

PRICES EXCLUSIVELY FOR TOUR OPERATOR AGENCIES
TREETOPIA PARK MONTEVERDE
PRICE LIST 2024



TREETOPIA PARK
MONTEVERDE

Valid from December 16, 2023, to December 15, 2024
Updated as of April 2024

MANY CHANGES ARE COMING FOR 2024

- We reduced and/or maintained the majority of adult price rates.
- We simplified the list price, reducing the number of items by 50%.
- We expanded the age range for children EXCLUSIVELY for travel agencies (up to 17 years old).
- We have 2 brand-new package alternatives.
- Costa Ricans: national visitors have the same price as kids, regardless of age.
- We modified tour schedules to start every hour.
- We are designing new products (more information coming soon).

IMPORTANT INFORMATION:

- Meal Packages: (Subject to change)
 - **FULL MENU:** \$35 includes (Main course, drink, dessert, and coffee).
 - **FAST MENU:** \$21 includes (Fast food meal and drink).
- Children under 5 years old enter TREE Tram and/or Sky Walk for free. Children under 5 years old cannot do Sky Trek.
- A courtesy is granted for the agency guide.
- For groups of more than 12 people, an additional CPL (maximum 3).
- Prices are per person in \$ US dollars.
- Arboreal age limitation: Arboreal can be enjoyed by children aged 5 or older and with a minimum height of 130cm.



UPDATES IMPLEMENTED IN APRIL 2024

1. Age: The age range is modified exclusively for travel agencies to consider child rates from 5 to 17 years old.

2. Dining: The names of the meal packages were changed. The \$35 option will be named Full Menu and the \$21 option will be named Fast Menu, without affecting the previously given prices.

3. Arboreal: Additional information about this attraction is included, specifying height and age limitations.

4. New package: The Adventure-Mania package has been added to the price list; this includes SkyTrek and Arboreal.

5. TreeTram - Sky Walk: The rack rate for TreeTram + Sky Walk for children was updated. Previously \$58, updated to \$51. Therefore, the net rate is also updated (at 20%): previously \$46.4, updated to \$40.8.

6. Schedule Update:

- The 11:00 a.m. slot is added to the Full Package (Sky Trek + Tree Tram + Sky Walk + Arboreal).
- The Adventure-Mania schedule is included, every hour from 7:00 a.m. to 1:00 p.m

7. Bank Accounts: The account numbers for BAC are corrected, as they had an extra digit.

8. Private tours: The previous options ("All fun inclusive" and "Amazing Forest") were modified, and we included with 4 new options.

9. Private Transportation: The rate for private transportation was updated.

10. Policies: Cancellation, refund, and charge policies were updated for simplification.

RATES RACK	TOUR	ADULTS <i>+17 years</i>	KIDS <i>5-16 years</i>
	Full Package (TreeTram, SkyTrek, SkyWalk & Arboreal).	\$128	\$99
	Adventure Manía (Arboreal/SkyTrek)	\$114	\$89
	TreeTram, SkyTrek, SkyWalk Guided.	\$114	\$89
	TreeTram, SkyTrek, SkyWalk Self-guided.	\$104	\$79
	Tree Tram & Sky Trek.	\$84	\$68
	Tree Tram & Sky Walk Self-guided.	\$78	\$51
	Tree Tram	\$49	\$33
	Sky Walk Guided.	\$49	\$33
	Sky Walk Self-guided.	\$39	\$23
Arboreal Challenge Course.	\$49	\$33	
Guide Service for Sky Walk.	\$10	\$10	
Round Trip Transportation Service.	\$10	\$10	

NO taxes included

2024

The price list contains the basic rate at a 20% commission, however, each agency must apply the rate negotiated directly with the Park.

NET 20%	TOUR	ADULTS <i>+17 years</i>	KIDS <i>5-16 years</i>
	Full Package (TreeTram, SkyTrek, SkyWalk & Arboreal).	\$102.4	\$79.2
	Adventure Manía (Arboreal/SkyTrek)	\$91.2	\$71.2
	TreeTram, SkyTrek, SkyWalk Guided.	\$91.2	\$71.2
	TreeTram, SkyTrek, SkyWalk Self-guided.	\$83.2	\$63.2
	Tree Tram & Sky Trek.	\$67.2	\$54.4
	Tree Tram & Sky Walk Self-guided.	\$62.4	\$40.8
	Tree Tram	\$39.2	\$26.4
	Sky Walk Guided.	\$39.2	\$26.4
	Sky Walk Self-Guided.	\$31.2	\$18.4
	Arboreal Challenge Course.	\$39.2	\$26.4
	Guide Service for Sky Walk.	\$10	\$10
Round Trip Transportation Service.	\$10	\$10	

NO taxes included

TOUR	SCHEDULE
Full Package.	07:00 - 08:00 - 09:00 - 10:00 - 11:00
Adventure - Mania	07:00-08:00-09:00-10:00-11:00-12:00-13:00
TreeTram, SkyTrek, SkyWalk Guided.	07:00 - 08:00 - 09:00 - 10:00 - 11:00 - 13:00
TreeTram, SkyTrek, SkyWalk Self-guided.	07:00 - 08:00 - 09:00 - 10:00 - 11:00 - 13:00
Tree Tram & Sky Trek.	07:00-08:00-09:00-10:00-11:00-12:00-13:00-14:00-15:00
Tree Tram & Sky Walk Self-guided.	07:00 - 08:00 - 09:00 - 10:00 - 11:00 - 13:00
Tree Tram	07:00-8:00-09:00-10:00-11:00-12:00-13:00-14:00-15:00
Sky Walk Guided.	07:00 - 08:00 - 09:00 - 10:00 - 11:00 - 13:00 - 14:00 - 15:00
Sky Walk Self-Guided.	07:00-08:00-09:00-10:00-11:00-12:00-13:00-14:00-15:00
Arboreal Challenge Course.	09:00 - 11:00 - 13:00 - 15:00

PAYMENT POLICIES

To ensure an efficient and secure reservation process, all payments must be made via electronic transfer or bank deposit. It is essential to include the reservation confirmation number as part of the transaction details.

Once the payment is completed, we kindly request that the corresponding receipt be sent by email to the following address:
pagos@grupo415.com

This policy ensures a smooth and hassle-free experience for our clients, guaranteeing the correct application of payments and reservation confirmation.

Prepayments:

- **For groups of 1 to 11 people:** Prepayment must be made at least 72 hours in advance of the date and time of visit. Payment of the total reservation amount is required.
- **For groups of 12 people or more:** Prepayment must be made at least 7 natural days in advance of the date and time of visit. Payment of the total reservation amount is required.

Direct payments at the park:

- We offer the convenience of direct payments at the park; however, to ensure a smooth experience, this payment method is exclusively available for groups of 12 people or less.

PAYMENT & BANK ACCOUNTS

LEGAL ENTITY

Cuatro y Uno Cinco Sociedad Anónima.
Ced.Jur: 3-101-864092



CURRENCY: DOLARES (\$)

ACCOUNT: 100-02-858-000234-9

IBAN: CR76015185810020002348

CURRENCY: COLONES (₡)

ACCOUNT: 100-01-858-000320-0

IBAN: CR76015185810010003200



CURRENCY: DOLARES (\$)

ACCOUNT: 953801883

IBAN: CR61010200009538018833

CURRENCY: COLONES (₡)

ACCOUNT: 953801891

IBAN: CR51010200009538018916

PRIVATE TOURS 2024

NET PRICES 2024	PRIVATE TOUR	ADULTS <i>18 years or +</i>	KIDS <i>5-17 years</i>
	Adventure-Mania (SkyTrek ¹ + Arboreal ²)	\$244.08	\$190.97
	⁴ SkyTrek ¹ + SkyWalk ³	\$244	\$190.97
	⁵ TreeTram + SkyWalk ³	\$145	\$125
	SkyTrek ¹	\$138.99	\$98.31
	SkyWalk ³	\$105.09	\$71.19
	TreeTram	\$105.09	\$71.19

¹ The Tree Tram cable car is included as part of the Sky Trek experience.

² Arboreal includes: zipline bikes, tree climbing, monkey bridges, a jump from a tree, and the Tarzan Swing.

³ Private Sky Walk includes a naturalist guide

⁴ Replaces the 'All fun inclusive' package.

⁵ Replaces the 'Amazing Forest' package

⁶ All private tours operate at exclusive times from 8:30 a.m. to 12:30 p.m.

PRIVATE TRANSPORTATION

Customize your experience and make it even more exclusive by adding our private transportation service.

Exclusive service: Enjoy exclusive transportation from the hotel to Treetopia and back, within the limits of the Monteverde area.

Group Flexibility: This service is available for groups ranging from 2 individuals to larger groups, ensuring a comfortable and private experience.

Net Rate: \$40 + taxes per person, price applies to children aged 4 and above.

With our private transportation service, we guarantee comfort and convenience to make your Treetopia Park experience unforgettable

Taxes Included

CANCELLATION, REFUND, AND CHARGE POLICIES

Our policies aim to provide a clear and equitable framework to address service cancellations, whether initiated by the agency, the visitor, or Treetopia Park. These policies are designed to offer solutions and alternatives in case of cancellation, ensuring a satisfactory experience for all parties involved.

Important Information:

- **High Season:** considered from January 1st to April 30th, June 1st to August 31st and December 16th to 31st.
- **Low Season:** entire months of May, September, October, November, and December until the 15th.
- **Communication Channel:** any modification or cancellation must be notified to the email info@grupo415.com. From the moment we receive this email, the countdown for applying our cancellation policies will begin.

Cases eligible for 100% Refund:

- A full refund of the reserved activities will be provided in the following verifiable cases:
- Traffic accidents that prevent the customers from reaching the park.
- Temporary and unexpected road closures preventing access to the park.
- Flight delays or cancellations preventing customers from reaching the park.
- Illness or hospitalization that require the cancellation of activities.
- Weather conditions endangering safety at Treetopia Park and requiring activity cancellation 24 hours in advance, following Operations Management criteria.
- Inability to arrive due to unforeseen circumstances related to the park's own transportation.

- FITs: properly informed cancellations to the reservations department, at least 48 hours prior to the reservation's date and time.
 - Group of 12 or more people: o During low season: properly informed cancellations to the reservations department, at least 72 hours prior to the reservation's date and time.
 - During high season: properly informed cancellations to the reservations department, at least 7 natural days prior to the reservation's date and time.
- Any other situation assessed and approved by our reservations and operations team.

CANCELLATION, REFUND, AND CHARGE POLICIES

Transportation:

A 100% refund for transportation service may be obtained when one of the following cases can be verified:

- The shuttle does not pick up the passengers at the established time, leading the customer to decide not to use the service.
- Incidents preventing transport from reaching the park and requiring customers to be returned to the hotel without having been able to carry out the activities, such as traffic accidents, unexpected road closures, and others.
- Other cases at the discretion of Operations Management.

Partial Refunds:

When less than 50% of the activity has been completed and the operation must be interrupted due to sudden and adverse weather factors, a partial refund may be applied subject to Operations Management's discretion.



CANCELLATION, REFUND, AND CHARGE POLICIES

Cases Eligible for 100% Cancellation or Change Fee:

A 100% charge will be applied to the reservation in the following situations:

- No show: failure to attend on the reserved date and time, without prior communication to the reservations department. This also applies to transportation pick-up.
- Customer's decision, due to personal reasons, not to participate in scheduled activities while already at the park.
- Customer's decision, due to personal reasons, not to continue with any activities once they have started.
- When the customer decides not to participate in the activities due to weather factors, when these are normal and characteristic of the area (wind, rain, low temperatures, etc.). During high season, a 100% charge will apply; during low season, every effort will be made to offer rescheduling, and if this is not accepted, a 100% charge will apply.

- FITs:
 - During high season: changes to the reservation or total cancellation with less than 46 hours' notice before the date and time of visit.
 - During low season: every effort will be made to offer rescheduling; if not accepted, a 100% charge will apply.
- Group of 12 or more people:
 - During low season: changes to the reservation or total cancellation with less than 71 hours' notice before the reserved date and time.
 - During high season: changes to the reservation or total cancellation with less than 6 natural days' notice before the reserved date and time.
- Any other situation assessed and approved by our reservations and operations team.

Transportation:

- A 100% charge will be applied for the transportation service when one of the following cases can be verified:
- The customer's decision not to use the transportation service once the shuttle has arrived for the respective pick-up.
- The customer who acquired the transportation service, decides not to use it for the drop-off.
- Other cases at the discretion of Operations Management.
- When the client is not present at the agreed pick-up point/time, and decides to reschedule, there will be an additional cost of \$8 per person.



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