

# Sales Manual



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## **I. About Us**

In 1999 a group of adventure sport enthusiasts realized their dream as they combined their years of work and experience to create Explornatura.

Explornatura has its main office nestled in the heart of the Turrialba Valley, an hour and a half southeast of San Jose in what many consider to be the adventure sport capital of Costa Rica. It was here that the two founders, Massi Devoto and Ronald Bottger, recognized the potential of the area for an adventure tourism company because of the easy access to plentiful resources like mountains, rivers, agricultural plantations, and volcanoes. They fell in love with the local community and found not only the perfect base for operations, but also the perfect place to raise their families.

Over the years we have acquired and trained a team of guides that are as committed to adventure sports and eco-friendly tourism as the founders are. Whether they guide on the Pacuare River or lead hikes into the wilderness, they all are nature and adventure enthusiasts whose priorities are always safety first while providing our clients with a true Costa Rican experience!

In addition to the tours and services that we offer as an adventure travel agency, we are also committed to the local communities in which we operate and our "real" office, the outdoors. We do our best to invest in the local communities where we operate our tours. We have a special relationship with a tribe of the Cabécar Indians that lives near our campsite on the Pacuare River. Because of this, our clients have the opportunity to interact with them and learn more about their way of life which has been preserved for thousands of years, and the Cabécar Indians are provided with another way to support themselves.

Recognizing that our true office is the outdoors has led us to adopting practices through which we strive to maintain and better the natural environment. We have implemented a reforestation project at the site where we operate our Canyoning tour and try always to find a way to work with the natural landscape of the land rather than alter it. At this same site, we are planting extensive gardens where we will grow much of the food that we will use in our restaurant and consume on our tours.

With all of this said, our main goal has always been to provide a fun and exciting way to explore this beautiful country. It was in this spirit that we started Explornatura and it is in this spirit that we still operate to this day. We hope that you enjoy our products as much as we do!



## **II. Center of Operations**

Explornatura headquarters is located between the Talamanca and Central mountain ranges in the Turrialba Valley which many consider to be the adventure sports capital of Central America. The Turrialba Valley, located an hour and a half southeast of San Jose, is a picturesque, mountain city that used to be an important center of trade between San Jose and the Caribbean Coast.

After several years of focusing on our operations in Turrialba, we recognized the opportunity to expand our operations and opened offices in Dominical and La Fortuna. These satellite offices support the main office and enable us to provide our clients with better service as we have connections and support in the most important geographic regions for tourism in the country.

In Turrialba our facilities boast large and comfortable showers and changing rooms and a restaurant with a beautiful view of the Turrialba Volcano, the mountains, and the city of Turrialba. We also have trails built around the property that take the clients to several secluded waterfalls and give them the chance to be immersed in the forests.

## **III. Terms and Conditions**

### ***Reservation, Payment, & Cancellation Policies***

#### **One Day tours**

In order to guarantee your reservation for a tour we require a valid credit card number or payment in full. If you cancel more than 15 days before the day of the tour, we will refund 50% of the total price. If you cancel fewer than 15 days before the start of the tour, there will be no refund and we will charge your credit card for the price of the tour.

We reserve the right to cancel, change, or substitute the tour for another similar activity with regards to safety issues (weather, water levels, etc.). If the tour has already started and must be cancelled due to safety issues, there will be no refund. If the tour is cancelled before it starts due to safety issues, you will have the option to reschedule the tour for no extra charge within one year.



### ***Costa Rica Design Expeditions***

#### **Reservation Policy**

Upon making a reservation with Explornatura S.A. for one of our all-inclusive vacation packages or custom itineraries we ask that you make a 25% deposit of the total trip cost or agreed upon quote. The reservation is not guaranteed until you receive a written or electronic communication from us confirming the receipt of the deposit. This deposit will serve to guarantee your reservation with us. This deposit is non-refundable.

#### **Payment Policy**

The balance on the total trip cost must be paid in full 90 days prior to the start date of your trip. For reservations made fewer than 90 days before the start date of the trip, full payment is required to secure your reservation.

#### **Cancellation Policy**

In the case of cancellations 90 days or more prior to the start date of the scheduled trip, there is a full refund less your deposit. If we receive your cancellation 45 days or more prior to the start date of the trip we will refund 50% of what you have paid, less the deposit. There will be no refund for cancellations made fewer than 45 days prior to the start date of the trip.

#### ***Custom Itineraries***

##### **Planning And Change Fees**

Explornatura is delighted to work with you to design and quote a custom itinerary that is made especially for you at no charge. After the first proposal we expect to make a reasonable number of changes to design the itinerary that is just right for you. However we reserve the right to at some point assess a Planning and Change Fee if the Explornatura trip planner deems it necessary. This will be an additional fee on top of your trip cost to cover the extensive work put into designing your custom itinerary.

Once the Explornatura trip planner determines that a Planning and Change Fee is necessary, you have the choice to either pay the fee and continue working on your itinerary, refuse the fee and accept the itinerary as it is, or refuse the fee and cancel your booking with us. If you cancel your booking at this point, there will be no charge made to you.

The reason that we reserve this right to add a Planning and Change Fee to your itinerary cost is to ensure that the amount we charge for our services is consistent with the amount of work that we do. This ensures that we do not charge one flat fee for some itineraries with few to no changes as ones that take months to make all the changes and adjustments. The Planning and Change Fee is not refundable.



### **Price Breakdowns**

Explornatura does not give price breakdowns for any of the prices that we have or quotes that we put together. We have found that if we do so then instead of spending our time designing you your perfect vacation, we instead spend most of our time describing where every cost is going and why. We feel that our job is to try and plan your perfect vacation and then provide you with the most accurate descriptions and details about your trip that we possibly can. We have found through years of experience that a cost breakdown does not help you choose your best vacation and instead serves as a distraction for you.

Explornatura guarantees that the prices we offer to you are fair and not unfairly inflated. However, we also realize that mistakes are possible so if you feel like a price is excessive, please bring it to our attention and we will have a second person that was not involved in designing your quote review to ensure that there are no errors. If an error is found, the quote will be adjusted accordingly. There are occasions when we realize that certain costs were left out of a quote and so the quote provided to you is, in fact, too low. If this is the case and we discover it after we have received your deposit, we will not charge you for our mistake.

Explornatura also realizes that there is the possibility that the quote we provide you is more than you want to spend. If this is the case, please notify us right away so that we can either quote you a more affordable trip or provide you with information on some of the other services that Explornatura offers that can help you plan your vacation.

### ***Terms and Conditions Changes***

This Terms and Conditions statement replaces all previous disclosures we may have provided you about our company policies. We reserve the right to change these policies. If our policies change in the future, we will notify you by posting the changes on our website. This Terms and Conditions statement was last updated on 5 January, 2007.



#### **IV. Company Safety Guidelines**

The safety and security of clients is the number one priority of Explornatura. We take every precaution to ensure the safety of our clients, the quality of our equipment, and the qualifications of our guides.

All of the equipment that we use in our Canyoning and Canopy tour is in accordance with international safety standards and Explornatura is the first and only company in Costa Rica accredited by the American Canyoneering Association.

We use Vanguard rafts that are made exclusively for tour operators and are not available for sale to the general public. These rafts are specially designed to be maneuverable without losing stability in the river and have been issued safety certificates and specifications for weight and capacity limits that are in clear view of the clients.

Explornatura has insurance for all of our activities. Our guides are required to remain current with their certifications in First Aid and CPR and specific courses for different tours. Our head guides for the rivers are required to be current with their Swift Water Rescue course and our lead Canyoning guides must be accredited by the American Canyoneering Association.



## V. Product Descriptions

### **CANYONING**

Canyoning has become very popular with extreme sport fans all over the world. This sport has been practiced in Europe for many years and recently has extended to the Americas. Canyoning is specifically practiced in the natural geographic setting of canyons. This activity involves rappelling and descending cliffs and waterfalls within the canyon. The equipment for this activity – ropes, harnesses and carabiners – are the same tools that are used in rock-climbing. The canyon that we explore in our Canyoning tour is located in the Puente Vigas Canyon. Our course guarantees you a memorable, safe, and thrilling day of Canyoning as we rappel down waterfalls, zip-line through the treetops, and enjoy the unique, natural beauty of this country.

Our Canyoning site is located in Calle Chirracá, a small, modest, yet lush place near the town of Turrialba, which is an hour and a half east of San Jose. We begin the Canyoning tour with an introduction of our guides and the equipment to help familiarize you with the different uses of the equipment. We start the tour at the first waterfall where a guide will give a speech on safety. The guide will explain the course and the equipment making sure you know the necessary mechanisms and procedures for canyoning, ensuring you a safe and fun experience. After this, you are off...rappelling down four waterfalls, zip lining down four canopy cables, descending down two tall trees and walking across a 132 foot hanging bridge – all giving you an unforgettable adrenaline rush!

This tour takes approximately 3 to 4 hours. We provide our canyoners with specialized equipment and a splash jacket for this tour. It is important to bring extra clothes and shoes to change into at the end of the trip.

#### **What to bring?**

T-shirt, shorts or pants (no jeans), swimsuit, tennis or hiking shoes, insect repellent. Extra clothes and towel will be needed at the end of the tour.

#### **What's included?**

Transportation, lunch, special equipment and tour guide.

**Tour available for adults and children over 8 years old.**



## **PACUARE RIVER RAFTING (One Day)**

The Pacuare River is ranked as one of the top five rivers in the world to white water raft. What earns the Pacuare River this acclaim is its eighteen miles of class III and class IV rapids and some of the most breathtaking scenery in all of Costa Rica. You will enjoy the thrill of the rapids, as well as the natural beauty that surrounds the river such as cascading waterfalls and a variety of tropical flora and fauna. We provide experienced, specialized rafting guides, top of the line equipment, and a day full of safe and exciting adventures on the Rio Pacuare.

We begin the tour near the town of Tres Equis; one hour East of Turrialba. Before entering the river, our guides give an important safety talk, familiarizing rafters with the necessary commands and safety instructions that you will need on the river. After practicing all of the commands and drills you will start rafting the river. Shortly after entering, the excitement kicks up a notch as you enter the first rapid, "Iniciación". You will quickly understand why some of the rapids have been labeled their specific names, such as Huacas, Dos Montañas, El Indio and Cimarrones. As well as enjoying the thrill of the rapids, we also stop along the way to hike up waterfalls located in hidden canyons and to better enjoy some of the wildlife that we see along the way.

Halfway through the tour we stop at our camp which is located on a hillside in a bend of the river so you have a tremendous view of the Pacuare and the surrounding mountains. The guides prepare a delicious meal for you while you rest and enjoy the scenic views and the various flora and fauna of this region. After lunch, you continue your adventure down the river, braving more rapids and taking in the awesome surroundings. The tour stops when you reach a bridge in the town of Siquirres. This tour takes approximately 4 hours (on the river), with a break to have lunch in the middle of the trip.

### **What to bring?**

T-shirt, swimsuit, shorts, tennis shoes or sandals with ankle straps (no flip-flops), and sun block. Extra clothes and towel will be needed at the end of the tour.

### **What's included?**

Transportation, lunch at the river, special equipment, bilingual tour guide and safety kayaker.

**Tour available for adults and children over 12 years old.**



## **PACUARE RIVER RAFTING (2 Days)**

The Pacuare River is ranked as one of the top five rivers in the world to white water raft. What earns the Pacuare River this acclaim is its eighteen miles of class III and class IV rapids and some of the most breathtaking scenery in all of Costa Rica. We provide experienced, specialized rafting guides, top of the line equipment, and a day full of safe and exciting adventures on the Rio Pacuare. Rafters who choose our two-day trip have the opportunity to enjoy many different elements that the Rio Pacuare has to offer other than its fantastic rapids and breathtaking flora and fauna.

We begin the tour near the little town of Tres Equis located one hour east of Turrialba. Before entering the river, our guides give an important safety talk, familiarizing rafters with the necessary commands and safety instructions that you will need on the river. Halfway through the first day you will reach our campsite which is located on a hillside in a bend of the river so you have a tremendous view of the Pacuare and the surrounding mountains. You can spend the afternoon relaxing around camping or exploring the rainforest. In the evening the guides prepare and serve a delicious dinner that is all by candlelight. When you are ready for bed, you will comfortably sleep in our special bungalows which are spacious tents on wooden platforms with two beds each and a unique view of the Pacuare River.

In the morning you will wake up to the joyful singing of a variety of birds around the campsite. After breakfast, you can choose to rest and hangout at the camp or you can hike with one of the guides to the indigenous reserve of Nairi Aguari. There the community of indigenous people will welcome you into their homes and village as they are happy to meet and converse with new people. They also have a specific trade which is wood carving so you can look at the amazing work that they do and if you are interested, you have the opportunity to purchase wooden masks from them.

After lunch we continue rafting down the river enjoying what the second half of the river has to offer – many more exciting rapids and scenic views. The trip ends at the bridge in the town of Siquirres. After exiting the river and leaving your equipment, the guides lead you to a small café where there are changing rooms and showers. There you can clean up and enjoy a nice cool beverage as the perfect end to your two-day adventure on the Rio Pacuare.

### **What to bring?**

T-shirt, swimsuit, shorts, tennis shoes and sandals with ankle straps (no flip-flops), sun block, hat or baseball cap, camp clothing (pants, long-sleeved shirt and shoes), sun block and insect repellent.

### **What's included?**

Transportation, meals, specialized equipment, camping place and equipment, bilingual tour guide and safety kayaker.

**Tour available for adults and children over 12 years old.**



## **TROPICAL PLANTATION TOUR/ CATIE**

The Tropical Agricultural Research and Higher Education Center (CATIE) is one of the world's premier The Tropical Agricultural Research and Higher Education Center (CATIE) is one of the world's premier centers dedicated to research and graduate education in agriculture and the management, conservation, and sustainable use of natural resources. CATIE's story begins in May 1940 during the VIII American Scientific Congress in Washington DC. Henry Wallace, the United States Secretary of Agriculture at the time, proposed the creation of an institute dedicated to tropical agriculture. The institute would lend its support to American countries in agricultural research and help train their national personnel. On July 1, 1973, CATIE was created through an agreement between Inter-American Institute for Agricultural Sciences (IICA) and the Costa Rican government.

Since the center's creation, in alliance with local, national and international organizations, CATIE has become a center for academic excellence, technical cooperation and research. The center has dedicated its efforts to improve the standard of living of rural families in the American tropics, while embracing holistic vision of human activity and its environment. The information CATIE generates is fundamental in understanding the genetic structure of plant populations, organizing the collections, defining strategies to collect new samples, and in providing pertinent information for genetic improvement programs.

During the plantation tour, a guide will help familiarize you with the extensive plantations of CATIE, and the significant contributions CATIE has made towards the research and education of tropical agriculture. A guide will give you an informative tour through some of CATIE's fifty gardens, where you can appreciate a variety of tropical plants from distinct parts of the world. The plantations of major relevance are: café, cacao, pejibayes, tropical fruit and forest species. As you trek through the plantations and gardens you may notice a variety of wildlife that lives within, such as toucans, oropendulum birds, butterflies and lizards. A guide will take you on a stroll through CATIE's special botanical garden where you will find the century old Kapok tree, towering stalks of bamboo, dripping orchids and bromeliads from the trees and many other colourful and fruiting plants.

### **What to take?**

Comfortable walking shoes, a hat or a visor, a rain jacket or umbrella, a bottle of water, insect repellent and sun block.

### **What's included?**

Transportation, entrances and a guide.

**This tour is available for adults and children of all ages.**



## **TROPICAL PLANTATION MOUNTAIN BIKE RIDE/CATIE**

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This tour will take bikers through the tropical plantations of CATIE. The topography of the trails is not difficult. All level bike riders and children older than eight years old can enjoy this trip. During the bike ride, a guide will explain the great diversity of the forest and fruit plantations such as: café, cacao, sugar cane, citrus, plantains, bananas, macadamia, pineapple, mangostan, mango, avocados and many other exotic species from tropical countries. Bike riders will see the fruits in the plantations when it is the specific time of the year for the fruit. Thanks to the diversity in flowers and fruits, the plantation is also an ideal site for the observation of birds, mammals and some reptiles.

Bike riders will finish the tour with a visit to the Tropical Botanical Garden, which has a collection of some of the most important tropical plants in the world. In the garden, visitors have the opportunity to enjoy the colors, smells, textures and forms of the plants and their products. Riders will be provided with top-quality mountain bikes in excellent condition and safety helmets which you will be required to wear.

### **What to bring?**

Shorts (no jean shorts), tennis shoes, shirt, a hat or a visor, sunglasses, a bottle of water, insect repellent and sun block and extra clothes to change into after the tour.

### **What is included?**

Transportation, snacks, entrances and a guide

**This tour is available for adults and children older than 8 years old.**



## **RIVER RAFTING on the PEJIBAYE RIVER**

The Pejibaye River is located thirty minutes from Turrialba. This river is a class 2 and 3 rapids river and the six kilometer section that we raft is a tranquil and scenic day on the river.

The trip takes approximately 3 hours (half –day tour) and is a suitable tour to enjoy with all of the family. Before entering the river, our guides give an important safety talk, familiarizing rafters with the necessary commands and safety instructions. After practicing some commands and drills, you will start rafting the river. Rafters will enjoy the surrounding landscapes of the river including coffee and sugar cane plantations, as well as the pristine refreshing river. No previous experience is required.

### **What to bring?**

T-shirt, shorts, swimsuit, tennis shoes or sandals with ankle straps and sun block. Extra clothes and towel will be needed at the end of the tour.

### **What's included?**

Transportation, specialized equipment and bilingual tour guide.

**Tour available for adults and children over 8 years old.**



## **TURRIALBA VOLCANO HIKING ADVENTURE**

Out of the 109 volcanoes in Costa Rica, one of the five active ones is located in our backyard. The Turrialba Volcano, standing at 10,995 feet, is the namesake of the lovely Turrialba Valley and a symbol of strength and pride for the people in this area. The Turrialba Volcano Adventure begins at the base of the Volcano in the last ring of tropical rainforest and takes hikers through the cloud forests and into the moorlands. At the top of the volcano you can see down into the active crater and if the weather permits, all the way to the Caribbean Coast!

### **What to bring?**

Hiking boots or tennis shoes, short or long pants, sweater, rain-jacket or poncho, sun block, hat or baseball cap and drinking water. Bring extra clothes and towel for the end of the tour.

### **What's included?**

Transportation, lunch and tour guide.

**Tour available for people in good physical condition and children over 12 years old.**



## **DUCKIES (Inflatable Kayaks) on the PEJIBAYE RIVER**

The Pejibaye River is a beautiful class II and III rapid river located about thirty minutes from Turrialba. We will go down six kilometers of the river in the small inflatable kayaks which are perfect for navigating and exploring the class II and III rapids in the river. Each ducky fits one to two people so you will go down the river with a guide in the ducky with you to help you better navigate and enjoy the river and ensure a safe and fun-filled adventure.

The trip takes approximately 3 hours (half day-tour) and is a perfect tour to enjoy with all of the family. The adventure begins about 45 minutes outside of Turrialba where your guide will first give you a safety talk to orient you to the equipment and teach you the commands you will need to use on the river. After practicing all the commands and drills, you will begin your kayaking experience! You will help the river guide maneuver the ducky by paddling and following his/her instructions. As you are paddling down the river you will enjoy the surrounding landscapes of the river which include rolling coffee and sugar cane plantations, a variety of wildlife, and the cool, refreshing water of the Pejibaye River.

### **What to bring?**

T-shirt, shorts, swimsuit, tennis shoes or sandals with ankle straps and sun block. Extra clothes and towel will be needed at the end of the tour.

### **What's included?**

Transportation, specialized equipment and bilingual tour guide.

**Tour available for adults and children over 8 years old.**



## **TROPICAL HORSEBACK RIDING**

For this trip, riders are driven to the small town of Atirro, located fifteen minutes from Turrialba. We provide friendly, trained horses that come from high-level stables. Riders will meet in the corral at the stables. A guide will give a description of what riders will do and see during the tour and give a safety talk on the rules and procedures for this horseback riding trip, such as no running with the horses. A guide and a horse expert will accompany the riders for the trip. The horse expert will measure the stirrups and select a horse for each rider.

During the two hour horseback riding trip, riders will pass sugar cane and coffee plantations and a secondary forest. In the forest, the guide will explain the development of secondary forests and the pioneer plants that are being cut down. Riders may see a variety of birds such as, oropendula, black guan, and other animals such as sloth and monkeys. Additionally, the riding tour will take riders to areas with amazing views of the surrounding natural beauty. Riders will stop to take a break and enjoy a scenic lookout, where the whole Turrialba Valley and surrounding mountains can be seen. Riders will climb and descend small hills making a loop through the land. Snacks and refreshments are provided for riders at the end of the trip.

**What to bring?** T-shirt, long pants, rain jacket or poncho, hiking or tennis shoes, a hat or cap, sun block and insect repellent.

### **What's included?**

Transportation, bilingual tour guide, horse, and equipment (saddle and helmet)

**This is available for adults and children over 8 years old.**



## **GUAYABO ARCHEOLOGICAL SITE**

Ancient stone carvings of alligator and jaguar gods, ingeniously engineered Pre-Columbian aqueducts where water still flows, and paved roads receding into a lush rainforest – all of these things hint to Costa Rica's mysterious past civilizations.

Costa Rica may not be famous for its archaeological history like Guatemala's Tikal or the Incan ruins of Peru, but veiled in the shadow of the Turrialba Volcano - like a mythical "lost city" from a storybook - lies a mysterious ancient city that was home to over 10,000 people who seemed to have mysteriously vanished just before the arrival of the Spanish in the 16th century. This region, known as Guayabo National Monument, is Costa Rica's most important archaeological site and its only named National Monument.

The excavations at Guayabo have revealed a network of cobblestone causeways and streets, open and closed aqueducts, cisterns, stairways, mounds, petroglyphs, monoliths, tombs, and sculptures that belong to a pre-Columbian city, which was inhabited between 1000 B.C. and 1400 A.D.

For your tour a guide will walk you through the entire park while explaining the findings of the excavations and the history of the people that once lived there.

### **What to bring?**

Shorts or pants, tennis or hiking shoes, rain jacket, a hat or a visor, sunglasses, a bottle of water, insect repellent and sun block and extra clothes to change into after the tour.

### **What is included?**

Transportation, entrances, and a guide

**This tour is available for all ages.**



## VI. Rates

### RATES FROM TURRIALBA RATES VALID FROM JANUARY 1, 2009 TO DECEMBER 31, 2010

<b>TOURS</b>	<b>RACK PRICE</b>	<b>COMMISSION</b>	<b>NET PRICE</b>
Canyoning	\$65.00	20%	\$52.00
Rafting Pacuare 1 day	\$80.00	20%	\$64.00
Rafting Pejibaye	\$65.00	20%	\$52.00
Rafting Pacuare 2 days	\$220.00	20%	\$176.00
CATIE Plantation Tour	\$40.00	15%	\$34.00
CATIE Mountain Bike Tour	\$55.00	15%	\$46.75
Turrialba Volcano	\$65.00	20%	\$52.00
Inflatable Kayaks	\$65.00	20%	\$52.00
Horseback Riding	\$45.00	15%	\$38.25
Guayabo Archeological Site	\$55.00	15%	\$46.75



**RATES FROM SAN JOSÉ**  
**RATES VALID FROM JANUARY 1, 2009 TO DECEMBER 31, 2010**

<b>TOURS</b>	<b>RACK PRICE</b>	<b>COMMISSION</b>	<b>NET PRICE</b>
<b>Canyoning</b>	<b>\$90.00</b>	<b>30%</b>	<b>\$63.00</b>
<b>Rafting Pacuare 1 day</b>	<b>\$95.00</b>	<b>30%</b>	<b>\$66.50</b>
<b>Rafting Pejibaye</b>	<b>\$85.00</b>	<b>30%</b>	<b>\$59.50</b>
<b>Rafting Pacuare 2 days</b>	<b>\$250.00</b>	<b>30%</b>	<b>\$175.00</b>
<b>CATIE Mountain Bike Tour</b>	<b>\$85.00</b>	<b>20%</b>	<b>\$68.00</b>
<b>Turrialba Volcano</b>	<b>\$85.00</b>	<b>20%</b>	<b>\$68.00</b>
<b>Inflatable Kayaks</b>	<b>\$85.00</b>	<b>20%</b>	<b>\$68.00</b>
<b>Guayabo Archeological Site</b>	<b>\$85.00</b>	<b>20%</b>	<b>\$68.00</b>



**RATES FROM RANCHO NATURALISTA  
RATES VALID FROM JANUARY 1, 2009 TO DECEMBER 31, 2010**

<b>TOURS</b>	<b>RACK PRICE</b>	<b>COMMISSION</b>	<b>NET PRICE</b>
<b>Canyoning</b>	<b>\$70.00</b>	<b>20%</b>	<b>\$56.00</b>
<b>Rafting Pacuare 1 day</b>	<b>\$85.00</b>	<b>20%</b>	<b>\$68.00</b>
<b>Rafting Pejibaye</b>	<b>\$70.00</b>	<b>20%</b>	<b>\$56.00</b>
<b>Rafting Pacuare 2 days</b>	<b>\$225.00</b>	<b>20%</b>	<b>\$180.00</b>
<b>CATIE Plantation Tour</b>	<b>\$45.00</b>	<b>15%</b>	<b>\$38.25</b>
<b>CATIE Mountain Bike Tour</b>	<b>\$60.00</b>	<b>15%</b>	<b>\$51.00</b>
<b>Turrialba Volcano</b>	<b>\$65.00</b>	<b>20%</b>	<b>\$52.00</b>
<b>Inflatable Kayaks</b>	<b>\$75.00</b>	<b>20%</b>	<b>\$60.00</b>
<b>Horseback Riding</b>	<b>\$50.00</b>	<b>15%</b>	<b>\$42.50</b>
<b>Guayabo Archeological Site</b>	<b>\$60.00</b>	<b>15%</b>	<b>\$51.00</b>



**RATES FROM VOLCAN TURRIALBA LODGE  
RATES VALID FROM JANUARY 1, 2009 TO DECEMBER 31, 2010**

<b>TOURS</b>	<b>RACK PRICE</b>	<b>COMMISSION</b>	<b>NET PRICE</b>
<b>Canyoning</b>	<b>\$75.00</b>	<b>20%</b>	<b>\$60.00</b>
<b>Rafting Pacuare 1 day</b>	<b>\$90.00</b>	<b>20%</b>	<b>\$72.00</b>
<b>Rafting Pejibaye</b>	<b>\$80.00</b>	<b>20%</b>	<b>\$64.00</b>
<b>Rafting Pacuare 2 days</b>	<b>\$230.00</b>	<b>20%</b>	<b>\$184.00</b>
<b>CATIE Plantation Tour</b>	<b>\$60.00</b>	<b>15%</b>	<b>\$51.00</b>
<b>CATIE Mountain Bike Tour</b>	<b>\$70.00</b>	<b>15%</b>	<b>\$59.50</b>
<b>Inflatable Kayaks</b>	<b>\$80.00</b>	<b>20%</b>	<b>\$64.00</b>
<b>Guayabo Archeological Site</b>	<b>\$80.00</b>	<b>15%</b>	<b>\$68.00</b>



**RATES FROM GUAYABO LODGE  
RATES VALID FROM JANUARY 1, 2009 TO DECEMBER 31, 2010**

<b>TOURS</b>	<b>RACK PRICE</b>	<b>COMMISSION</b>	<b>NET PRICE</b>
<b>Canyoning</b>	<b>\$70.00</b>	<b>20%</b>	<b>\$56.00</b>
<b>Rafting Pacuare 1 day</b>	<b>\$85.00</b>	<b>20%</b>	<b>\$68.00</b>
<b>Rafting Pejibaye</b>	<b>\$70.00</b>	<b>20%</b>	<b>\$56.00</b>
<b>Rafting Pacuare 2 days</b>	<b>\$225.00</b>	<b>20%</b>	<b>\$180.00</b>
<b>CATIE Plantation Tour</b>	<b>\$45.00</b>	<b>15%</b>	<b>\$38.25</b>
<b>CATIE Mountain Bike Tour</b>	<b>\$60.00</b>	<b>15%</b>	<b>\$51.00</b>
<b>Turrialba Volcano</b>	<b>\$65.00</b>	<b>20%</b>	<b>\$52.00</b>
<b>Inflatable Kayaks</b>	<b>\$75.00</b>	<b>20%</b>	<b>\$60.00</b>
<b>Horseback Riding</b>	<b>\$50.00</b>	<b>15%</b>	<b>\$42.50</b>
<b>Guayabo Archeological Site</b>	<b>\$60.00</b>	<b>15%</b>	<b>\$51.00</b>



## VII. Sales Policies

- Our rates apply to tours from San Jose and Turrialba only.
- All of tours from San Jose include breakfast and lunch.
- We pick up clients for our tours from San Jose between 5:35 am and 6:30 am.
- Rates are valid until December 31, 2010.
- Our office hours are from 7:00 am to 7:00 pm, Monday through Friday.
- Our office hours are from 7:00 am to 11:00 pm, and from 2:00 pm to 6:00 pm, Saturday and Sunday.
- Our US office number is (925) 465-0306.
- Our Costa Rica Office numbers are (506) 2556-4032 and (506) 2556-2070.
- Our Half-day tours require at least 4 hours advance notice.
- We accept payments in dollars, colones, Visa, and Mastercard.
- For groups bigger than 20 people please contact us for group rates.
- There are not refunds in case of no show.
- 1 CPL for every 10 people
- To operate any of our regular tours as 'private tours' we require a minimum of 4 pax and have a surcharge of 15% per person on top of the regular rate.

### Payment Conditions

All tours must be paid in advance unless there is a prior agreement with Explornatura.

### Explornatura has the following bank accounts:

BNCR  
Colones Account  
100-01-005-5982-9

BNCR  
Dollar Account  
200-02-005-2509-3

### Accounting Department

Manuel Pereira  
contabilidad2@explornatura.com