

Montaña de Fuego Hotel & Spa Rack & Net Rates Agreement International Market 2010-2011

- Agency's Name:
- Legal Name:
- Address:
- Telephone:
- Fax:
- Website:
- General Manager:
- E-mail:
- Valid:

From December 16, 2009 until December 15, 2010
From December 16, 2010 until December 15, 2011

Type of room	Rack Rate	FIT'S Net Rate High Season	Groups Net Rate High Season	<i><u>FIT'S & Groups</u></i> Net Rate
		Dec. 16 th , 09 - Abril 30 th , 2010 Dec. 16 th , 10 - Abril 30 th , 2011	Dec.16 th , 09 - April 30 th , 2010 Dec.16 th , 10 - April 30 th , 2011	Green Season May 01 st , 2010 to Dec. 15 th , 2010 May 01 st , 2011 to Dec. 15 th , 2011
15 Standard		20%	25%	30%
Single/Double	\$ 110.00	\$ 88.00	\$ 83.00	\$ 77.00
Triple	\$ 132.00	\$ 106.00	\$ 99.00	\$ 92.00
26 Deluxe				
Single/Double	\$ 132.00	\$ 106.00	\$ 99.00	\$ 92.00
Triple	\$ 154.00	\$ 123.00	\$ 116.00	\$ 108.00
Quad	\$ 176.00	\$ 141.00	\$ 132.00	\$ 123.00
Quintuplet *	\$ 198.00	\$ 158.00	\$ 149.00	\$ 139.00
07 Junior Suites NEW				
Single/Double	\$ 154.00	\$ 123.00	\$ 116.00	\$ 108.00
Triple	\$ 181.00	\$ 145.00	\$ 136.00	\$ 127.00
Quad	\$ 208.00	\$ 166.00	\$ 156.00	\$ 146.00
18 Suites				
Single/Double	\$ 168.00	\$ 134.00	\$ 126.00	\$ 118.00
Triple	\$ 202.00	\$ 162.00	\$ 152.00	\$ 141.00
Quad	\$ 236.00	\$ 189.00	\$ 177.00	\$ 165.00

*The hotel has 8 Family rooms with capacity for 5 persons.

Cut off policies:

**High season: 22 days before the arrival
**Green season: 15 days before the arrival

Additional Guest:

2010	2011
Standard or Deluxe \$23	Standard or Deluxe \$23
Junior Suite \$28	Junior Suite \$28
Suite \$35	Suite \$35

Children's Rates:

- Up to 4 years old : No Charge
- 2010: From 5 to 9 years old sharing room with two adults: \$18.00
- 2009: From 5 to 9 years old sharing room with two adults: \$18.00
- From 10 years and up: Adult Rate
- *Maximum two complementary children per room accompanied by at least one adult, clarifying it depends of the room's category and it's capacity.*
- Net rate applicable to all type of room.

Important Information about the Rates:

- US Dollar currency at the day's exchange rate.
- *Rates plus 13% taxes.*
- Rates include Breakfast buffet or a la carte depending on hotel occupancy.
- Net Rates are not commissionable.
- **Rates valid until December 15, 2010.**
- **High Season 2010: December 16, 2009 - April 30, 2010.**
- **High Season 2010: December 16, 2010 - April 30, 2011.**
- **Green Season: May 01, 2010 - December 15, 2010.**
- **Green Season: May 01, 2011 - December 15, 2011.**
- Check in: 03:00 PM.
- Check out: 12:00 MD.

Lodging policies / Minimum stay during special holidays

➤ **Christmas and New Years Eve:**

From December 22nd, 2009 to January 2nd, 2010: 2 nights minimum stay.
From December 22nd, 2010 to January 2nd, 2011: 2 nights minimum stay

➤ **Holy Week:**

2010: From March 26th, 2010 to April 04, 2010: 2 nights minimum stay.

2011: From April 18th 2011 to April 24, 2011: 2 nights minimum stay

Food and Beverages Policies during special holidays

- **Christmas and New Years Eve:** All guests staying on the night on December 31st will be charged for the formal dinner. The night on December 24th the charged is not obligatory.

2010	2011
Cost of the dinner \$70 i.v.i.(rack rate), children under 12 years old pay the 50%. The net rate will be a 15% of the rack rate.	Cost of the dinner \$50 i.v.i.(rack rate), children under 12 years old pay the 50%. The net rate will be a 15% of the rack rate.

Note:

Menu and dinner program will be sent eventually.

Hotel general information and room distribution:

All the rooms have direct view to the volcano, even from your bed. All the rooms have terraces covered by windows and furnished with a table and rocking chairs. Most of the Deluxe rooms have an incredible view of the Arenal River Canyon.

- **15 Standard Rooms:**
Maximum capacity, three people (1 double bed and 1 single bed).
- **18 Deluxe Rooms:**
15 rooms / maximum capacity for four guests (2 double beds)
03 rooms / maximum capacity for two guests (1 king bed), depending of the availability.
- **08 Familiar Rooms**
08 rooms located in a rustic family block / maximum capacity of 5 guests (2 queen beds and 1 single bed). They are not bungalows.

All the Standard, Deluxe and familiar rooms are equipped with: Air Conditioning, private baths with hot water, fully equipped mini bar, coffee maker, cable TV, safety deposit box, telephones and high quality amenities.

- **7 Junior Suite:**

7 rooms / maximum capacity for four guests (2 double beds)

Total = 28 guests in Junior Suite

In addition to the basic furnishings of the Deluxe Rooms, the Junior Suite has a Jacuzzi with an excellent view of the volcano. Besides that, it has a private bathroom with shower, ironing board and iron and it has two double beds. The Junior Suite has furniture completely new.

- **18 Suites:**

Maximum capacity four guests in each room (1 king bed and a pull-out bed in the living room)

Total = 72 guests in Suite.

In addition to the basic furnishings of the Deluxe Rooms, they have an independent living room with fully equipped mini bar and a sofa bed, Jacuzzi on the bathroom, microwave oven, basic kitchen equipment, ironing board and iron, and a furnished terrace to enjoy the beautiful Volcano view.

- **3 rooms for Guide and Driver:**

Maximum capacity of two people per room (2 single beds)

Total = 6 people

The hotel has 66 rooms with a maximum capacity of 254 guests, plus 2 double rooms for guides and drivers.

General Information for Food & Beverage (F&B):

Notes:

- Special menus for children meals.
- Buffet is offered for groups of 30 or more people and must be formally request.
- Spaces for special activities must be requested by e-mail.
- All Food and Beverage request must be prepaid 15 days prior to the group's arrival but it can be negotiated depending on the date that the service was requested and the check-in date of the group.
- Due to the costs of each menu options (even those of the same price) no substitutions can be made.
- For special menus, our Chef and our Food and Beverage Department are open to suggestions to prepare a menu according to your taste, your need and your budget.

Hours of Operation Acuarelas Restaurant:

Breakfast:	06:30 a.m. to 10:00 a.m.
Lunch:	11:30 a.m. to 04:00 p.m.
Dinner:	06:00 p.m. to 10:00 p.m.

Note: Maximum Capacity at the Acuarelas Restaurant: 190 people banquet style

Special Events Meeting Rooms: Heliconia and Las Palmas:

Heliconia Meeting Room:

The new Heliconia meeting room gives us the chance to offer a warm space for your clients' activities. Important information:

- Its strategic location and design allow the clients to look at the wonders of the volcano and its surroundings while doing their activities.
- Independent entrance, air conditioning, small platform and a podium. Besides, the hotel offers under written request multimedia equipment.
- The meeting room is appropriate for corporative events or private meetings.
- Capacity for 60 people on auditorium style.
- We offer the meeting room as a courtesy when the group is over 15 people and requests any Food & Beverages service (special breakfast, coffee break, lunch, dinner, open bar, etc).

Las Palmas Conference/ meeting room:

Is a modern and warm place, ideal for special events, such as weddings, receptions and conferences.

Some aspects worth mentioning are:

- Surrounded in its entirety by natural beauty.
- Maximum capacity for 140 people.
- A special amenity will be offered for groups over 25 people that purchase some type of restaurant service: special breakfast, coffee break, lunch, dinner, drinks with canapés, etc. with prior reservation.
- Its strategic location and design allow the clients to look at the wonders of the tropical gardens and its surroundings while doing their activities.
- Independent entrance, air conditioning, small platform and a podium. Besides, the hotel offers under written request, audiovisual and multimedia equipment.
- Equipped with free wireless internet connection.

Transportation:

For comfort of your clients, we offer transportation San Jose - Hotel - San Jose in first class vehicles ranging from 14 to 25 passengers.

Reservations Information

High Season:

Reservation's policies & rooms confirmations:

- All the reservation's request for Fit's or groups must be sent to the Reservations department via fax or sending an e-mail.
- All the reservations will be considered tentative until there is a prepayment, according with the cut off policies or some document ensuring it, like a credit card form without wrong information or the payment ticket.
- The Reservation's Department will provide a cut off, release or dead line (they are mean the same in the payment date) in the confirmations.
- The hotel reserves the right to cancel reservations when the payments for each one has not gotten in the cut off dates.

Reservations for FITS and Groups:

➤ **Fits:**

The Reservation's Department will establish a tentative lock (cut off) room 22 days before to the arrival, depending of the request's time or according to the agreement between both parts. (Hotel and Agency).

➤ **Groups:**

The Reservation's Department will establish a tentative lock room 60 days before to the arrival, depending of the request's time or according to the agreement between both parts.

Groups Information:

- A group is considered a reservation of 10 rooms or more.
- There are special menus for the groups as in prices as in quality.
- A rooming list must be submitted to the Reservations Department at least 15 days prior to the group's arrival.
- Housekeeper Tips: \$1.00 per room / per day
- Bellhop Tips: \$2.00 in / out per room.

Complementary rooms for Groups:

1. If 15 rooms are paid, the 16th room will be given as courtesy.
2. The complementary room includes the same breakfast offered to the group.
3. The hotel offers as courtesy the same kind of room that the majority of the group reserved.
4. In the case that there's no available rooms of the same kind of the group for the courtesy, the client must pay the up grade, if a higher category room is given.
5. The complementary room will receive the same benefits if the group reserved a meal package or a tour or spa treatment.
6. If the group gets under 15 rooms, the complementary room will not be given.

Rooming List for Groups:

The following information must be specified in the rooming list:

1. Number and type of rooms required.
2. Passenger's full name with check-in and check-out dates.
3. To make the check-in process faster, we will require a client's credit card number to cover incidental charges.
4. Distribution of children and ages.
5. Clear specifications for shared rooms.
6. Type of bed required for each room and any other special requests.
7. *Changes to the rooming list have to be sent to the Reservations Department in writing at least 48 hours prior to the client's check-in.*

Payment Policies – High Season:

FITS: (less than 10 rooms):

- Reservations must be fully paid 22 days prior to the arrival date.

Groups (more than 10 rooms):

- 50% deposit must be made 60 days prior to the arrival date.
- Full payment must be made 30 days prior to the arrival date.
- Food and beverages services must be paid 15 days prior to the arrival.

Payment Policies – Green Season:

FITS: (less than 10 rooms):

- Full payment must be made 15 days prior to the arrival date.

Groups: (more than 10 rooms):

- Full payment must be made 30 days prior to arrival date.
- Food and beverages services must be paid 10 days prior to the arrival

Note:

****All FIT and Group reservations request within the prepayment period, especially in High Season, have to be paid before being considered as confirmed.****

****Groups are included in the Reservations System as tentative, until deposit is made. The hotel reserves the right to cancel all reservations that have not been prepaid on**

the given deadline. To come up with the correct reservation payment date, consider only natural days.

Credit Policies (only in the cases that is approved)

- The agency with approved credit will have 30 days counting from the day were the original invoices were delivered for the respective proceedings.
- The hotel will charged 2% of interests in the case of delay of the payment.
- The hotel can temporary or definitely suspend it's services if the payment is not done.
- The limit date for cancellations (to avoid penalties) is the release / cut off dates agreed in the confirmations sent by the reservations department.

Cancellation Policies:

FIT's Cancellations Policies

High Season:

More than 22 days prior to arrival date:	No penalty
21 - 14 days prior to arrival date:	1 night penalty
13 - 11 days prior to arrival date:	2 night penalty
10 - 0 days prior to arrival date and no-shows	Full penalty

Green Season:

More than 15 days prior to arrival date	No penalty
14 - 6 days prior to arrival date:	1 night penalty
5 - 0 days prior to arrival date and no-shows	Full penalty

Groups Cancellations Policies

High Season:

Cancellations request within 60 days hasn't penalty.
Cancellations request within 30 days has a 50% penalty and less those 30 days total penalty or according to convention with the hotel.

Green Season:

Cancellation request within 35 days hasn't penalty.
Cancellations request within 25 days has a 50% penalty.
Less time those days applies total penalty or according to convention with the hotel.

IMPORTANT:

- The agency must deposit the corresponding amount on the specified dates, according to rates applied, type of room reserved, number of people in the rooms and the total of nights for each room.
- Any charges for contracted services from Food and Beverage (F & B) must be paid 15 days prior to the group's arrival date

- Incidental Charges can be paid by credit card (signed credit card authorization form must be sent prior to the arrival date in order to obtain an authorization code).
- Deposit Slips or Wire Transfers for partial or total payments for: Rooms, F & B, Tours, Spa treatments or any other payment must be faxed to the hotel's Reservations Department. The name of the group to which payments applies, name and telephone number for the agency, check-in and check-out dates and the confirmation number have to be specified.
- All formal requests for reservations have to be sent in written to the reservations department or to the sales and marketing department.
- The reservations department requires a signed Credit Card Authorization Form.
- The reservations department will make a tentative room book with 60 days release before check in date. If the reservation is made less than 60 days prior to the arrival date, a 30 day release date will be granted.

Note:

- ❖ *There isn't a regular cut off for blocks of rooms (big tentative groups), it depends to the reservations department decision.*
- ❖ *In case of not there is a prepayment through or guarantee voucher holding it, if "the house", we meant, Montaña de Fuego, sells and needs some days or rooms undergoing dates of blockades of agencies, it has the power to take this book as it needs. Of course, every step and situation will be duly communicated and talked with the agency.*
- ❖ *All the tentative blocks of the rooms will be active according to the use that the agency given to the first two of them. In case a cancellations, the hotel reserves the right to cancel the rest of the blocks rooms. All this information will be much specified in the confirmation for each of them.*

Payments Accounts

Deposits inside of Costa Rica:

Transfer to: Hotel Montaña de Fuego S.A.
Cédula jurídica: 3-101-184-339

Banco de Costa Rica:

\$/ Dólares: 346-489-8

\$/ Dólares: 202-871-9

Colones: 346-0000303-4

Banco Nacional de Costa Rica:

\$/ Dólares: 100-02-057-600033-7

Colones: 100-01-057-001700-6

Colones: 100-01-057-1386-4

BAC San José:

\$/ Dólares: 905626180

Deposits outside of Costa Rica:

1) Wachovia National Bank, New York

Cover through: WACHOVIA NATIONAL BANK, NEW YORK
Account: 2000192000042 (between BAC San José and Wachovia Nat. Bank)
No. ABA 026005092 Swift PNBUS3NNYC
Transfer to: BAC San José (formerly Banco San José, S.A.)
Swift BSNJCRSJ
Beneficiary Name: Hotel Montaña de Fuego S.A.
Beneficiary Account: 905626180

2) Bank of America, Miami

Cover through: BANK OF AMERICA, MIAMI
Account: 19019-05932 (between BAC San José and Bank of América)
No. ABA 026009593 Swift BOFAUS3M
Transfer to: BAC San José (formerly Banco San José, S.A.)
Swift BSNJCRSJ
Beneficiary Name: Hotel Montaña De Fuego S.A.
Beneficiary Account: 905626180

3) Citibank N.A., New York

Cover through: CITIBANK N.A., NEW YORK
Account: 36026966 (between BAC San José and Citibank)
No. ABA 021000089 Swift CITIUS33
Transfer to: BAC San José (formerly Banco San José, S.A.)
Swift BSNJCRSJ

Beneficiary Name: _Hotel Montaña de Fuego S.A._____
Beneficiary Account: _905626180_____

4) American Express Bank, New York

Cover through: AMERICAN EXPRESS BANK
Account: 745273 (between BAC San José and American Express Bank)
No. ABA 124071889 Swift AEIBUS33
Transfer to: BAC San José (formerly Banco San José, S.A.)
Swift BSNJCRSJ
Beneficiary Name: _Hotel Montaña de Fuego S.A._____
Beneficiary Account: _905626180_____

Contact Information

Reservations Department:
Arenal - La Fortuna de San Carlos
reservaciones@montanadefuego.com
www.montanafuegohotel.com
Tel.: (506) 2479-1220
Fax: (506) 2479-1455

NOTE:

This rate contract must be signed in each of its eight pages and sent via fax to the sales and marketing department 2221-80-30 as well as the reservations department 2479-1455

Agreeing with everything stated in this document, in the city of San José, we, as the representatives of both companies sign on _____.

Hotel Montaña de Fuego thanks you in advance for your interest in our product!

Leovigildo Villegas C.
General Manager
Hotel Montaña de Fuego

Date processing