

Answers to your questions about COVID-19

Reserve your Birding journey experience with assurance

Needless to say, it's been a challenging time for the travel industry, but at CRBJ, we're continuing our commitment to offering incredible birding experiences. We've taken the time to work behind the scenes on improving what we do, adding new trips, and strengthening the impact we make. We'll keep you updated via social media on Facebook of any changes in travel, and we're looking forward to hosting you all again this 2021

EXISTING BOOKINGS:

If you already have a trip booked with us, and you're not able to travel because of the pandemic, you can postpone your trip for free, for an unlimited amount of time. Should you want to switch to a different trip, we'll be very happy to make this happen as well, at no additional cost. (Please note that this depends on availability of the specific trips.) We would like to be responsive and your ally with this current world health issue.

UPDATED BOOKING CONDITIONS FOR NEW BOOKINGS:

To make it easier and more risk-free to book any of our trips with us, we have adjusted our booking conditions.

- We've lowered the deposit for bookings from \$1000 to \$500
- Should COVID-19 restrictions make it impossible for you to travel at the start of your journey, you'll be able to postpone your trip for any amount of time, at no extra cost and/or you can pass it to a third party in case you are able to sell or give away your reserved space. (This applies if borders are closed or if any circumstances around the pandemic make it impossible to come to Costa Rica)
- If we have to cancel a trip because of COVID-19, or you are not able to join us because of COVID-19, you'll get a full refund, minus the 10% deposit + any charges of transferring the monies back to the original source regardless of how last-minute this happens.

FAQ'S:

- **Are borders open at your travel destinations?** We're pleased to say that a number of countries we work in have opened their borders for international travel. For information on specific countries, send us an email on crbjjourneys@gmail.com
- **What about safety on the ground, once I reach my destination?** Safety comes first, and we can assure you that we're closely monitoring the situation daily and adjusting on the ground so that our team members and on the ground partners are all able to continue to do their work in a safe way. If you have any specific concerns, please let us know!
- **Does my travel insurance cover me if I cancel my trip?** Please check your insurance policies.

Please note:

- CRBJ is not responsible for any incidental expenses that clients may have incurred as a result of the booking, such as visas, vaccinations, non-refundable flights, etc.
- We urge you to take out a premium travel insurance that will cover for cancellations due to the pandemic.

<https://www.ict.go.cr/es/documentos-institucionales/material-de-apoyo-coronavirus/declaraciones-del-ict/1809-statement-list-of-countries-and-u-s-states-authorized-for-visiting-costa-rica-10-02-20/file.html>

