

Things you
should know!



Country Code: 506
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Important notice: The main access road and the area behind the suites are currently undergoing upgrades and construction. We do not foresee these works to impact your stay, but we are encouraging guests to take the alternate route through Zarcero. A map and directions will be provided by our staff.

Highlights:

- 500 acre private forest reserve
- Registered with Costa Rica's greenhouse gas offsetting program FONAFIFO
- 14 luxury suites with premium amenities
- Onsite organic vegetable garden
- Designed by Costa Rican architect Ronald Zurcher
- Eco-friendly materials and building techniques
- Personal Eco-Concierge Guide
- Spa, Yoga & Hiking Trails
- 3 daily meals, snacks, and taxes included in rate

Minimum stay: 2 nights. **Recommended arrival time:** No later than 6:00pm.

Reservation Guarantee: Please use either a valid cc (Visa, Master Card, or American Express) or an executed wire transfer. There will be no reimbursement or credit for no-shows or unused services.

Cancellations/ Trip Insurance: Due to El Silencio's unique location and boutique size, the following cancellation policies apply. For your peace of mind, we strongly suggest purchasing trip cancellation insurance. Please review quote comparisons at: www.insuremytrip.com

HIGH AND GREEN SEASON

- Cancellations must be received in writing and are only valid with e-mail acknowledgement by El Silencio Lodge & Spa.
- Cancellation requests received 29-15 days prior to arrival will incur a one night charge.
- NO REIMBURSEMENT OR CREDIT for cancellation requests received 14-0 days prior to arrival.

HOLIDAY SEASON (Dec 20th - Jan 2nd)

- A 50% deposit is due by July 31st.
- Full payment is due by October 31st.
- There will be NO REIMBURSEMENT OR CREDIT for cancellations.

Children: Recommended minimum age is 8 years old. El Silencio Lodge & Spa is best suited for children who have a keen interest in nature. Please remember that there is a maximum of 2 children per Suite.

Pets: We apologize for any inconvenience, but pets are not allowed on the premises.

TV: Suites do not feature a TV set. The view is so spectacular, you certainly won't miss one! There is one large LCD screen in the main lodge's Meeting Room where DVDs are available for your enjoyment.

Smoking: In accordance to its health theme, El Silencio Lodge & Spa is a **non-smoking** facility.

Restaurant: Features wellness dishes specializing in regional fish, free-range poultry, and fresh produce from our own organic garden. If red meat is a must, complimentary vouchers for local dining will be provided.

Weather: Mild to cool temperatures during the night.

What to bring: Hiking shoes, wind breaker, binoculars, insect repellent, OTC medication, cameras, a favorite book, sunblock, sunglasses, blue jeans, and swimsuits.

Dress code: Rugged for day adventures and comfortable for lounging. Cozy casual is El Silencio's style!



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