

POLICIES, TERMS AND CONDITIONS

1- Reservations

All reservations should be made in writing either by e-mail or fax according with the follow information:

Phone: (506) 2291-4455

Direct from US & Canada: (786) 206-4409

Direct from Spain: 918-295-266

Fax: (506) 2291-4567

E-mails: info@mikitavel.net

2- Payments

Payment in advance in US Dollars is required for all arrangements. MTA TRAVEL SOLUTIONS will not be responsible for any bank or courier charges. **The dates and payment terms will be given when the services are confirmed.**

If the payments are not received when due, MTA TRAVEL SOLUTIONS reserves the right to cancel the reservations

The conditions may vary depending on the time of the year.

3- Forms Of Payment

A-Check

All payments should be made by Certificate Checks or Money Order draw on an International Bank. Checks should be made payable to "Agencia de Viajes Miki S.A." or "Miki Travel Agency" and sent to any of these addresses:

Mailing Address

In Costa Rica:

P.O.BOX 328-1007
San José, Costa Rica, Central América

In the USA:

PO Box 025635 CRC1217
Miami, FL 33102-5635

Courier Address

200 meters North from the ICE La Sabana, in front of Palma Real Hotel San José, Costa Rica, Central America

B-Wire Transfer

Payments can also be made by direct wire transfer to our agency; following are the correspondent instructions for remittances:

Intermediary Bank:

The Bank of New York
Swift: IRVTUS3N
ABA # 021000018

Instruct the Bank of New York to send a swift message MT103 to Scotiabank Costa Rica S.A.
Swift: NOSCCRSJ

Beneficiary Bank:

Scotiabank de Costa Rica S.A. account # 803-338-3577
Swift: NOSCCRSJ

Beneficiary Customer:

Enrique Feterman Rotkopf (CEO of Agencia de Viajes Miki S.A.)
Account # 2010015085

Each bank transfer has a cost and the total cost depends on your local bank and transfer distance. This cost has to be assumed by the buyer unless otherwise is indicated by MTA TRAVEL SOLUTIONS.

MTA TRAVEL SOLUTIONS must be advised by e-mail or fax each time a wire transfer is sent with the name of the bank used, the deposit date, the deposit hour, the amount sent and what the payment is for. This is the only way we can trace these transfers.

C-Credit Card

For credit card payments please contact us.

4- Note About The Prices

MTA TRAVEL SOLUTIONS reserves the right to alter quoted prices without notice to reflect changes in hotels fares, land services or tax increases.

5- Cancellation Policy

Any cancellation submitted to MTA TRAVEL SOLUTIONS must be in writing either by fax or e-mail and must be signed by the buyer.

LOW SEASON (MAY, JUNE, SEPTEMBER AND OCTOBER)

If cancellation is received in writing at least 35 days prior to arrival, a full refund will be made, minus an administrative charge up to \$100.00 per person plus the applicable supplier cancellation fees. For cancellations received within 35 to 15 days of arrival a 50% penalty will apply. No refund will be made if the cancellation is received less than 15 days prior to the arrival.

HIGH SEASON (JANUARY, FEBRUARY, MARCH, APRIL, JULY, AUGUST, NOVEMBER, DECEMBER)

If cancellation is received in writing at least 45 days prior to arrival, a full refund will be made, minus an administrative charge up to \$100.00 per person plus the applicable supplier cancellation fees. For cancellations received within 45 to 35 days of arrival a 50% penalty will apply. No refund will be made if the cancellation is received less than 35 days prior to the arrival.

LOW SEASON (DECEMBER 20TH TO JANUARY 5TH AND HOLY WEEK-EASTER)

If cancellation is received in writing at least 95 days prior to arrival, a full refund will be made, minus an administrative charge up to \$100.00 per person plus the applicable supplier cancellation fees. No refund will be made if the cancellation is received less than 95 days prior to the arrival.

We reserve the right to cancel any tour or package due to insufficient sign-up or for anything else stated in the Responsibility Section. In this case a full refund of the unused services will be given, but MTA TRAVEL SOLUTIONS will not be responsible for additional expenses incurred by the preparation of the tour or the package, and for any expenses incurred by the buyer for medical treatment, non refundable air tickets, etc. Other cancellation fees may apply. We recommend that participants purchase short-term travel insurance that covers baggage loss, accidents and trip cancellations among others.

6- Responsibility

MTA TRAVEL SOLUTIONS is a recognized tour company and acts only as an agent for the clients in reference to their trip, whether by car, by motor coach, by railroad, by boat, by plane or any other conveyance.

MTA TRAVEL SOLUTIONS and its agents are not responsible for any losses, expenses, irregularity, damage, accident or injury to person or property due to delay or changes of schedule, over booking of accommodations, default of any third parties, sickness, weather, strike, acts of God, acts of terrorism, force majeure, acts of governments, civil disturbances, war, quarantine, customs regulations, hotel or airline irregularities, epidemics, failure of any means of conveyance to arrive or depart as scheduled, criminal activity or for any other cause beyond its control. All losses or expenses for situations over which we have no control have to be borne and paid for by the client.

MTA TRAVEL SOLUTIONS does not take responsibility for changes, delays, over booking, loss of services and cancellations of affiliated companies used to provide services. Any act of negligence or breach of contract of any third party such as an airline, train, motor coach, private car, cruise vessel, boat, or any other conveyance, hotel, sightseeing provider, local ground handler, etc., which is to or does supply any goods or services is not MTA TRAVEL SOLUTIONS's responsibility. Buyer understands that MTA TRAVEL SOLUTIONS neither owns nor operates such third party suppliers and nor hold MTA TRAVEL SOLUTIONS responsible for their acts, omissions or commissions.

MTA TRAVEL SOLUTIONS reserves the right to make reasonable changes, cancellations or substitutions in the itineraries when it is considered necessary or obligatory.

The luggage always will travel under the care and responsibility of its owner.

No refund can be made for unused hotel rooms, meals, sight-seeing trips, tours or any other service.

MTA TRAVEL SOLUTIONS assumes no responsibility for passengers arriving late or being a "no show".

By submitting the payment to MTA TRAVEL SOLUTIONS the buyer agrees to be bound by the terms and conditions written on this document.

Note: When other individuals or companies are used to provide services, their insurance, payment and cancellation policies will apply.

7- Behavior

MTA TRAVEL SOLUTIONS reserves the right to withdraw any individual from any tour or package at any time if it determines that his acts or conduct are detrimental or not compatible with the interest, harmony, comfort or welfare of the tour as a whole. Refunds are not given under these circumstances.

Note: When other individuals or companies are used to provide services, their behavior policy will apply.

8- Health Problems

Persons with medical problems should inform it to MTA TRAVEL SOLUTIONS at the time of the reservations, otherwise MTA TRAVEL SOLUTIONS will not be held responsible. MTA TRAVEL SOLUTIONS reserves the right to disqualify anyone at any time during the tour or the package if it is felt that the individual is physically incapable of participating and/or if the participation of this individual will jeopardize the safety of the group or handicap the normal functioning or programming of the tour or package. MTA TRAVEL SOLUTIONS assumes no responsibility for special arrangements necessary or problems experienced by passengers physically unable to participate in the planned activities.

9- Privacy Statement

MTA TRAVEL SOLUTIONS respects the privacy of all the clients. All personal and confidential information is used strictly by MTA TRAVEL SOLUTIONS We do not provide client data to third parties, except of course as needed to complete travel arrangements with suppliers. We do not sell data to third parties.