

## Terms & Conditions About the Merchant

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

## Goods & services

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

## Pay methods & prices

The prices showed in the website are not tax included. Those will be calculated and indicated at the time of the confirmation of the reservation or the contracting of the services.

Payments can be made using the following methods:

- ❖ Credit or debit card.
- ❖ Bank transfer.
- ❖ SINPE Móvil.
- ❖ Cash.

The electronic payments are made through **Banco Nacional** through their safe payment platform, which guarantees the confidentiality and protection of the customer data.

## Information collection and use

We collect personal information that you voluntarily provide to us, such as your name, email address, phone number and postal address, when you interact with our services (contact forms, reservations, among others.) This info is use for:

- ❖ Transact your reservations and requests.
- ❖ Answer your questions and requests.
- ❖ Improve our website and our services.
- ❖ Offer you a personalized experience.

## **Cookies and other tracking technologies**

Our website use cookies to improve your online experience. The cookies are small files storage in your devices that help us to analyze the browsing history of the visitors, optimize the performance of our website y track the use of some services as statistics, security and antispam software.

We don't use cookies to collect confidential information as your name or email address, unless you provide it to us through a form.

We don't sell, share or rent this information to third parties in any manner different from that disclosed in this statement.

You are able to deactivate the cookies through your browser configuration, although, this can affect some functions of our website.

## **Data security in our website**

We implement appropriate measures to protect your personal information against unauthorized access, uses or disclosures. Your data is storage in secure servers, and also, we count with technical and organizational measures designed to guarantee your safety

Nevertheless, due to inherent nature of Internet, we can't guarantee the complete safety of the information that is transmitted through this way. Although none data transmission over the Internet can be consider as fully safe, we are committed to take all the reasonable precautions and safeguard your personal data. By using our website, you understand and accept that the data transmission involves certain inherent risks.

## **Information exchange**

In Hotel Puerto Limón, we value your privacy and we don't share your personal information with third parties, except in the following circumstances:

- ❖ Process requests or complete reservations, as the use of external providers to manage payments.
- ❖ When is require by law or necessary to protect our legal rights.
- ❖ With your explicit consent.

We make sure that all services providers, with who we share your information, strictly comply with confidentiality rules and use your data only for authorized purposes.

### **External links**

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

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

### **User rights**

You have the following rights with respect to your personal data:

- Access the personal information we hold about you.
- Request 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 queries regarding the processing of your personal data, please do not hesitate to contact us via the email address: [info@hpl.cr](mailto:info@hpl.cr).

### **Privacy Policy Changes**

We reserve the right to update or modify this privacy policy at any time. Any changes will be posted on this page, and we encourage you to check back periodically to stay informed. The amendments will be effective as of the date of their publication.

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

### **Contact us**

We would love to hear your opinion about our services. You can send us your suggestions or ratings at [reservaciones@hpl.cr](mailto:reservaciones@hpl.cr) or contact us at **2798-9898**.

## **Cancellation and Refund Policies**

**Payment:** At the time of booking, 50% of the booking amount will be charged. Balance due on arrival.

In case of cancellation more than 7 days before the arrival date, 50% of the reservation amount will be charged.

In case of no-show, the total amount of the reservation will be charged.

Refunds will be made to the same card from which the reservation was charged.

### **Other policies:**

#### **1. – Children's Policy**

Children under 10 years old are free of charge if they share a bed with guests.

Children of any age are not accepted in shared rooms without the presence of an adult.

#### **2. – Late check-out policy**

In case of late check-out, a penalty of \$10 USD is charged for each additional hour after the check-out time indicated by the hotel reception.

#### **3. – Early check-in policy**

Early check-in is possible as long as the room is available and authorized by management.

#### **4. – Date Change Policy**

Changing the dates of the reservation is allowed, as long as the request is sent by email to the hotelier at least 30 days before check-in. To be effective, this change request must have the hotelier's agreement and be available for the new requested date.

These policies were revised effective January 28, 2025.