

Quinta GALEON Lodge — Reservation Policies & Booking Confirmations

Version V-3A | Effective: December 1, 2025

These policies apply to reservations requested through our online booking flow (HB).

Important: An online booking creates a Reservation Request (Pending) until Quinta GALEON Lodge confirms it by email.

Reservation request, confirmation, and payment

1. By submitting a reservation request and providing credit-card details, you confirm you have read and accept our reservation, payment, and cancellation policies.
2. Your credit card is used as a guarantee for the total amount of the reservation and may be charged after confirmation and/or according to the cancellation and refund policy below.
3. Debit cards are not accepted to guarantee or pay for the reservation; only credit cards are accepted.
4. For Costa Rican nationals or duly accredited residents, immediate payment of the entire reservation by local bank transfer may be offered upon request.
5. Room prices are based on double occupancy. Lodging rates are subject to a 13% tax.
6. Some rooms allow additional guests. An additional charge plus taxes per night applies per additional person, including children 3 years and older. Children under 3 stay at no additional lodging cost; meal services are charged separately for children under 3.
7. Quinta GALEON Lodge reserves the right to request and verify appropriate identification documents to validate eligibility for specific rates. Any unauthorized rate difference must be settled at check-in or when the discrepancy is detected.
8. For inquiries about your reservation, please contact us at 1@quintagaleon.com (primary).

Check-in / check-out

9. Check-in time: 2:00 p.m. Please check availability for flexible early entry.
10. Upon arrival, the Administration may take a deposit / authorization on your credit card to cover photography services, food, transfers, and/or incidental charges.
11. The amount of the deposit / authorization depends on length of stay and expected services not previously covered at the time of reservation.
12. Check-out time: 11:00 a.m. If the room is not vacated by check-out time, a charge of \$75 will apply during the first 3 hours.
13. After 2:00 p.m., the full cost of one (1) night stay will be charged.
14. If the guest leaves before the established departure day, unused nights are not refundable.

Hotel regulations

15. Pets are not allowed on the property.
16. Cooking is not allowed on the property.
17. QGL is a 100% smoke- and tobacco-free property. Smoking is not allowed anywhere on the property, facilities, or gardens. A fine of \$250 will be charged if this policy is not followed.
18. Quinta GALEON Lodge exclusively provides meal plans and options for guests and visitors (e.g., breakfasts, lunches, dinners, coffee breaks).
19. The entry or consumption of drinks, food, or snacks other than those offered by QGL meal plans and hospitality services is not allowed.
20. A full corkage fee will be charged and added to your checkout bill.
21. Meal plans do not include: alcoholic beverages, carbonated/natural drinks or food services outside meal hours, bottled water, or tips to service personnel.
22. Services not included in the contracted meal plan can be requested and charged separately. Prices plus 13% VAT. Service tips: 10% (when applicable).
23. Rights to use photos: QGL reserves the right to use photographs of guests/visitors taken on private tours or on the property for promotional or advertising purposes, as well as photos sent to us or shared by the guest/visitor.
24. Quinta GALEON Lodge reserves the right to request and remove any client or guest from the property due to immoral, illegal, or harmful behavior.
25. Unregistered / unauthorized guests are not allowed in hotel rooms or facilities.
26. Guests who violate these policies may be asked to leave without any refund.

Cancellation policies, charges & refunds

- A. All cancellation requests must be made in writing and sent by email to 1@quintagaleon.com or via WhatsApp to +(506) 8321-0081.
- B. All cancellation requests must be confirmed as RECEIVED by Quinta GALEON Lodge and subsequently ACCEPTED as valid through written confirmation from QGL to the client.
- C. Any refunds will be made to an IBAN account of the credit-card holder used in the reservation, for the amount assessed according to the date of receipt of the written notice of cancellation.
- D. If the cancellation notice is received at least 61 days before arrival: (a) the reservation will be refunded less a charge of 20% of the total reservation (if it was already paid in full), or (b) a charge of 20% will be made to the reservation guarantee card.
- E. If canceled between 60 and 31 days before arrival: (a) a refund will be made less a charge of 50% of the total reservation (if it was already paid in full), or (b) a charge of 50% will be made to the reservation guarantee card.
- F. If canceled less than 30 days prior to arrival: no refund will be given. If the reservation has not been paid, a charge of 100% will be made to the guarantor card.
- G. Prepaid meal plans will be fully refunded in cases D) and E), and as an exception also in case F) only if the cancellation request is submitted and approved at least 8 days before arrival.

- H. No-shows, unused room nights, and early departures are not refundable.

Additional services — private transportation

- I. If you booked a private transfer to/from QGL and prepaid, you will receive a full refund only if QGL receives a written cancellation notice at least 72 hours before the estimated arrival time of your flight or the agreed service time.
- J. If you booked a private transfer to/from QGL and chose to guarantee and pay later, no charge will be made only if QGL receives a written cancellation notice at least 72 hours before the estimated arrival time of your flight or the agreed service time.

Delayed flights policy (transfers)

- K. If your flight is delayed and the pick-up service is already underway, the driver will wait until midnight. After that, we will ask you to take an airport taxi (orange taxis), available 24/7 and familiar with the hotel location.
- L. If you prepaid the transfer in this scenario, you will receive a 50% refund.
- M. If you did not prepay, you will be charged 50% of the service for driver presentation and waiting time.

Agreement

- ***By submitting a reservation request, I confirm I have read and accept these terms and conditions. I agree to pay the authorized amount as described herein, even if I have not signed an original charge note or voucher.***

