

## TERMS AND CONDITIONS

### HOW TO BOOK?

If you need additional information, quotes and reservations, contact us using the following ways:

- Telephone: +(506) 2523-9100
- Fax: +(506) 2523-9199
- [info@travelexcellence.com](mailto:info@travelexcellence.com)
- [www.travelexcellence.com](http://www.travelexcellence.com)

### PAYMENT POLICIES

For **individual reservations** we require **full payment** at least **14 days before arrival** of the client.

For **group reservations** we request a **50% deposit** for all the services included in the itinerary, **60 days before** the arrival of the group and **the payment of the remainder at least 30 days before** the arrival. Some other policies may apply according to properties included in the trip program.

### MANDATORY PREPAYMENTS

Due to the high occupancy of hotel rooms during some dates, these properties demand us eventually mandatory prepayments instead of written warranties. Therefore, our sales executives will inform on each confirmed itinerary about mandatory prepayments, the total amount to be prepaid and the deadline for us to receive the money in our account. **In case any mandatory prepayment is delayed, Travel Excellence will NOT be held responsible for any automatic cancellation of these services.** This policy is an exception to our regular payment policies as it depends exclusively to the hotels, reservation dates, number and category of rooms booked for each itinerary.

Please send your payments following the next steps:



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**BY WIRE TRANSFER**

1. Wire transfer charges must be paid by the company sending the money to Travel Excellence. When calculating the amount to pay, please add your local bank transfer fee.
2. **Select one of the following banks** and provide complete information to your bank.

OPTION N° 1	
<b>Transfer to:</b>	Banco San Jose S.A.
Address:	Avenue 3 & 5, Street 0, San Jose, Costa Rica.
Telephone:	+(506) 2295-9000
SWIFT:	BSNJCRSJ
IBAN:	CR66010200009034561195
<b>Beneficiary:</b>	Travel Excellence, S.A.
Account Number:	903456119
Address:	Local G, 13B, Oficentro Plaza Aeropuerto, Rio Segundo, Alajuela, Costa Rica.
Telephone:	+(506) 2523-9100
Fax:	+(506) 2523-9199

OPTION N° 2	
<b>Transfer to:</b>	Banco Nacional de Costa Rica
Address:	Avenue 3, Street 1, San Jose, Costa Rica.
Telephone:	+(506) 2212-2000
SWIFT:	BNCR CRSJ
IBAN:	CR10015108710026004028
<b>Beneficiary:</b>	Travel Excellence, S.A.
Account Number:	100-02-087-600402-8
Address:	Local G, 13B, Oficentro Plaza Aeropuerto, Rio Segundo, Alajuela, Costa Rica.
Telephone:	+(506) 2523-9100
Fax:	+(506) 2523-9199

OPTION N° 3	
<b>Transfer to:</b>	Bank of Texas A division of BOKF, NA.
Address:	1500 N. Central Expressway, McKinney, TX 75070
Routing Number:	111014325
Wire BIC (Swift Routing):	BAOKUS44
Account Number:	8094923424
<b>Account Name:</b>	Travel Excellence, S.A.

TRAVEL EXCELLENCE, S.A.  
 PO Box 12468-1000  
 San Jose, Costa Rica  
 Phone: + (506) 2523-9100

Fax: + (506) 2523-9199  
 info@travelexcellence.com  
 www.travelexcellence.com  
 www.costaricaincentives.net



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3. Also provide your bank, your company name (as known by our sales staff), name of the clients traveling and the invoice(s) number(s).
4. To send a transfer from abroad in an efficient manner, it is important that this information be given exact and completely to your bank, otherwise the funds may be sent elsewhere and their arrival to our account in Costa Rica will be delayed.
5. Finally, please confirm payment by sending a copy of the deposit slip from your bank to the e-mail [payments@travelexcellence.com](mailto:payments@travelexcellence.com) or our fax **+(506) 2523-9199**. Please make sure you make all payments in the name of Travel Excellence, S.A.

### BY CHECK

This option is available **only for United States clients** making payments by check from an U.S. bank.

1. Please mail checks using the following information:

Attention:	Josh Daly 2 <sup>nd</sup> floor Bank of Texas-Richardson Branch
Address:	333 W. Campbell Rd. Richardson, TX 75080.
Phone:	972-529-4442
E-mail:	jdaly@bankoftexas.com
The payment check must be deposited to:	
Account Name:	Travel Excellence, S.A.
Account Number:	8094923424

2. Please, endorse your checks with our account name and number to avoid delays to make the deposit.
3. Finally, send us a copy of the payment check to the e-mail [payments@travelexcellence.com](mailto:payments@travelexcellence.com) or our fax **+(506) 2523-9199** to be aware of your payment.



## PAYMENT FAILURE

Travel Excellence has the right to cancel all services due to lack of payment. All services must be 100% prepaid before date of the first service booked according to our payment policies.

If for any special reason there is a pending balance, which cannot be paid before the date of the first confirmed service, Travel Excellence will send a credit card authorization form, which the client will fill out and sign.

This form must be sent to us along with a copy of the credit card (both sides) and a copy of the passport of the person that owns the credit card. Once Travel Excellence receives these documents, the pending balance will be charged to the credit card.

## RESPONSABILITIES

Travel Excellence makes known that it is only an intermediary between the passenger and the companies which provide the services in the itineraries, such as hotels, transportation companies, restaurants, local airlines, among others.

All the providers are selected carefully and fulfill the necessary requirements to provide the services, having established records for being consolidated and efficient businesses. As with Travel Excellence, they all have full insurance coverage.

Travel Excellence will not assume additional expenses due to strikes, earthquakes, weather conditions, accidents, the condition of the highways and roads, or forces beyond our control, and reserve the right to change or cancel any tour or service without previous notice, or to use the services of other affiliated companies if necessary.

## CANCELLATION POLICIES

No reimbursement will apply in those cases in which cancellations for individuals are made within less than 48 hours before the arrival of the client. For cancellations made with more anticipation, Travel Excellence will return the deposit received according to the policies of the suppliers.

For group cancellations, Travel Excellence will return the deposit received if the cancellation is made at least 45 days before the arrival of the group and according to policies of the suppliers. On the contrary, the reimbursements will be subject to the policies of the suppliers.

Cancellation Fees may vary for certain custom itinerary tours; your Travel Excellence consultant will specify cancellation fees prior to making your reservation.

## MODIFICATIONS ON CONFIRMED ITINERARIES

For confirmed itineraries, there are no charges on the first two changes. For three or more changes Travel Excellence will charge US\$25.00 for each modification. Please advise your clients accordingly.