

## **INTERBUS SERVICE POLICIES**

- If you are traveling from SJO airport to a destination outside of San Jose your pick up spot will be the Malinche restaurant right outside the airport, on the right side of the arrivals area. It is important for you to arrive there 20 minutes prior to your pick up time.
- Interbus reserves the right to add a fuel surcharge to the published rates.
- Modification notified with more than 48 hours prior to departure = no modification charge.
- Date modification notice with less than 48 hours prior to departure will be penalized according the cancellation policies.
- Cancellation notice with more than 72 hours prior to departure = no cancellation charge..
- Cancellation notice with less than 72 hours prior to departure including last minutes reservations (services booked within 48 hours) = 100% cancellation charge.
- No show = 100% cancellation charge.
- 10 minutes maximum waiting time at pickup.
- Each passenger is allowed one carry-on and one item of luggage. The carry-on must stay with the passenger at all times, while the luggage item will be tagged and placed in the luggage compartment. Interbus will not be responsible for loss or damage to carry-on items left unsupervised by the passenger. This includes carry-on items incorrectly stored with the luggage.
- Transportation of additional luggage, or large items are not included in the price and must be arranged ahead of time with Interbus. Each extra luggage will be charged, according to the rate existing.
- Surfboards are not transported.
- Pets will not be transported.
- Seeing-eye dogs accompanied by their owner are allowed.
- In case of legal disputes between both parts (passenger & Interbus) both agree to follow the alignment of legal jurisdiction of Costa Rica 's Republic.
- All transfers include a 20 minute rest stop. This stop may be a connection point or may involve a change of vehicle depending on the route.