

Policies

Existing policies for Hotel Cipreses Guests (2016 – 2017)

In order to improve every day our quality of Service it is necessary to request the cooperation of every person staying in our hotel, that is why we requested and we must enforce to apply the following regulations and policies behavior of the property in order to reach our objectives.

- Check In: 02:00pm / Check Out: 12:00pm
- Departure after Check Out Hour, incurs in a penalty of **\$20 each Hour**.
- Prohibited the permanence of persons who have not been properly registered at the reception, for host and hotel safety.
- We request the cooperation of our guests in complying with each of our signs and placards protecting resources such as electric power, water and waste recycling.
- Room cleaning hours are from 07:00am till 2:00pm, if room is no available during this hours,will not be clean.
- Breakfast Schedule from 7:00am until 09:00am.
- Safe-deposit box available in reception. Hours Available from 06:00am until 10:00pm.
- The hotel is not responsible for valuable articles that have not been left at reception for safekeeping.
- No pets inside rooms. Only guide dogs for people with disabilities, with previously notification.
- Any abnormality in the room must be reported at the reception.
- Each guest must check before left the room to not let missing Objects.
- Missing towels, stained or used for other purposes will be charged to the guest for an amount of \$ 20.
- It is forbidden to use or consumption of prohibited substances, if we know the use of these, the fact shall be notified to the relevant authorities.
- The Guest will be responsible for the menage of the room.

Tel.: +506 26455455 / +506 2645 6241

info@monteverdehotelcipreses.com / www.monteverdehotelcipreses.com

Apdo: 60109 Hotel Cipreses, Monteverde, Puntarenas - Costa Rica

100Mts Este, 50Mts Sur Plaza de Fútbol



- Any reservation should have the customer data such as full name, days of stay, room type and number of people and also a guarantee of payment.
- The payment security shall be: Deposit, prepaid Voucher with a previous contract with the agency, credit card, payment receipt and this warranty will be used confidentially between the host and the reservation manager after the reservation by the hotel.
- If the guest leave any receipt or hotel bill pending of payment on the departure, it will be deducted from the deposit or payment method.
- Group: considered from booking 6 rooms or a minimum of 10 people.
- Any advice should be at this contact methods Tel. (+506)2645 5455 Fax. (+506)2645 5761 info@monteverdehotelcipreses.com
- Children are considered under 7 years, maximum 2 children per room sharing with parents. Higher than 7 years applies rate as an adult.
- Any cancellation of reservation will incur in a penalty described on the following table:

Starting from reservation date until 16 days before Check In (before 14:00 hotel hour)	Free of charge
From 15 days until 8 days previously Check In (before 14:00 hotel hour)	Free of Charge
From 7 days until 4 days previously Check In (before 14:00 hotel hour)	30% Of total reservation amount
From 3 days until 0 days before Check In or "No Show"	100% Of total reservation amount

**This Cancellation Policies applies only with reservations confirm by the hotel, external reservations will probably show the own cancellation policies.*

Cancellations must be notified by e-mail: reservaciones@monteverdehotelcipreses.com or via telephone (+506) 2645 5455, the cancellation will be confirmed by the reservations department.

*Cancellations do not apply to special rates, offers or packages.

- In its entirety, the property is a Tabaco Smoke Free Hotel (**It is a Law 9028**) and it is strictly prohibited smoking inside the property, if the room smells of cigarette smoke will be an extra fee of \$ 100, for impairment and cleaning, since the penalty property for violating this law ranges from a minimum of \$ 360 to \$ 7600.
- Any issue that needs arbitrarily support, hotel or guest can request for pertinent authority as the local or tourist police.
- The Hotel reserves the right of admission, in case a guest fails to comply with the policies of the hotel may be removed with no refund.

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