



Reservations and Cancellation Policies: OTS Biological Stations (La Selva – Las Cruces – Palo Verde)

Reservations Department office hours are Monday through Friday, from 8:00am to 5:00pm.
Phone: 2524-0607, ext.1340, fax 2524-0608, email: reservaciones.threepaths@ots.cr, Web page: www.threepaths.co.cr. Facebook: <https://www.facebook.com/OTS.OET>

For last minute reservations **on weekends** please contact the field station directly:

- a. **La Selva:** 2766-6565, ext.110.
- b. **Las Cruces:** 2773-4004 or 2773-4108. Fax: 2773-4109.
- c. **Palo Verde:** 2661-4717. Fax: 2661-4712.

Reservations should be made through ESINTRO's Reservations Department at OTS's offices located 200 mts east, 150 mts south of UNED, Sabanilla, inside the Ciudad Científica, UCR.
P.O. Box 676-2050, San Pedro, Costa Rica.

Payment Policy:

- **Individual Reservations:** Full prepayment **15 days** before of arrival, according to our **office schedule:** Monday to Friday (excluding Saturday and Sunday).
- **Group Reservations (Please see Group Rates):** Full prepayment **45 days** before of arrival according to **calendar days:** Monday to Sunday (including Saturday and Sunday).
- Children under 5 years are free of charge when sharing room with parents.

If you are going to pay by check, please make it payable to ESINTRO S.A. When making payment, please indicate the reservation number.

- a) Direct deposits may be made to the following accounts:
 - ✓ Banco Nacional de Costa Rica current account #100-02-000-606377-0, or client account #15100010026063770, ESINTRO S.A.
 - ✓ BAC San José current account #908335052, or client account #10200009083350521, ESINTRO S.A.
 - ✓ A legible copy of the deposit **must be sent** by fax 2524-0608 or e-mail: reservaciones.threepaths@ots.cr, including details of what is being paid in **US dollars**.
- b) Major credit cards are accepted: VISA, MASTER CARD and AMERICAN EXPRESS.

***The entrance fee to Palo Verde National Park **must be payed in cash by the customer** at the Park's entrance. Actual fee is **\$12 per person per day**. This rate is **NOT INCLUDED** in our rates. Subject to change.

OTS's commercial activities are handled by ESINTRO, S.A.

For Reservations contact: ph: (506) 2524-0607, ext. 1340. Fax: (506) 2524-0608.
Email: reservaciones.threepaths@ots.cr Web page: www.threepaths.co.cr



Cancellation Policy for Individuals, according our **office schedule**: Monday to Friday:

1) Overnight Visitors:

- a) **100%** refund of deposit is made if written notice of cancellation is given more **than 15 days before arrival.**
- b) **50%** refund if **7-14 days before arrival.**
- c) **NO** refund if less **than 6 days before arrival.**

2) Day Visitors:

- a) **100%** refund if written notice of cancellation is given more **than 15 days before arrival.**
- b) **50%** refund if **7-14 days before arrival.**
- c) **NO** refund if **6 days or less.**

Cancellation Policy for Groups (Group Rates) according **calendar days** – Monday to Sunday:

1) Overnight Visitors:

- a) **100%** refund of deposit is made if written notice of cancellation is given more **than 40 days before arrival.**
- b) **50%** refund if **30 days before arrival.**
- c) **NO** refund if less **than 15 days before arrival.**

2) Day Visitors:

- a) **100%** refund if written notice of cancellation is given more **than 30 days before arrival.**
- b) **50%** refund if **15-29 days before arrival.**
- c) **NO** refund if **14 days or less.**

IMPORTANT NOTE: Cash refunds won't be made at the stations, only through San José offices.
Rates are subject to change.

Recommendations:

- a) **Please specify if clients will arrive for lunch or dinner time,** so that we can serve you better.
- b) The use of sandals or walking barefooted is not permitted on the trails for safety reasons; **only hiking shoes or tennis shoes are allowed.**
- c) Manipulating species (flora and fauna) **is not allowed** in our biological stations for both conservation and safety reasons.
- d) Children must come accompanied by a responsible adult that must supervise them at all times.

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