

### **How do I lock in my dates?**

The hotel will charge a deposit according with the amount of rooms you lock.

- ✓ \$1800 per week to reserve up to 5 rooms
- ✓ \$2000 per week to reserve up to 6-14 rooms
- ✓ \$2200 per week to reserve up to 15 – 21 rooms
- ✓ \$4,000 for Teacher Trainings of more than 2 weeks

### **When are my payments due?**

To allow some flexibility, the total reservation amount can be broken out into a feasible payment timeline:

- A deposit will be made at the moment the leader confirms the dates to hold.
- 60 days prior to arrival, 50% deposit will be due for all rooms you wish to keep, mealplans, spa services, tours and any other activitiy you want to add to your retreat / group pack.
- 30 days prior to arrival the other 50% will be due.
- If the leader adds more people to the retreat group within the 29 days prior arrival and if the hotel still has availability the reservations agent will create the new reservations, send a new updated invoice and all this last minute additions can be paid before arrival.

### **What if I need to cancel my retreat?**

#### **Cancellation Policies:**

- If a retreat / group reservation is cancelled, within the 365 to 121 days prior the arrival day, Trópico Latino will offer the leader a credit of the full amount of the deposit for future group. ***The deposit is non refundable.***
- If a retreat / group reservation is cancelled within the 120 to 61 days prior the arrival, Tropic Latino will offer a 25% of the deposit to the leader to be used towards a stay in Trópico Latino.
- If a retreat / group reservation is cancelled within the 60 to 31 days prior the arrival, Tropic Latino will offer a 50% reimbursement of the first retreat payment.
- If a retreat / group reservation is cancelled within the 30 days prior the arrival day no refund will apply.

In the case your retreat or event can not be held due to force of majeure (we define **CAUSE OF FORCE MAJEURE** as any circumstance or situation that may occur in which due to **governmental issues**, where there is a decree from any of the countries; clients are prevented from entering the country), we will offer the client the opportunity to change their retreat dates within the next 18 month without any penalty. In this case rates will be updated according the season the retreat leader decide to held their event.

We strongly recommend that you and your guests insure your trip against last minute cancellations.

#### **Does Tropic Latino take payments from my guests?**

We do not take any payments from your guests. Your guests will pay you (retreat leader) and you will pay us. This way, you can add on your fees to the total amount due from your guests.

#### **Is tax included in the daily room rates?**

No, please make sure to add 13% to the room rates listed in your rooming docs to your price.

#### **Is the teacher free?**

Group leaders that book 8 to 14 units will receive a special discounted price on a *Garden View Standard Room* (\$100/night + tax for double occupancy). Group leaders that book 15 to 20 rooms are offered free accommodation in a *Garden View Standard Room* for the duration of the retreat.

#### **Is gratuity included?**

Meals have a 10% of service included, if the service merits more, guests are welcome to leave a little more at their discretion and the staff is very appreciative. There is no gratuity included for housekeepers or the front desk staff.

#### **What is included in my retreat package?**

The retreat package includes:

- Discounted rates for our accommodations.
- Special Meal Plan for breakfast, lunch and dinner.
- Access to our fully equipped Yoga Studios and all props.
- Special discounted prices for group surf lessons.
- Special discounted prices for group massages.
- On-site Group Coordinator: personal care of all group details, needs, requests, etc.
- Benefits for the retreat leader / instructor.
- Promotion in our social media and website.

### **Are there any special add ons I can include to my retreat pack?**

Beside the surf lessons, tours or spa services you can also invite your group to be part of our authentic spiritual and cultural ceremonies led by Maria Milagro and other local practitioners. These ceremonies are a great addition to a retreat.

- The Rainbow Bridge Meditation
- Peace Pipe Ceremony (Chanupa Moon)
- Women's Circle
- Temazcal (Sweat lodge Ceremony) \*\*subject to availability
- Healing and Energy Balance with Sound Bath
- Sacred Cacao Ceremony with Sound Bath
- Drum Circle

### **What do I do if my guests cancel after booking?**

We recommend putting your cancellation policy clearly on your marketing material. Our policy relates to the amount due to us. If you want to offer your portion to be refunded with more of a window that is up to you.

Don't forget to always recommend your clients to insure their trip against last minute cancellations.

### **Does Tropico Latino assist in promoting my retreat?**

We provide you with hi resolution images and videos which you can use to make fliers and promotional materials as well. These are helpful in marketing your retreat. We will put your retreat name on our website, as well as the link to register.

We will also promote it in our Social Media as Instagram and Facebook.

### **Does Tropico Latino only accepts Yoga Retreats?**

No, we have all types of retreats from Yoga retreats, Surf retreats, Fitness Retreats and Adventure Retreats.

## **ROOM INFORMATION**

### **Are all rooms created equal?**

All of our rooms are made with love however the location of the rooms varies. They are all spacious, with comfortable beds, linens, private baths, and A/C. Rooms are listed on our Retreat Package document, from what would be considered our more deluxe to more standard, within the room type. We have made notes about beds capacity in the tabs of each room to help you make the right decision in placing guests.

### **How many rooms do you have in total?**

Our hotel offers 22 units in total, it is divided into 10 garden view rooms and 12 beachfront rooms.

The 10 garden view rooms are broken out into 2x regular garden view bungalows, 4x garden view bungalows with kitchenette, 1x garden view room, 2x standard rooms (usually offered to the retreat leaders. 2 people max) and 1x standard room with kitchenette.

The 12x beachfront rooms are divided out into 2x beachfront bungalows, 9x beachfront rooms (4x of them located in a 2nd story) and 2x beachfront glampings (1x one of them located in a 3rd story).

### **How many rooms and what type of rooms will I have to sell to my guests?**

Our whole property will be available for your group, however since our Standard Rooms are the ones located closest to the main street and even though they are soundproof, we don't recommend to use these units for your retreat clients in order to prevent any claim in regards noises from the street. These units are usually taken by the instructors.

In order to qualify as a retreat / group, enjoy the benefits of our package and apply to this kind of deposit to reserve rooms in bulk, you must book and confirm a minimum of five (5) rooms with a minimum of ten (10) people for at least six (6) nights.

### **Can rooms be shared?**

Yes, rooms can be shared. We always recommend one person per bed unless they are siblings or know each other and want to share bed. Rooms can also be sold as privates in case the client desires a private unit.

Note the room rates are based on double occupancy. In case of private rooms the client will have to pay full rate.

### **What if I do not meet my expected number of guests?**

If you do not think you will have as many guests as you anticipated, please let us know as soon as you have a clear indication and cancellation policies apply at this point. If you have someone interested after this date, please contact us and we can look into holding a room a few days and you can still take bookings but need to check with us first to make sure we still have the rooms.

### **What if my guests would like to stay extra nights, outside of the retreat, either arrive earlier or stay later?**

If you have interested guests, please have them inquire directly with the hotel and we will do our best to accommodate them and offer them a special discount.

### **Will we be the only group at Tropico?**

Unless we have 2 or more groups that would require the Yoga Shalas, it is possible to have them at the same time. However there would never be 2x Yoga Retreats at the same time in order to prevent crashes in their yoga practices.

### **How do my guests get from the airport to Hotel Tropico Latino?**

The fastest way to get here is to book a 30 min **domestic** round trip from the international airport in San Jose (SJO) or Liberia (LIR) to the domestic airport in Cóbano.

Our reservations team can help you book your group flights and get a special “Tropico Latino Client” rate for you and your guests. Once at the local airport we can coordinate a taxi / shuttle to bring them to the hotel. The taxi ride takes around 25 min.

### **What airport do we fly into?**

Juan Santamaria International Airport in San Jose (SJO) or Daniel Oduber International Airport (LIR) at Liberia.

### **Should we tip the driver to and from the airport, or, is it included?**

Gratuity for the drivers is not included in the cost of transportation and is at your discretion. This is an outside contracted service however we have been working with them for many years and feel confident you will be pleased with their services.

### **Is transportation included in the retreat package?**

No, we do offer transportation services and can help you coordinate it however it is not included in the retreat package cost. This is an outside contracted service.

### **What should I do if my flight is delayed or cancelled? Who do I contact?**

You should call or whatsapp to the hotel at (506)8856 7447 and please send an email to, [info@hoteltropicolatino.com](mailto:info@hoteltropicolatino.com) and we will assure the drivers are aware of any flight changes that we are notified about, we need this information at least 2 hours before. **To re arrange the domestic flight, you will need to contact the airline directly. Cancellation fees might apply.**

### **How do we gather the flight details of all the attendees?**

Please send us full name, date of birth and passport number of each participant and we will convey this information to the domestic airline.

## **FOOD & BEVERAGE**

### **Are food and beverages available between meals?**

Yes. We have a beachfront restaurant open from 7am to 10pm. The bar is open all day. In between meals, your guests can order off our menu for an additional cost.

### **What type of food do you serve?**

Our restaurant serves a unique mix of high quality local fish, meats and vegetarian dishes. We strive to use organic ingredients from our own organic farm. We present an avant-garde cuisine using local and native products with the flavors of traditional and artisanal dishes and can be customized to accommodate vegetarian and gluten free, as well.

**Are beverages such as coffee, juice and smoothies available? How much are they?**

Every meal includes a delicious fresh juice. Smoothies, juices and other drinks along with espresso, margaritas, wine, beer, can be ordered at anytime, and placed on your guest's bill, and taken care of at the time of check out.

**SCHEDULE OF RETREAT**

**How does scheduling and studio time work? Do I determine my own, or does Tropic Latino?**

We can work with you to review the schedule and offer any suggestions based on our experience prior to your retreat and are always available to assist you in planning if asked. We do our best to accommodate your first requests however if the group is big and you specifically need our biggest Studio, we will have to work out the schedule around our inhouse yoga sessions at 8 am and 4:30 pm.

**What is provided in the yoga shalas?**

We have blocks, blankets, straps, and mats, for your use. We provide water and candles if needed as well as a stereo where you can plug in your cellphone to play music.

**YOGA STUDIOS**

**How many studios do you have and what sizes are they?**

We have 2 beachfront yoga studios built with beautiful wood floors and high ceilings. One is 32 feet long x 18 feet wide (Fits 18 people comfortably), and the other 27 feet long x 23 feet wide (Fits 24 people comfortably)

**Can my retreat clients use the Yoga Studios whenever they want?**

No, our Yoga studios are not available to use whenever the clients wants. To use them you have to book them previously.

The Yoga Studios are also used for our in house yoga sessions and other fitness activities.

**How many times per day can I use the studios with my group?**

For use of the yoga studios, our yoga retreat organizers are given time to teach up to 2 private classes of up to 2.5 hours per class per day. If you are needing more time in the studio, we charge an additional fee per hour (no extra charge for Yoga Teacher Trainings of 2 weeks or more).

**GENERAL Q & A**

**Do you need a passport?**

Yes. Make sure to double check that your passport is not expired or expiring.

**Can I use US Dollars or credit cards? Are there ATMS?**

Most of the places in town accept credit cards or US dollars although you wont get the best exchange rate for this last one.

Yes, there are a few ATMS in town.

**Is there a grocery store near?**

There is a store just in front of the Hotel and a pharmacy within a 10 minute walking distance from us or a 3 minute taxi ride.

**Is there a doctor who speaks English available?**

There is a reliable English speaking doctor at the crossroad located one mile away if anyone should require medical assistance.

**Are there safes in the rooms?**

Every room has a computer size safe which is recommended to use for valuables. We are not responsible for valuables left outside of the safe.

**Is outside alcohol and food allowed at Tropico Latino?**

We do not allow outside food or alcohol. If you have a special occasion and have a bottle please ask at the restaurant and they will apply a \$25 corkage fee.

**Do you have refrigerators in the rooms?**

Yes. Every room has a mini fridge and a coffee maker with a complementary coffee for people get up early.

**Do you have electricity 24 hours?**

Yes. However, because we are off the grid, there are times when we may lose power for a short time especially during our rainy season.

**Do I need special convertor for my electronics?**

If you come from Europe you will need a converter. All of our outlets are standard US wattage.

**Do you have computer for guests to use?**

We do not have a computer for guest use.

**Can I bring my hairdryer?**

Every room has a hairdryer, so you don't need to bring yours.

**Do you have gym?**

No, we don't have gym at the Hotel.

**Are bikes available?**

Yes, we can coordinate an off-site service of bikes for the duration of their stay.

**Are shampoo, conditioner and soap provided in the rooms?**

Yes, we provide these biodegradable amenities.

**Is there laundry service?**

Yes, we do have laundry service available.

**What are the seasons like in Santa Teresa?**

- December to April  
Hot days warm nights
- May to Aug and November  
Occasional showers
- Sept and Oct  
Rainy season.

**Do you have kayaks, or paddle boards?**

Off-site kayaks and Paddleboards are available to rent.

**Is there surfing?**

There is great Surfing in Santa Teresa.