



CANCELLATION AND REFUND POLICY

- To confirm your reservation we need 30% of the total cost of the trip and this is NOT refundable for any reason.
- The remaining 70% is due three weeks prior to the trip. If the remainder is not collected at that time, the trip will be cancelled and the 30% deposit will not be returned.
- No shows will be charged in full and no refund will be given.
- Modifications to reservations may be made before the charge of the remaining 70%.
- If you have to leave Costa Rica before the end of your stay (early departure) no refund will be given.
- If you reduce the number of guests once the reservation has been paid, no refund will be given.
- Rafting for children will depend on water level, age of the child and weather conditions.
- For other children's tours please Contact Us.
- Pacuare River Lodge reserves the right to cancel the rafting tour for safety reasons.
- Rafting 1-day trips: In case of Cancellation due to weather, only Pacuare River Lodge can decide if the rafting tour can be made. If this occurs, the cost of the Rafting Trip will be refunded minus credit card fees. However, Transportation contracted through Pacuare River Lodge will not be refunded.
- Rafting 2-days and 3-days trips: If the second or third day of rafting is cancelled due to weather and a by-land evacuation is required, no refund will be given.