



## Reservation Policies

To make your trip more enjoyable and safe, we'd like to tell you about some of our policies for our exciting adventures:

- 1- The natural environment of Costa Rica is filled with insects, snakes, crocodiles and a variety of other wildlife, so we may not be held responsible for an encounter with any of the above.
- 2- For reasons beyond our control (climate, river levels, etc.), we may change to a more-suitable river or tour with an equal or similar difficulty rating and adventure-appeal. Our Head Guide makes the final decision. Proyecto Asis or the company that runs the tours you have chosen, has the right to cancel any trip due to unsafe conditions and will only run a tour according to our established company policies. We may also cancel any client seen unfit to do a tour for their own safety and/or the safety of clients and guides. Full refund is given if (on rare occasion) no tour is run.
- 3- Rafting, canyoneering, horseback riding & many of our other adventures involve some inherent risk and physical exertion, so you must be in good physical condition without any recent surgery, heart condition, pregnancy or injury. If you take medication such as allergy pills and need them with you or have other medical concerns, please inform the Head Guide.
- 4- The recommended ages for our tours are as follows: Canyoneering: 13–55yrs; Río Toro: 13–55yrs; Río Balsa: 10–55yrs; Volcano Hike & Safari Float: 6–65 yrs; Cerro Chato Extreme Hike: 13–55yrs; Horseback Riding: 8-55yrs; and Community, Culture, and Conservation: any age.
- 5- The maximum weight limit for whitewater rafting, canyoneering and horseback riding is 200 lbs.
- 6- You must wear secure shoes and clothing to get wet in. We highly recommend closed shoes for hikes and horseback. For river tours, we sometimes fall out, so you should be able to swim.
- 7- Clients must not be under the influence of drugs or alcohol.
- 8- Do not take valuables on our tours such as jewelry, money, cameras or passports. You can leave valuables with our driver – he stays with the vehicle at all times. Proyecto Asis and its affiliates are not responsible for lost, broken or stolen items.
- 9- All tours must be prepaid: Prepayment can be made in US dollars, Costa Rican colones, credit card via a signed credit card authorization form (Visa/MasterCard).

**Thank you for booking with Proyecto Asis!**