



Crocodile Bay Resort

Puerto Jimenez, Costa Rica

Phone from US: 011-506-2-735-5631 FAX: 011-506-2-735-5633

Director Hotel Operations: Cory Williams * General Manager: Beau Williams

Customer Service Manager: Olimpia Rhoden * Reservation Manager: Keren Araya

Fishing Director: Todd Staley

Important San Jose Phone Numbers	<p>San Jose Logistics = Go Easy Travel - Contact Carlos Zuñiga Cell # 011-506 8711-5804</p> <p>Hotel Doubletree Cariari by Hilton 011-506-2-239-0022 * Hotel Sleep Inn 011-506-2-521-6500</p> <p>U.S. Embassy 011-506-2-220-3939, nights/emergencies: 011-506-2-220-3127</p> <p>Dial 911 for Police Emergencies</p> <p>When calling within Costa Rica dialing (011) or (506) is not necessary!</p>
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Important Travel Information: Please review prior to and retain during travel.

!!ALWAYS KEEP YOUR PASSPORT WITH YOU!!

INCLUDED IN TRANSFER PACK PURCHASE ONLY

International Flights	<p>If there are any changes in your departure or arrival time, <u>please call us</u> so we can advise our San Jose transfer staff. Check your luggage through to San José, Costa Rica. If luggage is misplaced by your airline DON'T PANIC! Provide them with the following <u>local contact information</u> for notification when the bags may be claimed: Carlos Zuñiga - local cell phone # 8711-5804. After you clear immigrations & customs authorities and leave the building, watch for the Go Easy Travel representative wearing a yellow shirt, holding a VIP Crocodile Bay Resort sign with the last name of your party. Then we can begin to assist with your luggage.</p>
NatureAir or Sansa - The Costa Rican Airlines	
Both airlines operate from Juan Santamaría International Airport (SJO)	
NatureAir or Sansa - Check-In is 1 hour prior to flight	<p>Go Easy Travel drivers will always pre-arrange the next pick-up time with you. They will get you to the NatureAir or Sansa Check-In 1 hour prior to your scheduled departure flight time. Passport will be required. Flights close 20 min. before departure and passengers not checked in before are not guaranteed boarding. Please be on time meeting our drivers in the Hotel Lobby.</p>
All Costa Rican Airlines' Personal Weight Restrictions - 250 lbs. each	<p><u>The domestic airlines require the weight of all passengers.</u> Please provide weight when making your reservation. Passengers weighing more than 250 lbs. are required to pay for an extra seat, which is an additional charge. This is best reserved prior to flight date to make sure that the seat is available. If you wait until time of departure there is no guarantee you will be allowed to board. All passengers will be weighed prior to check-in. <u>This is for your safety.</u></p>
Baggage Weight Restrictions: NA 40 lbs. Sansa 30 lbs. for luggage and both have a 10 lbs. for carry-on	<p>NatureAir imposes a baggage weight restriction of 40 lbs. & Sansa imposes a baggage weight restriction of 30 lbs. per person for one checked bag and 10 lbs. for carry-on and camera equipment. Any additional baggage charges are <u>your responsibility</u>, and payable directly to the airline at the rate of \$25 USD. NatureAir from 31 to 45 pounds or two additional luggage pieces must pay \$50 and 46 to 70 pounds or three additional luggage pieces must pay \$75. Sansa excess baggage will be charged \$1.00 per pound and considered standby bags. Fishing gear and oversized items (surfboards) are subject to space availability and a charge of \$40 per flight Natureair / \$30 per flight Sansa. Oversized & overweight items are checked space-permitting or may be put on the next flight. To avoid any inconvenience, we suggest packing a carry-on bag the night before with anything you will need for the first day; shorts, swimsuits, sunscreen, prescription medications, etc. Natureair and Sansa's terminal does have a secure room available for storing unneeded luggage for a small fee. Don't forget to pick it up on your return! Baggage fees subject to change.</p>

À la carte	<p>À la carte days at the resort includes lodging, all meals and soft drinks. Eco tours, Spa, fishing and alcoholic beverages are <u>NOT</u> included on à la carte days. Activities may be organized for you on site during your à la carte days, but all activities will be charged to your room as they are not pre-paid or included in your package.</p>
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Remember Your Passports	A valid U.S. Passport that will not expire until at least 6 months <u>after</u> your return to the United States is required. You may stay in Costa Rica for up to 90 days without a visa but you need a passport. For U.S. Passport information visit http://travel.state.gov/ Please provide your passport number when making your reservation.
Travel Insurance	Travel/Trip insurance is strongly recommended for many reasons. Crocodilebay.com has a FAQ page with a link to a comparative travel insurance website with multiple plans. Insure your trip against additional expenses due to sickness, baggage loss, flight cancellations, medical emergencies and other unforeseeable circumstances. www.crocodilebay.com/faq.htm
Vaccinations	Please visit the Center for Disease Control's website at http://www.cdc.gov for current traveler's health topics and recommendations, or consult your doctor with any concerns.
Prepay Departure Tax at the Int'l Airport	There is an Airport Departure Tax that is required before departing Costa Rica which you will have to pay upon departure at the International Airport. Estimated \$32 fee per person (\$28 + \$4 handling fee). If you are staying at the Hotel Cariari you can also pay your departure tax at the front desk.
New TSA Guidelines	Please visit the Transportation Security Administration at www.tsa.gov/ for useful travel tips that will speed your check-in time.
What To Bring	Medications, Sun Hat, Sunscreen at 45 SPF or Higher. Tropical temperatures are always 70 to 90 degrees. Lightweight clothing that dries quickly is recommended. CBR has an informal atmosphere and shorts and t-shirts are sufficient. For San Jose, long pants and a long -sleeved shirt for evening may be desired. Temps are 5 degrees cooler due to altitude. For a rainforest tour, a lightweight water-resistant shell with hood or raincoat, insect repellent and closed-toed shoes are recommended. CBR has an excellent same-day onsite laundry service and hair dryers are in every room! Electricity is 110 volts & no adapter is necessary. Crocodile Bay's Gift Shop stocks many basic necessities, souvenirs, and fine clothing.
Pack Fishing Gear in Luggage	On international flights we recommend that all sharp, pointed items and fishing gear be packed in your checked luggage, including: rods, reels, line, hooks, fishing line, flies, fly tying kits and fishing tools, pliers, tweezers, scissors, pocket knives, etc. This will help avoid delays and potential confiscation at security checkpoints.
Electronics - Cell Phones, Laptops and Clocks	CBR has Wi-Fi in our main building and Internet access at a desktop computer in the lobby. New Multi-Band GSM Cell Phones will work in Puerto Jimenez, but you must have international roaming activated with your provider! Contact your cell phone provider! Electric alarm clock radios are in each room and a wake-up call can be provided (<i>if the scarlet macaw's aren't enough!!</i>).
At Crocodile Bay Resort	
Your Arrival at CBR	Upon arrival in Puerto Jimenez, Crocodile Bay Resort drivers will meet you at the plane to assist with luggage and escort you quickly to the Resort adjacent to the airstrip. Staff will welcome you with a refreshing fruit juice cocktail and your luggage will be taken to your room. Simple snacks can be provided if desired. You will be asked to provide a credit card at check-in for any personal expenses you may incur, such as Eco tours, spa, laundry services, gift shop purchases, alcoholic beverages, cigars, etc., which are payable directly to Crocodile Bay Resort at the end of your stay. Then off to your fishing or activities! Have fun!
Daily Schedule	Boats are ready at the dock starting at 6:30 am and Eco tours at our front door at 7:00 am. Our Spa is open starting at 10:00 am, by appointment only. Lunch will be provided onboard for the anglers and those on full-day Eco tours. Lunch is provided in our dining room for guests on 1/2 day tours or just relaxing at the resort. The fishing boats return to the pier from 3:00pm - 3:30pm. There is time before dinner to enjoy happy hour and hors d'oeuvres in the air-conditioned bar, cool off in the pool, take a sunset kayak tour, or grab a massage in the spa. Half-day Eco tours are scheduled from 7 am to 12 noon or 1 pm to 4 or 4:30 pm. There is some flexibility on start times.
Meals	Breakfast is served between 5:30am to 8:30am, Lunch 12 noon to 1:30pm and Dinner from 6:00pm to 8:30pm. Hors d'oeuvre and Happy Hour are served before dinner starting at 4:30pm. We accommodate dietary requests but advanced notice is recommended. Our gourmet meals are restaurant or buffet style with a full menu and variety of entrees including choice of fresh fish, chicken, and beef dishes. Just let us know what you need.



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Fishing, Eco tours, and Spa	
Fishing	The daily fishing charters include captain (and crew, in the case of Strike boats) gear, tackle, bait, lures and flies. Lunch, fresh cut tropical fruits, snacks, cold beverages and beer are served onboard the boat. Fishing tackle is provided to your preferences and we will do our best to satisfy your requests. <u>We need prior notice of inshore or offshore fishing upon reservation</u> , so we may provide appropriate captains and boats. Of course, you are welcome to bring your own tackle.
Eco tours / Spa Treatments	Eco tours and Spa treatments may be purchased a la carte at the Resort and may be added to your room account. Guides & spa attendants will be available in the evenings to discuss or reserve Eco-tours or spa treatments for the next day. All Eco tours require at least 12 hours advance notice. See the Eco-Adventure Tour List and the Spa Services Menu in your information packet for details and prices, or request one be emailed to you.
Spa	Spa treatments require an appointment and are performed by spa therapists. Daily appointments are available between the hours of 10:00am - 12:00pm / 1:00pm- 7:00pm. Please arrive prior to your scheduled treatments to shower and enjoy our lounge.
On Tips and Gratuities	
	Of course, tipping is never mandatory and is considered an additional reward for exceptional service. Staff tips may be paid in cash or credit card. We do get asked for our recommendations and we offer the following guidelines:
Captains	Fishing Captains - \$25-\$50 per angler. It is preferable to tip directly to the captain in cash at the end of the fishing day. However, you may always choose to pay your tips at the end of your stay with your credit card or cash, just advise the name of your Captain and or Mate. Tower boat captains will share the tips with the mate. You may have different Captains for inshore and offshore fishing.
Staff	Resort Staff (chef/ kitchen staff, wait staff, bartenders and housekeeping) – app. \$15 per person per day as a tip 'pool' which can be added to your room account at checkout for disbursement.
Guides	Eco-tour Guides - \$10 per person for a half-day tour, or \$20 per person for a full-day tour, depending on the extent of the services. It is preferable to tip the guide in cash at the end of the tour or you can leave the tip to your guide (advise name of guide) upon check-out. The guides will share the tips with the driver on tours that involve a driver.
SPA Therapists	Spa Therapists - Spa Therapists - \$10 to \$20 depending on the treatment / package that you are having. It is preferable to tip directly to the therapist in cash at the end of the spa treatment or you can leave the tip to your therapist (advise name of therapist) upon check-out.
Drivers	Go Easy Travel staff in San Jose are not Crocodile Bay Resort employees and are not included in the staff tip pool. If you use one of the Resort's drivers or guides for local transportation, please tip separately at your discretion.
Deposit, Cancellations, and Refunds	
Deposits	A deposit of \$1,500 per guest is required upon booking. The balance is due 90 days <u>prior</u> to the scheduled arrival at The Resort.
Refund Policy	A refund of the deposit less a handling fee of \$150 per person will be returned provided a written notice of cancellation is received prior to 90 days of your scheduled arrival. There will be no refund of any monies for "no shows" or cancellation received less than 90 days prior to scheduled arrival.
Travel Insurance, Again	Travel Insurance is strongly recommended. Please visit our FAQ page for more information on easily obtaining Travel Insurance to protect against changes in travel plans, baggage loss, flight and medical insurance. www.crocodilebay.com/faq.htm
Payments at the Resort	Travelers Checks are not accepted at the Resort. The Resort takes Visa, MasterCard, Discover, and Diner Club credit cards.
Your comfort and safety are always our concern! Enjoy your trip!	
Pura Vida! And Thank You for visiting Crocodile Bay!	