

Recreo FAQ's

- 1. Which airport should I fly into?** When searching for flights, please make sure to choose the Liberia Airport (LIR) as your destination as this is the closest to the resort (about 1 hour 15 minutes). Also be sure to choose afternoon arrival and departures if possible to fully enjoy your time at the resort.
- 2. What is the process for getting to Recreo from the airport?** If you choose to use our transportation services, we will have a driver waiting at the airport with a Recreo sign. Please look for him after you retrieve your luggage and pass through customs. The drive to the resort takes about 1 hour and 15 minutes. We will have cold beverages for you. No need to notify us if your flight is delayed or late, we will know about this and plan accordingly. The number for the welcome center at Recreo is 011 506 2 676 1230.
- 3. Is airport transportation (from Liberia) included in my package?** Airport pickup is \$50 per person over 12 years old each way. Discounts are provided for groups of 6 or more.
- 4. What if I decide to rent a car?** Car rental during the holiday and high seasons begins at \$45 a day and may require up to a \$1,000 deposit payable by credit card. To avoid a hefty refueling fee, return the rental car with a full tank of gas. To rent a car you will need a driver's license, a passport, and a credit card. The rules of the road are similar to those in the U.S. Also, most agencies have cell-phone rentals that range from \$2 to \$7 per day and national per-minute costs of 70¢ to \$2.
- 5. How are the roads to Recreo?** The resort is located 20 minutes from La Cruz, which is a small town with access directly off the well maintained Pan American Highway. From La Cruz, you must travel on an unpaved dirt/rock road for about 20 minutes before arriving at Recreo. Total driving time from the airport to Recreo is 1 hour and 15 minutes.
- 6. Is it possible to fly into the San Jose airport?** There are a few options if you fly into the Juan Santamaria International Airport (San Jose) although less convenient than flying into Liberia. You could rent a car and drive (about 4 ½ to 5 hours) or fly one of the in-country airlines to the Liberia airport where we could pick you up. Go to www.natureair.com or www.flysansa.com for flight schedules and prices from San Jose to Liberia. Keep in mind that Nature Air only flies out of the Pavas airport which is a 10 minute taxi ride from the Juan Santamaria Intl airport. There is also the option of hiring a private driver from San Jose who can transport you to the resort. Please ask your concierge for details.
- 7. Are meals included?** Your package will include a private luxury villa, pre arrival grocery stocking, daily maid service and personal cook, all meals, snacks and non alcoholic beverages. We ask that you fill out our food and beverage preference form prior to your arrival. This list will be used by your personal Cook to prepare a personalized menu for the group.

- 8. What types of activities are included in my package?** Amenities and equipment at Recreo included in your package are the tennis courts and equipment, basketball courts, beach volleyball, kayaks, horses, snorkeling, fishing equipment (for fishing off the beach), mountain bikes, the gym, steam room, padded teak beach loungers, and much more.
- 9. Are there ATV's or motorized water sports available onsite?** At Recreo we strive to minimize the noise disturbance to both animals and people and the environmental impact of the activities offered onsite and so have decided not to offer motorized land or water machines as part of the activities available to our guests. ATV's are available through some of the offsite tour operators. Please consult your concierge for details.
- 10. Is there surfing nearby?** The beaches immediately surrounding Recreo are great for swimming, snorkeling, kayaking, kite and wind surfing, but are not good for traditional surfing. We have several options for surfing day trips. Please see the digital brochure for a complete list.
- 11. What is not included in my package?** Additional expenses might include gratuities, alcohol, airport and offsite excursion transportation, offsite tour costs, spa services and boat tours.
- 12. What are the amenities available in the villas?** Each villa comes with a private pool, furnished outdoor balconies or patios, private bathrooms, gourmet kitchens, fully equipped living areas with DVD, CD players, Ipod hookups, plasma screen television (in the living area only), Satellite TV, fans, indoor/outdoor dining areas, water coolers, safety box, air conditioning in the bedrooms, spa bathrooms, bathrobes, Raw Botanicals shampoo and body wash, hair dryers, washer, dryer, iron and ironing board and board games.
- 13. How do I get around the resort?** The One Bedroom Villa has its own private electric cart that guests can use to explore the resort and venture to the beach. Guests that are staying in the 3, 4 and 5 bedroom villas and the suites will enjoy chauffeured transportation to and from the beach and around the resort. Private golf carts can be rented by the day for an additional fee. Guests also have mountain bikes at their disposal, horses and numerous walking and hiking paths to explore the area.
- 14. Can I use the electric cart to go into town?** The electric cart is mainly for use inside the resort and to the beach and back and is not permitted into El Jobo but we do have transportation services available. You can also take the mountain bikes into town.
- 15. Do you have a minimum number of nights requirement?** We suggest that you stay with us for at least three nights. This suggestion is in place so that you can fully enjoy all of the amenities that are available to you at the resort including pre arrival grocery stocking, kayaks, horses, mountain bikes, electric golf cart, snorkeling, gym, tennis courts, volleyball, and more!
- 16. Are there drinks available at the Mountain Top Lookout?** The Mountain Top Lookout is not currently staffed with a bartender, but your Cook would be happy to pack a cooler with drinks and snacks for you to enjoy while you are there taking in the incredible views!

- 17. Is the water safe to drink?** Water quality varies throughout Costa Rica. Because many travelers' digestive systems are sensitive, we recommend drinking bottled water. Your cook will use bottled water and packaged ice to prepare your meals and drinks and there is a water cooler in every villa.
- 18. Do you allow pets?** At Recreo, we strive to minimize our impact on the surrounding wilderness and wildlife from domesticated animals and therefore ask that you leave your pets at home.
- 19. Are the villas air conditioned?** Each bedroom in the villa has its own air conditioner. The common areas enjoy ocean breezes and are equipped with fans.
- 20. What is the security like at the resort?** The property is gated and has a 24 hour security guard. Recreo has donated and continues to donate to the local neighborhoods in the form of improvements to the roads, local schools, and the police department. We have a very good reputation with the local community and this combined with our remote location away from heavily populated tourist areas means that we have no problems with crime at Recreo.
- 21. Are there lots of bugs?** We work daily to keep the bugs and critters at bay using environmentally sensitive products and techniques, but keep in mind that the resort is surrounded by rainforest and national parks and there is only so much we can do to keep out the undesirable creatures and not harm the "good" ones.
- 22. Is your resort handicapped accessible?** All areas are not handicapped accessible. If you have special mobility requirements, please inform us so that we may address your needs to help make your stay as comfortable as possible.
- 23. What is customary for tipping?** Though tipping is completely at your discretion, an appropriate general tip would be \$5 to \$10 per person per day that you are attended to by them. Typically, you will have a Cook, housekeeper, concierge and driver.
- 24. What is the temperature like?** The temperature is consistently in the mid to high 80's, low 90's during the day, and mid-70's at night.
- 25. What are the different seasons in Costa Rica?** Costa Rica has only two seasons: dry and green! The dry season with very little rain is generally between late December and April and the green or wet season lasts the rest of the year - May through November.
- 26. What is the weather like in the green season?** The green season lasts from May through November, but still offers an average of about 3 to 5 hours of daily sunshine. There is even a mini "dry season" in July. It is the time of year when, for most of the country, you may get *some* rain during your travels. And, it's also the less crowded, off-peak season. Many people actually prefer to vacation during the green season, as the pace is slower, the rates are less, and, of course, it's greener! You could be here for a week and see no

rain, or you might see afternoon or night time showers, or perhaps several days of clouds, drizzle and rain. But, for most vacationers, there is eventually more than enough sun to take home with them.

- 27. What is the time difference in Costa Rica?** Costa Rica Standard Time is 6 hours behind Greenwich Mean Time (GMT-6), same as Chicago and St. Louis. Costa Rica does not operate Daylight-Saving Time, so the time difference is an additional hour April through October.
- 28. Will I need to bring an adapter?** Electric Voltage in Costa Rica is 110 V, the same as the United States.
- 29. What is the form of currency and do I need to exchange my money before I arrive?** American Dollars and Costa Rican Colones are accepted everywhere - the closest ATM is in La Cruz, a 15-minute drive from Recreo
- 30. Can I use my credit card or will I need cash?** Credit cards are accepted at Recreo for all purchases onsite. Most offsite tour locations accept credit cards, but not all. The Day Tour inside Nicaragua is one example and for this tour, dollars are preferred.
- 31. Are there security boxes at Recreo to put my valuables in?** All villas have security boxes for your valuables.
- 32. Will I need any vaccinations to travel to Costa Rica?** Most travelers do not need vaccinations or special medications when visiting Costa Rica. Pharmacies are located in most towns and cities, including La Cruz, the closest town to Recreo.
- 33. What kinds of Medical and emergency services are available?** A local clinic is just minutes from Recreo and can handle any basic needs. There is also a hospital in Liberia which is about 1 hour away and life flight services are available. In addition, the staff at Recreo is trained in CPR and emergency response.
- 34. Is there a pharmacy nearby?** There is a pharmacy in La Cruz, a 15 minute drive from Recreo
- 35. What is there to do in the area around Recreo?** We are in a remote and very private location surrounded by beaches, national parks and rain forest with few hotels and very small towns in the nearby vicinity. This remoteness affords our guests the opportunity to truly immerse themselves in the beauty of the natural surroundings. There are a few local restaurants that serve traditional Costa Rican cuisine and are a nice option if you would like to get a taste for the local atmosphere. Recreo's beach is not heavily touristed and there is not a lot of "nightlife" nearby. We offer several options for day trips, two of the most popular being the Nicaraguan day tour to the city of Granada and the Rincon Volcano and zipline tour. Both these tours include opportunities for shopping and dining outside of the resort.
- 36. How far is the beach from the resort?** Playa Rajada is 5 minutes by electric cart or a 10 minute walk from most villas.

- 37. Is the resort child friendly?** Costa Rica is a very family and child friendly country in general and at Recreo, we do our utmost to accommodate the needs of families with children. Baby cribs, pack-n-plays, car seats, beach and pool toys and high-chairs are available upon request.
- 38. Will my child need a car seat?** As of August 1st, 2009, car seats and or booster seats are required for children under the age of 12 years old and should be reserved in advance. If you will be using Recreo transportation please let us know ahead of time if you will be requiring a car seat. Here are the guidelines for choosing which option is best for your child:
Booster: 30 lbs, 57" tall
Car Seats: 20-50lbs
Infant car seats 5lbs +
- 39. Do I need to bring my own beach towels?** Beach towels are provided in each villa.
- 40. Are there laundry services onsite?** Daily maid service is included; personal clothing laundering is available upon request
- 41. What type of clothing is recommended?** Recreo promotes a casual, relaxed atmosphere. This relaxed environment eliminates the need for dress clothes or jewelry. Lightweight, drip-dry cotton separates (shorts, t-shirts, tank tops, skirts or sarongs) sandals, bathing suits, and a hat. If you are planning on hiking, you may want to throw in a pair of sneakers, and many people bring water socks if they're going to be snorkeling or tubing on a day trip to the Volcano. Also, bring a darker colored bathing suit that would hide any possible discolorations from a trip to the volcanic mudbaths!
- 42. Will my cell phone work in Costa Rica?** Please check with your provider prior to leaving your departure country to see if they provide service in Costa Rica, but more importantly what the cost is. Not many US cell phones work in Costa Rica and when they do, the per minute rates are around \$4.00. In addition, Recreo is located in a remote area and even if your provider does offer service, it may not work in our area.
- 43. How do I call home from Recreo?** You are welcome to use the phone in the welcome center at a cost of .50 cents a minute. You can also purchase a calling card in the welcome center or at any grocery store and use this in the welcome center as well. Some rental car companies can rent a Costa Rican cell phone as well.
- 44. Do I need to schedule offsite excursions prior to my arrival?** Most tours and excursions can be arranged onsite. Overnight excursions and golf should be scheduled prior to your arrival to ensure availability. For a complete list of tours and activities, see our digital brochure or request a transportation and tours price sheet.