



## **RESERVATIONS, MODIFICATIONS & CANCELLATIONS POLICIES**

### **RESERVATIONS FROM JANUARY 16<sup>th</sup> THROUGH DECEMBER 14<sup>th</sup>**

All reservations have to be done in writing (email).

All reservations have to be prepaid with a minimum of 50% of the total fee no later than 7 days after the reservation has been made. The balance is due no later than 1 month prior to your arrival.

Conselvatur / Selva Bananito Lodge reserve the right to free reservations if payments have not taken place in time.

Last minute reservations (less than 1 month prior to your arrival) have to be deposited immediately and in full.

### **RESERVATIONS FROM DECEMBER 15<sup>th</sup> THROUGH JANUARY 15<sup>th</sup> AND EASTER WEEK**

All reservations have to be done in writing (email).

All reservations have to be prepaid with a minimum of 50% of the total fee no later than 7 days after the reservation has been made. The balance is due no later than 2 months prior to your arrival.

Conselvatur / Selva Bananito Lodge reserve the right to free reservations if payments have not taken place in time.

Last minute reservations (less than 1 month prior to your arrival) have to be deposited immediately and in full.

### **MODIFICATIONS:**

#### January 16<sup>th</sup> through December 14<sup>th</sup>

All modifications received in writing (email) 15 days or more prior to your arrival are subject to availability.

All modifications received in writing (email) 14 days or less prior to your arrival will be handled as No Shows and have a 100% penalty.

#### December 15<sup>th</sup> through January 15<sup>th</sup> and Easter week

All modifications received in writing (email) 45 days or more prior to your arrival are subject to availability.

All modifications received in writing (email) 44 days or less prior to your arrival will be handled as No Shows and have a 100% penalty.



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**CANCELLATIONS:**

January 16<sup>th</sup> through December 14<sup>th</sup>

All cancellations received in writing (email) 15 days or more prior to your arrival will have a 50% penalty.

All cancellations received in writing (email) 14 days or less prior to your arrival will have a 100% penalty.

December 15<sup>th</sup> through January 15<sup>th</sup> and Easter week

All cancellations received in writing (email) 45 days or more prior to your arrival will have a 50% penalty.

All cancellations received in writing (email) 44 days or less prior have a 100% penalty.

We understand that sometimes plans fall through for reasons beyond control, i.e. sickness, accidents, deaths of friends or family or drastic changes in weather conditions that make flying impossible.

In the above cases and to the best of our abilities and depending on availability, we will hold your reservations for a full 6 months after the initial reservation date for the portion of Selva Bananito Lodge, except for reservations for the date December 15<sup>th</sup> through January 15<sup>th</sup> and during Easter week. For reservations for the date December 15<sup>th</sup> through January 15<sup>th</sup> and Easter week cancellations for reasons beyond control please add a 50% penalty for the section of Selva Bananito Lodge. Additionally, we will do our best to validate reservations with other service providers (should this be the case) and modify reservation dates in order to fit your new travel plans. Penalties for other services may apply beyond our control and are subject to other service providers' cancellation policies.