

Terms and Conditions

About the Merchant

The website www.hpl.cr is owned by Hotel Puerto Limón, located at Avenida 6, Calle 7, Limón, Costa Rica. We are dedicated to providing lodging and dining services in Costa Rica. By making a reservation or contracting our services through this website, you agree to the following terms and conditions. We kindly ask you to read them carefully before proceeding.

Goods and/or Services

Hotel Puerto Limón offers lodging and dining services in Costa Rica. We are committed to providing high-quality services and complying with the conditions agreed upon at the time of contracting.

Prices and Payment Methods

The prices displayed on the website do not include taxes. Taxes will be calculated and indicated at the time of confirming the reservation or contracting the service.

Payments can be made using the following methods:

- Credit or debit cards.
- Bank transfer.
- SINPE Móvil.
- Cash.

Electronic payments are processed through Banco Nacional's secure payment platform, ensuring the confidentiality and protection of customer data.

Collection and Use of Information

We collect certain personal information that you voluntarily provide to us, such as your name, email address, phone number, and mailing address, when you interact with our services (contact forms, reservations, etc.). This information is used to:

- Process your reservations and requests,
- Respond to your inquiries and requests,
- Improve our website and services,
- Provide you with a personalized experience.

Cookies and Other Tracking Technologies

Our website uses cookies to enhance your online experience. Cookies are small files stored on your device that help us analyze visitor navigation, optimize site performance, and track the use of certain services such as statistical, security, and anti-spam software.

We do not use cookies to collect sensitive information such as your name or email address unless you provide it directly through a form.

We will not sell, share, or rent this information to third parties in any manner other than as disclosed in this statement.

You have the option to disable cookies through your browser settings, although this may affect some functions of our website.

Data Security on Our Website

We implement appropriate measures to protect your personal information against unauthorized access, use, or disclosure. Your data is stored on secure servers, and we have technical and organizational measures designed to ensure its security.

However, due to the inherent nature of the Internet, we cannot guarantee the absolute security of information transmitted through this medium. While no data transmission over the Internet can be considered completely secure, we are committed to taking all reasonable precautions to safeguard your personal data. By using our site, you understand and accept that the transmission of information online involves certain inherent risks.

Information Sharing

At Hotel Puerto Limón, we value your privacy and do not share your personal information with third parties, except in the following circumstances:

- To process requests or complete reservations, such as using external providers to manage payments,
- When required by law or necessary to protect our legal rights,
- With your explicit consent.

We ensure that all service providers with whom we share your information strictly comply with confidentiality standards and use your data solely for authorized purposes.

Links to Other Sites

Our website may include links to external sites not operated by Hotel Puerto Limón. By clicking on a third-party link, you will be redirected to the corresponding site. Please note that these external sites operate independently and are not under our control.

We recommend reviewing the privacy policies of such sites, as we are not responsible for their content, practices, or policies. Hotel Puerto Limón assumes no responsibility for the data management, privacy policies, or actions of third-party sites or services.

User Rights

You have the following rights regarding your personal data:

- Access the personal information we hold about you,
- Request the correction or deletion of your data, if applicable,
- Object to the use of your information for legitimate reasons.

If you wish to exercise these rights or have any questions related to the processing of your personal data, please contact us at: recepcionhpl@grupodelsol.cr.

Privacy Policy Changes

We reserve the right to update or modify this privacy policy at any time. Any changes will be published on this page, and we recommend reviewing it periodically to stay informed. Modifications will take effect from the date of publication.

The provided information will not be shared or sold to third parties.

Contact Us

We would love to hear your feedback about our services. You can send us your suggestions or ratings to the email recepcionhpl@grupodelsol.cr or contact us by phone at +506 2798-9898.

Cancellation and Refund Policies

Payment: At the time of booking, 100% of the reservation amount will be charged. The reservation amount is non-refundable; however, a credit note will be issued for the credited amount, valid for one calendar year. This credit note is valid only for lodging.

Other Policies:

1. **Children Policy**
Children under 10 years old stay free if sharing a bed with adult guests. Children of any age are not allowed in shared rooms without the presence of an adult.
2. **Late Check-out Policy**
A fee of \$10 USD per additional hour will apply after the official check-out time indicated by the hotel reception.
3. **Early Check-in Policy**
Early check-in may be allowed, provided the room is available and authorized by management.
4. **Date Change Policy**
Reservation dates may be changed if the request is sent by email to the hotel at least 30 days before check-in. To be effective, this change request must have the hotel's approval and be subject to availability on the new requested date.

Reservation and Payment Protection Policy

1. Upon check-in, a \$100 USD security deposit will be charged. This deposit will be used to cover any potential damages to the facilities, with the corresponding amount deducted if such damages are confirmed. If no damages are recorded, the deposit will be refunded within the timeframe stipulated by the issuing bank.
2. For all reservations, it is mandatory to complete and sign an authorization for the full reservation amount, accompanied by a copy of a valid government-issued ID and the front side of the credit card used to make the reservation.
3. It is a strict requirement that the holder of the credit card used for the reservation be physically present at check-in.

These policies were reviewed as of May 7, 2025.