

GREEN MOUNTAIN COSTA RICA

TOURS · CUSTOMIZED TRAVEL

TERMS AND CONDITIONS

Grupo Montaña Verde Costa Rica SRL — Green Mountain Tours Costa Rica

Inbound Tour Operator / DMC in Costa Rica

Costa Rican private-entity legal ID (cédula jurídica): **3-102-970566**

Legal name: **Grupo Montaña Verde Costa Rica SRL**. Trade name: Green Mountain Tours Costa Rica (hereinafter, "Green Mountain Tours Costa Rica" or "the Company").

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The terms **"you," "client,"** or **"the traveler"** refer to the customer who visits or uses our Company and who makes a reservation through our customer service agents.

1. Registration and Payment

A deposit is required, as agreed at the time of booking, to secure your reservation. We accept payment by credit card, certified check, and bank transfer via Payment Electronic Link. Please confirm the details with our accounts (accounting) team.

2. Cancellation

We deeply appreciate your understanding of our booking policies. Regarding cancellations, please note that all confirmed reservations are subject to an administrative fee of US\$150 per person. In addition, clients may incur cancellation charges from service providers, including hotels, cruise lines, railways, or airlines detailed in the itinerary.

For cancellations made 90 days or more prior to departure, a full refund will be issued, less the US\$150 per-person administrative fee and any applicable service-provider cancellation charges.

Cancellations within the 60-to-89-day period will result in the loss of the deposit (30% of the trip price).

Within 33 to 59 days, a 50% loss of the program price will apply, while cancellations within 32 days or fewer will be subject to a 100% loss of the program price.

We sincerely thank you for your cooperation and understanding in these matters.

3. Travel and Baggage Insurance

We strongly recommend purchasing trip-cancellation insurance, which is available to cover expenses related to cancellation due to illness or accident. Baggage insurance is also recommended. If you must cancel your participation in a travel program, trip-cancellation insurance may be the only source of reimbursement. Green Mountain Tours Costa Rica may recommend companies from which to purchase travel insurance; accordingly, it has no involvement whatsoever in the coverage or capabilities of the insurance when it is suggested by Green Mountain Tours Costa Rica.

4. Health Insurance

For your peace of mind, we encourage you to verify with your respective insurance company whether your health coverage applies at Costa Rican hospitals. Confirming the details of your health insurance ensures that you have comprehensive backing in the event of any medical need during your travels. Understanding the scope of coverage, including medical expenses and hospital services, will contribute to a smoother, safer experience as you explore Costa Rica. If you have any questions or need assistance in this matter, please do not hesitate to contact us. Your well-being is our priority, and we want to make sure you have the information you need for a worry-free trip.

5. Passports and Visas

Valid passports are required to travel to Costa Rica. Please check the most current visa requirements with the appropriate consulate or embassy.

6. Baggage

Weight restrictions may apply on domestic flights. Baggage and personal effects are at the owner's own risk throughout the travel program. Please check with the airline for any other baggage restrictions applicable to domestic and international flights.

7. Changes

Prices are based on current exchange rates, tariffs, and taxes. Green Mountain Tours Costa Rica reserves the right to increase tour prices to cover increases in costs, tariffs, and taxes, and to reflect fluctuations in foreign exchange markets. Green Mountain Tours Costa Rica also reserves the right to withdraw a tour or any part of it, to make such alterations to the itinerary or tour inclusions as it deems necessary or advisable, and to pass on to tour members any expense or loss caused by delays or events beyond its control. Itineraries and organized sightseeing are subject to change at any time due to unforeseen circumstances or circumstances beyond the control of Green Mountain Tours Costa Rica. Every effort will be made to operate tours as planned, but alterations may occur after the final itinerary has been issued.

8. Guidelines for Reservation Modifications (Considered Trip Planning)

We understand that plans may evolve and, at Green Mountain Tours Costa Rica, we strive to meet our clients' needs. You may request modifications, reschedule your daily activities, or make minor changes to your reservation up to 30 days before the scheduled departure date, subject to availability. Please note that any cost adjustment arising from late notice of rescheduling or modification may apply according to supplier availability prior to your arrival in Costa Rica. For changes requested outside this period, additional charges may apply. Your satisfaction is our priority, and we are here to help you create the perfect itinerary for your trip.

9. Time-Management Guidelines for Scheduled Tours and Activities

We wish to emphasize the importance of punctuality due to the high demand for tours and the limited availability of time slots each day. In accordance with our company's terms and conditions: for activities and tours, whether private or non-private, we kindly ask travelers to arrive at the scheduled meeting point at least 10 minutes before the designated event. A delay of up to 10 minutes is considered acceptable for private tours.

and activities. In the case of group tours or events organized by tour operators, we recognize that unforeseen circumstances may arise; therefore, a courtesy wait of up to 5 minutes is granted. However, any delay beyond this period is considered a no-show.

Please note that the tour operator or company cannot assume responsibility for mitigating the client's lateness. Your cooperation in complying with these guidelines is greatly appreciated, as it ensures a smooth and pleasant experience for all our guests. For further details, please refer to our company's terms and conditions.

10. Promotional Photography

At Green Mountain Tours Costa Rica we value the moments we share with our esteemed program members and believe in capturing the essence of these memorable experiences. In this spirit, we wish to inform you that Green Mountain Tours Costa Rica reserves the right to take photographs during the operation of any program or event and to use these images for promotional purposes. We see these photographs as a way to celebrate the joyful moments we create together. By making a reservation with Green Mountain Tours Costa Rica, program members kindly agree to allow their images to be used in such promotional materials. However, we also respect individual preferences and, if any program member prefers that their images not be used, we kindly ask that they communicate this to their travel program escort or guide at the start of the program. Your comfort and enjoyment are our top priorities, and we look forward to creating wonderful memories together.

11. Claims and Refunds

No refunds are made for any unused services, except for verifiable extenuating circumstances. Please refer to our Limits of Liability in this document. For verifiable claims to be considered, they must be received in writing within 30 days after completion of the program, accompanied by supporting documentation and/or a statement from the Operating Company verifying the claim, and provided they are not specifically addressed otherwise in these terms and conditions. Any adjustment considered will be based on the actual price of the services involved and not on a per-diem basis. No adjustments will be made for unused excursions, sightseeing, or meals. Green Mountain Tours Costa Rica will not accept any liability for claims not received within 30 days after completion of your travel program. All claims for days lost during the trip must be submitted in writing within 30 days after completion of the program.

12. Air Transportation

Green Mountain Tours Costa Rica will not accept any liability for errors or mistakes in air-ticket bookings made by independent third parties. The traveler's confirmed web page will contain detailed tour information, and it is the traveler's responsibility to ensure that the arrival and departure flight information to and from the start and end cities is correct. The independent agent will handle the air ticket at the best available price in the class category you request at the time of your booking.

13. Limits of Liability

Green Mountain Tours Costa Rica, as well as its employees, officers, directors, successors, agents, and assigns, does not own or operate any entity that is to provide or that provides goods or services for your trip. It purchases transportation (by air, bus, van, car, train, vessel, or any other means), hotel and other

accommodations, restaurant services, ground handling, and other services from various independent suppliers (including, from time to time, other companies affiliated with Green Mountain Tours Costa Rica). All such persons and entities are independent contractors. Accordingly, Green Mountain Tours Costa Rica is not responsible for any negligent or willful act of such person or entity, or of any third party.

Green Mountain Tours Costa Rica acts solely as the client's agent with respect to all transportation, hotel, and other tour arrangements. In that capacity, Green Mountain Tours Costa Rica exercises all reasonable care possible to ensure the traveler's safety and satisfaction; however, Green Mountain Tours Costa Rica neither assumes nor bears any responsibility or liability for any injury, death, damage, loss, accident, delay, or irregularity arising in connection with the services of any aircraft, train, boat, car, bus, carriage, or other means of transport, or with the actions of any third party involved in transporting the traveler or in conducting these tours.

Green Mountain Tours Costa Rica is not responsible for damages, additional expenses, or any other loss arising from cancellations, delays, or other changes in air or other services, illness, weather, strikes, war, civil unrest, pandemics, natural disasters, acts or threats of terrorism, travel warnings or prohibitions, termination or suspension of war-risk or other carrier insurance, quarantines, acts of God (force majeure), or other causes beyond its control. All such losses must be borne by the traveler, and tour rates provide only for the arrangements for the time stated.

Green Mountain Tours Costa Rica is not responsible for delays, changes, or cancellation costs due to incorrect, incomplete, or expired travel documents. In the event of cancellation, delay, or rescheduling imposed by any of the aforementioned causes beyond the control of Green Mountain Tours Costa Rica, the passenger will have the option to accept, in lieu of the original tour, the rescheduled tour or other substitute tour(s) that may be offered, or to receive a refund of the greatest possible portion of such advance tour expenses that Green Mountain Tours Costa Rica is able to recover on the traveler's behalf from carriers, third-party tour providers, etc.; nevertheless, Green Mountain Tours Costa Rica shall have no obligation or liability whatsoever to the traveler beyond the foregoing.

Green Mountain Tours Costa Rica reserves the right to make alterations to the tour itinerary and to substitute hotels, vehicles, vessels, or activities when required.

Green Mountain Tours Costa Rica reserves the right to cancel, delay, or reschedule any tour prior to departure and, provided this is not due to any of the aforementioned causes beyond our control, the passenger will be entitled to a full refund of all monies paid up to that point, if so desired, less any non-refundable deposit or unrecoverable expense incurred.

Additionally and without limitation, Green Mountain Tours Costa Rica is not responsible for any injury, loss, death, inconvenience, delay, or damage to personal property in connection with the provision of any good or service, whether resulting from—but not limited to—acts of God or force majeure, illness, ailment, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of aircraft or other means of transport, or the failure of any transport mechanism to arrive or depart on time.

Risks

There are certain inherent risks in adventure travel of the type involved here. These include, but are not limited to, hiking and trekking, walking safaris, climbing injuries, and altitude sickness, and, on all trips,

hazards arising from animals, inaccessibility of medical care, and difficulty evacuating from remote locations in the event of a medical emergency. The passenger assumes all such risks with respect to these possibilities.

Travel Advisories and Warnings

It is the Traveler's responsibility to inform themselves of the most current travel advisories and warnings. Should there be an active State Department Travel Warning against travel to the specific destination(s) of the trip, if the Traveler nonetheless chooses to travel, notwithstanding any travel advisory or warning, the Traveler assumes all risk of personal injury, death, or property damage that may arise from events such as those warned of or advised against.

Arbitration Agreement

Any dispute or claim arising out of, or relating in any way to, these Terms and Conditions, the Liability Clause, the brochure, or any information related in any way to the trip, or to the trip itself, shall be resolved solely and exclusively by binding arbitration in Costa Rica, in accordance with the applicable arbitration rules in force in Costa Rica.

Traveler's Representations

The Traveler represents that neither he nor she, nor anyone traveling with him or her, suffers from any physical or other condition or disability that could create a hazard to themselves or to other tour members. Green Mountain Tours Costa Rica reserves the right to decline acceptance of any person on a trip. Green Mountain Tours Costa Rica reserves the right to remove from the trip, at its own account and expense, any person whose condition is such that they could create a hazard to themselves or others, or that otherwise affects the enjoyment of the other passengers on the trip.

Disrespect toward the employees of any of the suppliers, as well as any circumstance of a moral nature or any injury, whether bodily or emotional, may cause termination of the Travel contract, in accordance with the Code of Conduct of Costa Rica's Tourism regulations.

Every traveler or tour participant managed on our behalf must refrain from the use of illegal substances that may alter mental condition for engaging in any of the outdoor activities; the possession or distribution of illegal substances in Costa Rica is regulated and may be sanctioned.

Green Mountain Tours Costa Rica may refuse the participation of any person in any of the contracted and scheduled activities due to intoxication, substance abuse, or high alcohol intake.

Contact

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