

Cancelation Policy

- In order to confirm the reservation, we ask for 30% of the total amount paid up front. The remaining 70% must be paid 2 weeks prior to arrival.
- All cancellations must be received in writing or e-mail:
reception@costaricatreehouse.com
All the cancellations must be acknowledged by the lodge.
- If canceled or modified more than 14 days before date of arrival, 30 percent of the total price of the reservation will be charged.
- If canceled or modified 14 days prior to your reservation day or less, we offer no cash refund. Instead we offer a credit note for 50 % of the deposit you already made. In case of no show, we do not reimburse any deposit. We also offer you the option that we'll try to resell the reservation dates to a new customer, which is often possible. If this is the case, 50% of the deposit will be refunded to you via paypal.
- Cancellations during the stay apply full charge with a credit note for the cancelled nights. This credit note can be use during the following 365 days for a new reservation, except during holidays. The initial deposit is not refundable.
- We cannot be responsible for late arrivals (including plane delays), early check outs, heart attacks, change of plans, rain, financial crisis, car accidents, divorce or landslides.
- That means that you can change your plans or have your plans changed on you but you are responsible to pay for the changes.