**Reservations & Sales Coordinator:**  
**Adriana Obando**  
**e-mail: sales@volcanolodge.com**

**Reservations Department:**  
**Jannethe Céspedes**  
**e-mail: reservations@volcanolodge.com**

**Accounting Supervisor:**  
**Eliécer González**  
**e-mail: financiero@volcanolodge.com**

**Web: [www.volcanolodge.com](http://www.volcanolodge.com)**  
**E-mail: [info@volcanolodge.com](mailto:info@volcanolodge.com)**  
**Phone: (506) 2479-1717**  
**Fax: (506) 2479-1716**  
**Skype: Volcano.Lodge**

