

POLICIES AND REGULATIONS

PAYMENT POLICIES

All services must be prepaid, cash payments are not accepted at the Shelter.

Only card payments are accepted on site. A prior reservation is required due to our daily maximum capacity limit.

PAYMENT METHODS

1. Sinpe móvil:

- 8913 – 8691
- Instituto Esuca

2. Bank Deposits or transfers

- Company name: Instituto ESUCA
- Legal entity identification number: 3 – 101 - 072300

- **Banco Nacional Colones Account**

Customer Account: **15100010011862732**

IBAN account: **CR21015100010011862732**

- **BAC Colones Account:**

Account number: **911155018**

IBAN account: **CR72010200009111550181**

- **BAC US dollars account**

Cuenta corriente: **911155034**

Cuenta IBAN: **CR52010200009111550347**

Please send a copy of the deposit to info@lamarta.org.

ALL PAYMENTS ARE SUBJECT TO CONFIRMATION BY OUR ACCOUNTING DEPARTMENT

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CANCELLATION POLICIES – NO SHOWS AND REFOUNDS

1. Tickets, tour and food:

- For cancellations 24 hours prior to the reservation date, a 25% penalty will be applied; The remaining 75% will be reimbursed (after deducting bank fees) or can be applied as a credit toward future reservations.
- For *No-Shows* the complete rate - 100%- will be charged.

2. Food Service:

- For cancellations 24 hours or less prior to the reservation date, 100% will be charged.
- For *No-Shows the complete rate*- 100%- will be charged.

Please take into account that if you do not arrive on time for food and/or tour services, a 10% penalty will be charged, this is required taking into account that our staff is hired on an hourly basis and is prepared to service you on time.

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VISITOR POLICY

As it is a priority for La Marta to offer a safe, healthy and environmentally friendly location, they have established a series of regulations that must be followed by all of our visitors, as stated below:

1. According to the law, it is PROHIBITED to extract plants or animals from the Shelter. Anyone found doing so will be reported to the local authorities and must pay the fines and sanctions established by Costa Rican environmental laws. Do not take part in uprooting or extracting plants or fungi. Do not feed, harass, capture, or handle vertebrate or invertebrate animals.
2. La Marta, Wildlife Shelter does NOT allow the entry of single-use plastics, as established by Law No. 9786 to combat plastic pollution and protect the environment.
3. You must be sure that your physical condition is suitable to be able to perform the activities offered by La Marta. When hiking do so in accordance to your ability, at your own risk, noting that health issues or conditions can make the tours dangerous or strenuous for you.
4. Take into consideration that being in a remote area, there are imminent risks when out in nature. For that reason, neither the company, the administration, nor the staff of La Marta, have any responsibility for accidents, damages or losses that may occur while on the premises.
Among these risks are bites from mammals, reptiles, insects and/or others
As the Shelter is geographically located in a rainy part of the country where thunderstorms are frequent, it may cause trees to fall, create unexpected large bodies of water, and other out-of-the-norm events. The heavy rains and excess water can cause muddy trails where it is possible to slip or fall.
Also be aware that touching a tree or railing you may get a splinter, stung or bitten by an insect.
The eventuality of getting lost in the forest could also occur, among other risks.
5. You should not detour off the marked trails.

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- 6- Rivers are public property, so you must be aware that being inside the river and within 50 meters of its bank you are taking part in an activity entirely at your own risk.
- 7- Smoking, vaping, drinking alcoholic beverages or using illegal drugs is not permitted on the Shelter's grounds.
- 8- No pets are allowed.
- 9- The use of sound equipment, speakers or radios is allowed when the volume does not disturb other visitors, and only from 9:00 a. m. – 9:00 p. m.
- 10- Please keep quiet and do not disturb other visitors. When having conversations and/or participating in activities, please remember that others visitors want to rest.
- 11- Using musical instruments, singing, or similar activities is not permitted inside the Shelter without a prior written authorization. This can only take place from 10am-6pm.
- 12- Campfires are NOT allowed; you will be fined US\$200 if caught.
- 13- We are not responsible for damages caused to vehicles or other personal belongings in the parking lot. The parking lot at La Marta is provided as a complimentary service and is free of charge.
- 14- Any damage caused by a visitor within La Marta's property limits ie: trails, huts (ranchos), furniture, trees, etc....will be charged to the visitor. The total sum of the fine will be established by the Shelter and damages will be reported to the local authorities if a criminal or civil complaint applies.
- 15- At La Marta we enforce the Code of Conduct Against Sexual Exploitation of minors, therefore we will follow all the regulations stipulated for the protection of minors.

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RULES FOR THE USE OF CAMPING TENTS OWNED BY LA MARTA.

Rules for the use of tents and inflatable mattresses:

1. The staff at La Marta are the only ones authorized to put up, take down and remove the mattresses from the tents
2. Check-in is at 1:00 p. m. The tent will be set up and then is thoroughly checked with the client to make sure that everything properly installed and in good condition. A deposit of €5,000 is required in order to rent the equipment and will be returned at check-out once it is verified that all the equipment is in good condition.
3. Check-out is at 12 noon. It is required that the staff at La Marta be advised for your departure 30 minutes before 12 noon, in order for them to inspect and disinfect the equipment.
4. Dirty shoes are not allowed in the tent.
5. Using sharp or flammable objects (candles, anti-mosquito spirals or other fire causing agents) inside the tent is not permitted. No cooking is allowed inside the tent.
6. Please be especially cautious when opening and closing the tent zippers. If you need help doing this, please advise our staff members.
7. It is not allowed to move (change the location of) the tent once installed.
8. Taking the mattresses out of the tent, jumping on the mattresses, or putting more than the maximum permitted weight on the mattress (single mattress 80kgs/ double mattress 120kgs) is not allowed.
9. Eating is not permitted inside the tent. Make sure any food kept inside the tent is well sealed.

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CONTACT US

SALES AND RESERVATIONS

Monday to Friday, from 8:00 a.m. to 5:00 p. m.

Saturday from 8:00 a. m.to 12:00 md.

+(506) 2542-0350

+(506) 8743 - 9822

• info@lamarta.org