



# Cascadas del Chirripó

CONTEMPORARY RIVERSIDE SUITES

*Owned and operated by the artists at Monte Azul Center for the Arts, Costa Rica*

## Reservation Policy

*Last Updated: 11 August 2025*

Thank you for choosing *Cascadas del Chirripó by Monte Azul*! To ensure a smooth and enjoyable stay, please review our policies below.

## Booking & Payment

- **Minimum Stay:** We require a 2-night stay to help you fully unwind in our oasis.
- **Occupancy:** Our chic Studio Suites are designed for 2 adults (guests under 18 cannot be accommodated).
- **Payment:** To secure your reservation, please complete payment within **48 hours** of receiving your booking confirmation email. Unpaid reservations will be automatically released.
- **Payment Options:**
  - Zelle
  - Stripe
  - US Check (deposited into a US bank account)
  - USD transfers to a Costa Rican bank account
- **Fees:** Kindly note that transaction fees for Zelle and Stripe are the guest's responsibility.

## Cancellations & Changes

While we're unable to offer refunds, we'd be delighted to reschedule your stay within **6 months** (subject to availability and seasonal rate differences).

## Arrival & Your Stay

- **Check-In: 12:00 PM – 4:00 PM** – We've set this window to ensure you arrive safely on our rural roads (which can be tricky after dark due to weather or lighting) and to give you our full attention!
- **No Smoking:** For everyone's comfort, smoking is prohibited on the property. A \$250 cleaning fee applies for violations.
- **Quiet Hours:** Help us maintain tranquility from **10:00 PM – 8:00 AM**.

## Guest Notes

- **Travel Insurance:** We strongly recommend it to protect against unexpected changes or emergencies.
- **Lost Items:** Found something left behind? Contact us within 7 days, and we'll gladly arrange return shipping at your expense.

- **Safety First:** While we take pride in our property, guests assume responsibility for personal belongings and well-being during their stay.

## Property Highlights

- **Pets:** *We're animal lovers too!* You may come across small rescues, FeeBee, Trixie, and LuLu, three small happy little dogs. Because we're located on a private nature reserve with wildlife, we require that all dogs to be **leashed at all times** outdoors (for their safety and our ecosystem). Limit two dogs per reservation. Large dogs and certain breeds may not be accepted.

- **Eco-Friendly:** Towels are refreshed upon request, and recycling bins are provided.

- **Local Tips:** No on-site dining? No problem! We're happy to recommend nearby gems.

**By completing your payment, you agree to these policies.** We can't wait to welcome you!

## Frequently Asked Questions

### Booking & Payments

- **Is there a minimum stay requirement?**

Yes, we require a **2-night minimum stay** to ensure you have time to relax and enjoy our property.

- **What payment methods do you accept?**

We accept Zelle, Stripe, US checks (deposited into a US bank account), and USD transfers to Costa Rican bank accounts.

- **Why am I responsible for payment fees?**

As a small business, we're unable to absorb transaction costs for Zelle or Stripe. Thank you for understanding!

### Cancellations & Changes

- **Can I get a refund if I cancel?**

We don't offer refunds, but we're happy to **reschedule your stay within 6 months** (subject to availability and rate adjustments).

- **What if I need to change my dates?**

Contact us as soon as possible! We'll do our best to accommodate changes.

### Arrival & Stay

- **Why is check-in only between 12:00 PM and 4:00 PM?**

For your safety! Our rural roads can be challenging after dark due to weather or limited lighting.

- **Can I arrive early or check out late?**

Due to staffing and cleaning schedules, we can't accommodate early/late arrivals. Let us know if you'd like luggage storage suggestions!

- **Is smoking allowed?**  
No, smoking is strictly prohibited (indoors and outdoors). A **\$250 fee** applies for violations.

## **Amenities & Policies**

- **Are children or pets allowed?**  
Our suites are designed for adults only (no guests under 18), and we're unable to accommodate pets.
- **Do you offer meals or tourist services?**  
No on-site services are available, but we'd love to share recommendations for local dining and activities!
- **What's your sustainability policy?**  
We recycle and change towels upon request to reduce water waste.

## **Safety & Liability**

- **Do I need travel insurance?**  
We strongly recommend it to cover unforeseen cancellations, emergencies, or travel delays.
- **What if I leave something behind?**  
Contact us within **7 days**; we'll arrange return shipping at your cost.

## **Why These FAQs?**

- **Anticipates guest concerns** (e.g., payment fees, road conditions).
- **Reinforces policies** (no refunds, no smoking) in a friendly way.
- **Encourages engagement** (e.g., "Contact us," "We'd love to share recommendations").