

This document covers the General conditions of Caracara Travel. These are written to inform you about your rights and obligations regarding your Caracara Travel Package Booking. You will also find more background information on your destination with regards to the culture, climate and general safety, so that you know what to expect during your trip.

1. Concepts

In this document, the same terms are often being used, these different terms we have therefore been indicated with a Capital letter. In this way indicated terms have the following definitions:

Us or We: Caracara Travel, Insulindeweg 64G, 1094PN, Amsterdam, registered under the following registration names; Caracara Travel and Caracara Tours, at the Chamber of Commerce under number 55610064.

Our Website: <http://www.caracaratravel.com>

You or traveller: the person who signed or is going to sign the travel agreement with us plus all persons on behalf of whom he or she signed travel agreement/will sign the travel agreement. Will be also known as the counterparty of Caracara Travel.

Service Provider: a party that we use in the execution of the Package Booking for example a car rental company, tour guide, tour company, transportation company or hotel.

Residence: a room, tent, house or apartment in your accommodation.

Booking: the agreement of a travel contract between you and us.

Package Booking: A pre-arranged travel itinerary by us. This trip must be at least one night or a period of more than 24 hours. In addition, the trip must at least contain two of the following services: transport, lodging or tourism related activity, which is a large part of the travel.

Travel documents: your passport and visa if necessary.

Booking documents: The booking confirmation, the invoice of your Package Booking, vouchers for the various service providers and possible additional information you receive from us between time of booking and the day of departure.

Working Day: All days of the year, except on Sundays and public holidays applicable in the Netherlands.

Baby: A child younger than two years.

Child: A child older than two and younger than eighteen years.

2. Application of General travel conditions CARACARA TRAVEL

Package Booking: all package holidays are carried out by us. On all these trips is the [GGTO Garantieregeling](#) applicable. This guarantee fund guarantees you the reimbursement of pre-paid travel money in the event of financial inability of affiliated organizations. More information about the GGTO can be found at <http://www.stichting-ggto.nl>

The General travel conditions of Caracara Travel MAY NOT IMPAIR THE GGTO guarantee scheme. They are only intended to further strengthen your position.

3. The Booking / The travel agreement

The Booking: The booking of a package tour is a travel contract between you and us. This Agreement shall be formalized through the acceptance by you (the traveler) of the offer of Caracara Travel. The acceptance of the agreement will be confirmed by signing the agreement or sending a confirmation of the agreement via email. After this confirmation by you, you will receive a confirmation by email with the invoice.

(Pre)payment and payment period: The full amount of the Package Booking must always be paid at least 42 calendar days before your departure to us or to your travel agent (if you booked via your travel agent). If you book a Package with us and the period between booking and your departure is longer than 42 calendar days, then you must make a deposit of 15% directly to us or to pay your travel agent. This period shall be 42 calendar days or less, then there is no deposit of application. In that case, you should issue the entire amount to us directly at the time of booking or your travel agent.

Number of persons and guests:

Every booking is only intended for the participants who are mentioned in the travel agreement. In case you have guest(s) who want to stay in your accommodation, you need to check this first with the property owner/reception. In case they allow your guest(s) to stay in your accommodation, additional costs may be charged.

Preferences, medical essences and other requests: You can request at your booking certain preferences such as sea view, but you might also have medical requirements. For example, a wheelchair accessible accommodation. During your booking, we ask you to tell us your preferences and medical requirements, we have them in consideration as much as possible. In the case of the medical essence we with the service provider will try to guarantee this, if we are not able to ensure at the moment of the booking, we will be forced to terminate the agreement. In case you already paid (part) of your trip we will return you they money.

4. Travel and health information and information on travel documents

In cases of force majeure: We are not responsible if your Package Booking does not meet the expectations you have, if this is caused by force majeure. This concerns all the circumstances in which we have no control and which is not reasonably attributable to us. You can think of congestion on roads, hustle and bustle in the sky, hustle and bustle on the airport, waiting times at the Check-In, strikes, nature events or weather conditions.

Extension and changes to place: If you during your trip wish to extend your stay or change it, then you need to contact us. We then look at what is possible. If we agree with your request for an extension or change, it will usually result in additional costs. You must then compensate on the difference either to us or to the accommodation or Service Provider.

Health information: You must check yourself if there is any health advice for your destination(s). You can take measures to prevent any diseases. You can receive information from your doctor or government. Any costs in case you do not comply with the health advice will be for your own expense.

Medical care Healthcare services in your own country might be easily accessible, but these services outside your country may not always be available. In some cases, even simple medical facilities (e.g. in the jungle or on a remote island) may be absent. Please take this into consideration and request information during your booking what medical facilities are present.

Diving: We strongly recommend not participate in diving activities if you suffer from asthma, lung, heart or hearing and balance problems. It is also from a medical point of view, we strongly NOT recommend going on diving activities within 12 hours of the arrival of your flight. The same applies for diving within 24 hours before the start of your return flight or follow-up. Your doctor can give you more information on this matter. You are responsible for having a valid diving license if requested by Activities suppliers or, if you go diving unaccompanied.

Swimming: while swimming in open water and in swimming pools think about your safety. In particular, the currents in the oceans and seas can be very strong and unpredictable. Watch this video to find out more information about [rip currents](#) which also occur frequently. Do not go deep into the sea and listen to instructions of life guards (when present) or warning flags on the beach. Swimming pools sometimes contain large quantities of water with enormous power from the thrusters for water attractions. Not properly secure suction points constitute a danger for children. Tell them to stay away from this suction points and rosters (www.thebluecap.com).

Travel documents: Children and babies must have their own passport, if they lack a passport they will not be allowed into the countries. Traveling with an identity card outside Europe is not allowed. For some countries, you might need a visa, the information can be found in this [website](#). The booking does not include costs for the visa. You are always responsible for the possession of the correct travel documents. Check before departure your travel requirements as well as if your passport is valid long enough, often a passport must be valid for at least 6 months.

Accompanying child with a different last name: If you are traveling with a child younger than 18 years old and the child has a different surname than the adult(s) with whom he or she travels, the following applies:

You must make sure that the child has an English statement, which certifies that the parent (which have the same name as the child) authorized to make the trip. This declaration must be signed by the parent and joined together with a copy of the passport of the parent. A copy of the form can be downloaded via this [website](#).

Travel documents: After you have booked your package and receive your confirmation with your personal and travel details, you must have to check your details and the booking

confirmation as soon as you receive it. If there are errors you should let us know to us immediately. After payment of the full amount of the agreement, but at the earliest 3 weeks before departure, the travel documents will be made available to you digitally. You must download and print these documents, so you can give them to the Service Providers. If you do not have a printed copy to show, the Provider may refuse the service for the relevant part of the Package Booking. That can mean that your access to your accommodation or local activity may be denied. The costs thus created for this omission will be on your own expense.

Optional luggage: For taking extra baggage or luggage with a different size (for example wheelchair, golf bag or dive equipment) always ask for approval since this might incur in additional costs, and/or the limited luggage compartment on board a mini-bus, boat or your rental car.

5. Cancellations, changes, Substitution

Cancellations: It is possible that you have booked a package tour with us, but that you are no longer able to travel. We offer you the possibility to cancel it, although there are costs involved. The cancellation cost is a percentage of the amount of the agreement and it is depending on the moment you cancel your Package Booking. To cancel we will charge the following costs: *(The closer to your departure, the higher the costs)*

Days Until departure	Percentage of the amount of the Agreement
42 days or more	30% Fee
41 to 31 days	50% Fee
30 to after departure	100% Fee

Cancellation of your travel package must be carried out as defined in Article 6.

Changes: There is the possibility that you have a package tour with us and would like to make some changes. At the request of an amendment shall be subject to the following conditions:

- a. Your request to amend reached us no later than 42 calendar days prior to your departure date.
- b. You pay us € 35 for administration costs per booking.
- c. We will respond as soon as possible and decide on your request.
- d. If you are submitting requests to amend, we cannot guarantee that we can comply with your request. We are dependable on availability and capacity of our service providers.
- e. If we get approval for your request, you will have to pay the modified travel price after deduction of the already paid fees to us or your travel agent. Any additional costs added by our service provided due to comply with your request will be invoiced to you.
- f. If we are to comply with your request and you have met all of the above conditions, the change will be confirmed by email.

If we reject your request for change we will let you know as soon as possible, we will explain why we have not been able to comply with your request. In that case, you have the choice of the original booking to maintain or to cancel. In the case of cancellation, the previously mentioned charges would apply.

Substitution If you have booked a package holiday and one or more passengers would be replaced by someone else. In this case we do not speak of a change but of a substitution. If we receive the request eight days or more prior to departure, no administration costs will be charged. In all cases where the request for substitution is received seven days or less prior to departure, there will be a € 45,00 fee for administration costs. In the event of any substitution, you have to consider that the costs of the Service Providers will be charged to you.

6. How to contact us regarding: Cancellations, changes and substitution

If you would like to request any of the above actions you should always communicate to us via the following email address: info@caracaratravel.com or via your travel agent (if you have booked there).

If requests are received outside office hours, they can be expected to be answered in the first following workday. If you have a request while being outside the country you can also submit your request via telephone or WhatsApp +31655923901

7. The Accommodations

Description of the travel offer the description of the accommodations in the itinerary are written as objectively as possible. They give an idea of the environment, the view, the distances, the decor and the dimensions. The accommodations photos are either taken by the Caracara's photographer or made available by the accommodation providers, local tourist offices and local professional photographers. These photos are only meant to give an idea of the accommodation. Not every apartment, chalet or hotel room is the same size, equipment and views and therefore it can happen that the accommodation is slightly different than pictures showed in your itinerary. We can make no promises about the view and the location of your accommodation, however this is of course different if confirmations regarding this are written in your booking and voucher.

Family Room or Family Suite: In the itinerary, there are sometimes three or four-person, family rooms, or family suites mentioned. In this case it's usually a double room where an extra bed, sofa bed or stretcher for the third or fourth person is added.

Sea/Ocean view: a room with a sea/ocean view means that you, from your room or balcony, can see the sea or ocean. In some cases, you will have a fully and nice view over the sea.

However, keep in mind that the views in certain cases may be more limited. It may for example (partly) have been interrupted by foliage and buildings, also the distance to the sea might be quite big.

The quality of the accommodations: There is no international standard on which stars for an for accommodations are granted. This is partly because accommodations often cannot be compared with each other. For accommodations, we use a classification based on our own observations, online reviews, views of local authorities and feedback from our own customers. We compare accommodations to make it easier for you, we do this assessment from service consideration. This estimate relates to comfort, location, service, facilities and price. Our classification is listed as follow in your booking and travel documents:

- Accommodation Category Budget
- Accommodation Category Comfort
- Accommodation Category Superior
- Accommodation Category Luxury

Because the assignment of this classification is subjective, no rights can be obtained from it. However, we will of course do everything to ensure that the accommodation suit your needs and expectations.

Care: Itinerary of travel and travel documents indicated on the level of care with a short description or code. Below you will find what these descriptions and codes mean.

- **Accommodation (LG):** In the case of accommodation, there are no drinks and meals at the night included.
- **Breakfast (Lo):** In the case of bed/breakfast, the care begins on the day after arrival with breakfast and ending on the day of departure with the breakfast. In the intervening period only breakfast is included in the accommodation.
- **Half board (HP)/Full Board (VP):** half board and full board options with care begins (depending on the time of arrival) respectively for the dinner and/or lunch on the arrival day and ends on the day of departure with the breakfast. Coffee, drinks, etc. (except tea and coffee at breakfast) are not standard included in the price. In the intervening period the breakfast and dinner (half-board) or breakfast, lunch and dinner (full board) are included in the package.
- **All Inclusive (AI):** At All-Inclusive the supply starts in almost all accommodations from the moment you have checked in and ends the supply at the time that you check out. At the All-Inclusive accommodations are in addition to full board (breakfast, lunch and dinner), extras included. This may vary from free local (non-alcoholic) drinks and snacks. An all-inclusive package is depending on rules and conditions. We would like to point out that the contents of the All Inclusive are different per accommodation. If applicable, the details of the All-Inclusive package, is included in your travel documents.
- **General:** breakfast is mostly served before 10.00 hours. In smaller accommodations is often fixed meal times. In busy periods, it is possible that the dinner and/or breakfast are served in two sittings or sessions. In the low season of the destination the variety of meals and/or drinks may be restricted. It may occur that you eat with multiple guests at the same table. It can also happen that you have a late flight and/or early return flight. In that case you miss dinner on the first day and/or breakfast on the last day and/or other drinks and snacks. This is no refundable. It is also possible that in the

event of late arrival the restaurant was already closed. In that case you could be offered a cold dish instead of a dinner when possible. If there are only few guests in the accommodation during dinnertime, it is possible that the meals are served at the table instead of in buffet style. Sometimes (such as in the low season or few guests in the accommodation), the owner of the restaurant can decide to the meal care to change it from buffet to choose menu or vice versa. For babies and children are often no special meals; only portions will be adapted. If special meals are served for them, they must be paid directly to the accommodation/Service provider. Each country has its own habits as concerned to salads, warm or cold dishes. Taste is personal. Often that is why we shall not be liable if you are dissatisfied with the meals. That is quite a different matter if reasonable complaints can be established that there is something wrong with the food. It is in a lot of hotels and accommodation complexes not allowed to take with you your drink(s) or food to the rooms. This rule is in place prevent access by pests.

Arrival and departure: In general, check-in on the day of arrival is between 14.00-18.00. However, in busy periods, it is possible that your accommodation be available at a later time then the standard check-in time. If you are arriving and/or departing on a different date then agreed in your booking, you must always inform us and the accommodation Service provider. In the event of arrival on Saturday afternoon or Sunday you must take in consideration that shops and banks may be closed. On the last day of your stay you must not check-out later than between 10.00-12.00. Unless otherwise indicated in your itinerary of travel or in the travel documents. Changing the departure time is only possible after consulting with the accommodation provider. If you cannot directly check-in at arrival or if at departure you need to leave your room before Check-out time, you can almost always leave your luggage at the reception. If there is no closed space available, then you leave your luggage at your own risk. You can usually, while you wait, already/still make use of all the facilities that the accommodation offers, such as the swimming pool. But sometimes that's only possible against payment of a small fee. This also applies for guests traveling to another destination/island and on the boat, who have a connection for which they need to wait. If you, otherwise than due to force majeure or our debt, arrive later than planned in your accommodation or if you leave earlier, then there is no right to a refund of not enjoyed nights, meals, services and facilities.

Discomfort caused by construction activities: Central American countries are in development and for this reason it could be that construction is taking place in the area where you are staying like new buildings, new roads, etc. If the work is commissioned by third parties (think of the local government or another hotel) we are not liable for any inconvenience. The same applies if you are experiencing construction work which we could not have been aware of. Any inconvenience by construction can therefore not be completely excluded. If the construction or renovation is being carried out in your chosen accommodation, we will try to inform you in time and if needed find an appropriate solution.

Air conditioning: In most holiday countries, environmental and energy awareness is very important, this is especially the case in Costa Rica. It will be stated in your booking if the

accommodation has air conditioning, will this generally only in the warmest parts of the countries.

An air conditioning or a fan is not always silent, even if the engine of the installation is on the outside of the accommodation. In many accommodations, the air conditioning system is only available in the bedrooms. If the air conditioning needs to be paid on the spot, it will be noted in your itinerary

Balcony/Terrace: In the booking, it's often mentioned if the accommodation is equipped with a terrace (ground floor) or balcony (for higher levels). If you have booked a room with balcony you must consider that the balconies in most cases are too small to lie on / sunbathe. Often there is only space for two seats without table. The size of the balconies differs depending on the type of accommodation and even the same accommodation can have different size balconies. If the presence of a French balcony is indicated, it means that here is a set of inner turning doors with a small fence in the door opening. There is therefore no space outside the residence.

Beds: The beds in the accommodations usually have a length of 1,80 m. It is possible that they are not built for long travelers. Please take this into account. If you book a room with placement of an extra bed for a third and fourth person, this extra bed can be a rollaway bed, sofa bed or stretcher. This can often only be placed in the living room of an accommodation, so that is at the expense of the living space. The beds in your holiday destination can be less comfortable than your bed at home. In the booking, only the number of standard beds (normal size) is listed. You can inquire at the time of booking, if baby cots are available.

Cooking facilities and establishment: Some of the apartments, bungalows and villas have an open kitchen or kitchenette: a non-protected part of the living room which has a fridge, cooking device (gas or electric) and a small kitchen. In many cases, kitchens and kitchenettes are only suitable to prepare simple meals. This sometimes demands improvisation because the kitchenware that you are used to at home is not always available (think of a cheese slicer, coffee filter, coffee machine, brush, kettle and a good tin opener). Often the cooking device has just two cooking rings. The interior of the accommodation and the quality of for example the living room and the bathroom can therefore be simpler than you are used to have at home.

Cleaning and linen: Your accommodation is clean upon arrival, cleaning schedules at the accommodation during your stay may differ per location. In hotels is the cleaning almost always daily, sometimes Sundays and holidays are an exception. If cleaning is included in your booking and you are not satisfied with the quality of the cleaning, you must always directly notify the reception or manager of the accommodation. This way they can still fix the complaint during your stay. Often there is also the possibility to indicate that your towels and linen do not need to be changed every day, this is to help protect the environment. The skipping of replacement of your towels and linens saves a lot of water and energy, but is of course not mandatory.

Noise Disturbance: Some hotels and apartment complexes organize all kinds of sports and fun activities such as live music or discos. Some (hotel)bars close late at night or in the early morning when the last guests leave. The standards for noise disturbance in holiday countries is

sometimes more tolerant than in your own home country. If rest is an important part of your holiday, then please let us know during your booking so that we can find accommodations which fit your needs. If your booking contains a description like 'lively area', a 'central location' or 'within walking distance of bars and restaurants' then there is usually noise from nightlife and/or traffic. In addition, animation and entertainment in your accommodation (especially in the evening hours) can cause noise. If entertainment is available at the accommodation absolute peace and quietness by 10pm can therefore not be guaranteed. If you are sensitive to noise, we advise you to choose an accommodation without discotheque, pool/bar, entertainment or animation. Also, an accommodation that is close to restaurants, bars or busy roads is less suitable for you. Unfortunately, it can also happen that fellow holiday-makers are louder than you would like. On these people (regardless of whether they are housed in your accommodation) we have no influence. We are therefore not responsible for their behavior.

Insects, lizards, spiders, etc: For a variety of destinations: there will be more bugs (e.g. ants, mosquitoes, locusts and cockroaches) than you might be used to in your home country. This is usually not due to lack of hygiene, rather it is the result of climatic conditions such as air humidity and heat. We advise you to keep food wrapped in plastic bags and if possible to store in a refrigerator. In case you have bugs in your accommodation, we advise you to report this as soon as possible to the accommodation provider, so that they can do their best to get rid of this unwanted visit. Also stray cats and dogs appear in various destinations, the presence of these animals and unwanted insects can unfortunately never be completely excluded. You can also come across small lizards in your accommodation, the advice is not to chase them away, as they feed on insects and do no harm.

Water, electricity, solar energy and sanitary facilities: The tap water in your itinerary is not usually listed as drinking water. You can always ask the accommodation provider if the tap water in your room is drinking water. Tap water and swimming pool water can also contain salt and/or chlorine. The experience tells us that supply issues regarding water and electricity can occur. The cause of this lies often at the municipal or regional authorities responsible for temporary closure or distribution. In regard to electricity this is usually caused by an overload of the local electricity grid. We are not liable for any inconvenience or damage as a result of this. The hot water supply (showering) and the electricity supply are sometimes supplied by solar energy or electricity. The capacity of the water supply in warmer countries is also more limited than you are maybe used to in your home country. A shower curtain or screen is not always present, this means that the floor in the bathroom sometimes gets wet and slippery. **Toilet paper should often not be flushed in the sanitary facilities and you will have to throw your toilet paper in the trash can instead.** The basic use of energy is included in the travel price. If you exceed the basic consumption, additional charges might occur at the location.

Safety Box: If there is a safety box present in your room we advise you always to put your valuables in the safe. Very often it is also possible to leave your valuables in custody at the reception.

Wi-fi: In the booking can be indicated if Wi-Fi is present at the destination. It is good to know that the (constant) availability and speed of wireless internet abroad may differ from what you are accustomed to. Availability and speed of wireless connection at your destination is therefore not guaranteed.

8. Facilities, excursions and activities

Facilities: In the booking are sometimes prices listed of sports facilities, sauna, swimming pools and other facilities of your accommodation located nearby. This does not mean that the other facilities such as minibar, use of games or TV channels, disco etc. are free. It is free if this is expressly mentioned in the itinerary. Opening hours and days of facilities are available on site.

Local activities: Any additional activity which you might book locally are beyond our control. This covers the activities which are not part of your Package Booking. In this case, we are not part of it. The carrier of the local activities is liable for the organization and execution of these activities and services. We accept no liability for any damage that occurs during participation in local activities. Make sure you are well informed before you take part in local activities especially regarding the nature and the risk of these activities, even if you have a travel insurance. Sometimes a supplementary insurance is necessary.

Activities are always subject to sufficient participation. If they take place, is also often dependent on seasonal and climatic influences. We will offer as much information as possible regarding the local activities. Excursion programs are always excluding entrance fees for sites and buildings, unless otherwise stated. In your travel documents you will find information about entrance fees and guide costs, plus the activities and excursions already included in your package. The order in which excursions performed can be changed. In exceptional cases, it can be chosen not to carry out excursions.

Security deposit: It can happen that at an accommodation or when joining an activity (such as cycling, water sports equipment or cars) on arrival a deposit is required (warranty). Usually, this has to be done by debit or a credit card. But also, other ways are possible, such as the issue of a passport, driving license, debit card or cash. This is not always mentioned in your itinerary. On the day of departure or at the end of the activity, this warranty, after verification of your accommodation or the materials for damage, will be returned. If the guarantee is issued with a credit card will be credited back. If the guarantee is issued in cash, this amount will be returned to you. All this is after deduction of any costs to pay for any damage to or loss of the leased property or inventory, the consumption of gas, light, water, extra cleaning costs change, bedding etc. (in so far as the latter was not already included in the travel/rental fee). Keep in mind that if your departure is very early in the morning, the reception might check your accommodation the night before and organize the return of your deposit the night before departure. We are not liable for the overpayment by withholding of the whole or a part of the deposit. The same applies to the situation that you have forgotten your deposit refund. All this is a matter between you and the accommodation provider/service provider.

9. Car Rental

In this article speaks about car rental through Caracara Travel. For any car you book yourself at the destination the provisions of Article 8 apply, see local activities.

Rental period: Car Rental is always calculated per day (24 hours) For example, when you rent your car on Monday at 9 a.m. pick up for a rental period of three days, the rental period will end on Thursday at 9 a.m. If you return the rental car later that day, an extra day will be charged. If you return the rental car before the end of the rental period, there is no entitlement to a refund. If you return the rental vehicle at a different place than the agreed location, an extra fee will be charged on the spot by the rental company.

Vehicle types: The vehicle types and brands mentioned in your booking are examples only. It may be that you receive a rental car from another brand or other type. The vehicle will however be of the same category you reserved. If a rental car is expressly listed in your booking, then this is usually a vehicle from the A or B category. If the vehicle is not all capable of carrying passengers and baggage, then we advise you to upgrade and pay for a larger car (or to book an additional car).

Retrieval of the vehicle: The rental car must almost always be retrieved at the arrival airport. The rental location is usually nearby the airport building. You might need to make use of shuttle bus, taxi or other to reach to the hire location. It is also possible that you rent a car for a smaller part of the trip, in this case you might not pick up the rental car directly at the airport. When signing the rental contract please make sure that no additional products and services or costs will be charged without your approval since these costs are usually already included in your booking. If after the end of the rental period a disagreement about this arises, we can unfortunately not assist you. This is because this is a contract between you and the car rental company.

Credit Card is compulsory for all car rental, an internationally accepted credit card is mandatory. This credit card must be registered in the name of the primary driver. The card is used for the on-the-spot extras which are not included in the booking and/or for any deposit. Another way of payment is usually not accepted.

Conditions of age: conditions are often made with regards to the age of the main driver and the number of years that the main driver must be in possession of a valid driving license. These conditions differ per country. You must check whether the destination conditions or if there is a restriction for you during your trip.

Insurance and damage to the rental car: If a damage occurred during the rental period, the financial consequences are directly for your account. You should report any damage directly to the car rental company. We don't have a role in this. You will indemnify us against any claims of

the car rental company or a third party in connection to such damage. Please inform on the spot the conditions of insurance and in particular, what is and is not under the cover. It is possible that an CDW insurance (Collision Damage Waiver; covers damage to the vehicle) still includes a certain amount as your own risk. Often you have the options to buy a so-called 'super' CDW insurance (sometimes has a different name) on the spot, which removes this own risk. In the case of damage to, an accident with, or theft or loss of the vehicle, you should always get a police report, a damage report and a copy of your identity card and hand it over to the car rental company. You need to always immediately notify the car rental company about the incident or accident. We recommend that when you retrieve the car, you always check whether this is OK and has no damage. This is for your own safety and to avoid any arguments when returning the vehicle. Think also at the check of the fuel (is the tank full?), the presence of the emergency spare wheel, etc. If the car at pick up is not OK, you should directly create an annotation and obtain proof of this from the car rental company. Please also note that tires, soil and glass damages are never insured. The insurance will never pay the damage if the driver is under the influence of alcohol or drugs, nor in the case of wrong or recklessly driving behavior. The theft insurance does not cover damage if the keys were still in the vehicle when it was stolen. Nor is there coverage against the filling of the wrong type of fuel. If you plan to cross any border with the vehicle, you need to verify whether this is permitted.

Fuel and extras: It may happen that when picking up the car you already need to pay for a full tank of fuel. In this case you can return the car with an empty tank. If your vehicle is already filled up at pick up, you must return the vehicle with a full tank. If you do not do this, the fuel and service costs afterwards will be charged back to you. None of the above extras nor the options at the car rental section nor local taxes are included.

Parking: We give as much information as possible about the presence of parking garages or (private) parking spaces at the accommodations. These parking spaces are usually free of charge, unless listed otherwise in your itinerary. When we are informed about it (an estimate of) the parking costs will be indicated. But this fee may change (think of amendment of the rates by a municipality) and must be checked at the destination. A parking place cannot usually be reserved. Parking, both on private grounds and on public parking spaces, is always at your own risk. At some accommodation or in car-free towns, you will need to park your car in a garage or parking lot nearby.

10. Insurance

General: We strongly recommend you a good travel(luggage), accident, sickness and cancellation insurance. An accident is really in a small corner. A good insurance with an extensive abroad coverage can save you misery in case of damage, injury or illness, a lot of unnecessary costs. Your own specific situation (such as your destination and the activities to be e.d.) determines the necessity or desirability or the conclusion of one or more of such insurance.

11. Liability Traveler

You must use your accommodations and participate at any excursion or activity as a “good citizen” In addition you are a 'Guest' in all means of transport you are using during your trip. You are liable for all damage that you cause to third party property (think of fellow travelers, airlines, accommodation providers, etc.). The same applies for costs these third parties have to make as a result of your action or inaction. If you and/ or the persons whom you are responsible for:

- (a) Behave in such a way that damage occurs or is possible to occur
- (b) Does not follow the house rules of the service provider;
- (c) Hinder third parties which hinder them in enjoying their travel, or;
- (d) Otherwise cause nuisance; than both Caracara Travel and the Service Providers reserves the right to restrict access to your accommodation or deny access to transport or other activities. In addition, we can in that case cancel the travel agreement concluded with you based on these conditions. We cannot be held liable for the acts or omissions of other guests.

12. Not entirely satisfied

It can happen that you experience a shortcoming at your destination or during the booking. You must report this as soon as possible to the Provider involved. If the shortcoming is not resolved or if the Service Provider is not accessible, then you should directly contact us via (+31 (0)6 55923901) or per email Info@caracaratravel.com you can contact us (24 hours per day). Collect calls cannot be accepted. Please mention your booking number in your communications. This can be found in your travel documents. If after returning, you are (still) not satisfied with how your trip went, you can submit a complaint or a suggestion via Info@caracara.com. We will answer your questions and comments at the end of the trip and work with you to try to find a solution. When we do not find a solution for your complaint you can find a neutral party to judge the dispute. This way you do not have to go to court. The European Commission has set up an online dispute resolution platform, you can log the complaint via this platform. The Disputes Committee Travel is recognized by the European Commission as a neutral body for alternative dispute resolution, as referred to above.

All legal disputes will be only considered in a Netherlands Court.

Geschillencommissie Reizen
Postbus 90600
2509 LP Den Haag
Tel. 070-310 53 10
www.degeschillencommissie.nl

13. Other Information/ TIPS & TRICKS

Use of Credit Card: With the use of a credit card is, instead of a signature, more and more often the requirement of a PIN code. It is therefore important that card holders, including perhaps you as a visitor, memorize the pin code of their credit card. (In no case record it somewhere).

Your Mobile Phone Number: When making your booking, a mobile telephone number will be requested. In the event of a disaster we can quickly reach you. If we in such a case cannot reach you, because the mobile number you supplied is incorrect or your phone is off, this is entirely your own risk. In addition, we ask for a telephone number of a friend or family member who is available in case of an emergency. This way we can in the event of a disaster directly contact this person.

(Not) Smoking: In Costa Rica and Panama are subject to strict anti-smoking laws. It is forbidden to smoke in public places and spaces, this includes as well public places who are in the open air. Follow the advice of your accommodation provider and service provider.

Tips: It is in Central America customary to tip if you are satisfied with the service provided, an average rate for this is 10-15%. In restaurants in Costa Rica a mandatory 10% Service Charge is often already included, this can be found on your bill as "Servicio" / "Service Charge". In the event of a service is very good, customers often tip extra, usually another 10%.

Accessible day and night: Are there any problems or difficulties during your trip? Then it is good to know that you can call us day and night. Tel: +31 (0)6 55923901 (also for those at home).

Copyright: Nothing in our travel brochures, prices, internet sites and other media as well as these Travel Terms and Conditions, may be stored in an automated data file, or made public, without the prior written consent of Caracara Travel.

Confidentiality and personal data: In the case of multiple parties are involved for your holiday, think of a car rental company, a hotelier, a bus company that gives the transfer from and to the different destinations, but also to national authorities of the country of destination. It is good to know that these parties need to have your personal details such as your name, date of birth, flight data and special requests for meals and special baggage. We are legally obliged to issue this information (in the case of national authorities. We process your personal data that you submit in your booking. On the website www.autoriteitpersoongegevens.nl you can consult our registration, plus you can find more information (in Dutch) regarding the protection of your personal data.

GGTO - GUARANTEE FUND FOR SPECIALIST TOUR OPERATORS



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