



Terms & Conditions

1. Reservations

NATURE AIR offers customer service seven days a week, 365 days a year. Office hours are 7 a.m. to 5 p.m. CST between May 1 and November 30. From December 1 to April 30, office hours are from 6 a.m. to 7 p.m. CST

Reservation Requirements: After making a reservation, NATURE AIR will emit an e-ticket reference code and will send confirmations via fax or email. NATURE AIR does not use vouchers and does not accept them as proof of reservation or as proof of payment. Therefore, no agency can demand vouchers as proof that the service was given. The reservation code is needed to use NATURE AIR's services.

It is recommended to check your reservation before the date of departure. The company is not responsible for wrong data stated on the reservation.

2. Ticket Payment

All reservations must be paid by the date indicated at the time of confirming the reservation. If the ticket is not paid by the indicated date, the system automatically cancels the reservation without warning. No report will be generated. NATURE AIR is not responsible for notification of an upcoming payment date or a reservation canceled due to delayed payment.

3. Rates

Rates apply only from originating airport to its destination airport.

Children under 24 months pay only overcharges and taxes when traveling on their companion's lap.

3.1 Extra Rate

Any passenger traveling on NATURE AIR with a body weight of more than 300 pounds must purchase an extra seat. If at the time of making a reservation it is indicated that there is a passenger fitting this description, NATURE AIR will offer a 20% discount on the purchase of the second seat. This same person will have the right to bring the amount of luggage allotted in their regular fare, plus an additional 10 pounds as carry-on. If the additional ticket is sold through a travel agency, the rate is not commissionable.

All rates are subject to change.

3.2 Exchange Rate

All rates are published in American dollars and must be paid according to the current exchange rate as indicated on the bill.



4. Airport Information

NATURE AIR is located at Tobías Bolaños International Airport, in Pavas, 5 miles from San Jose and 10 miles from the Juan Santamaría International Airport.

4.1 Check In

Check in for domestic flights within Costa Rica is 45 minutes before departure time and closes 20 minutes before departure at all airports. Passengers that do not comply with this requirement will not board.

Check in is one hour prior to scheduled departure for flights to Bocas del Toro, Panama and Managua, Nicaragua, from San José, Costa Rica. Check in is one hour prior to scheduled departure for flights to San José, Costa Rica, from Bocas del Toro, Panama. Check in is two hours prior to scheduled departure for flights to Liberia and San José, Costa Rica, from Managua, Nicaragua. Check in for Bocas del Toro flights closes 30 minutes prior to departure. Check in for Managua flights closes 1 hour prior to departure. Passengers that do not comply with this requirement will not board.

4.2 Immigration Requirements

In order to board both domestic and international flights, it is required by Civil Aviation that all passengers show either a Costa Rican ID or Residency card or a government-issued passport. Passengers that do not comply with this requirement will not be allowed to board the aircraft and will not receive reimbursement, credit or the option of changing their flight.

All non Costa Rican residents flying into the Tobías Bolaños Airport in San Jose or Daniel Oduber in Liberia, Costa Rica must carry printed proof of onward travel from Costa Rica (generally a flight or bus reservation departing within 90 days). The Costa Rican Department of Immigration requires passengers to present their travel documents in the airport in Managua/Bocas del Toro to guarantee boarding. The same applies to all non residents flying into Managua/Bocas del Toro.

4.3 Airport fees

Domestic airports: Some of the airports require passengers to pay an arrival and departure fee. To best prepare yourself for the trip, remember to have the following sum ready in colones or dollars when arriving to and departing from the airport: Tambor \$2, Quepos \$2, Arenal \$7.

International airports: Passengers departing from the Tobias Bolaños Airport in San Jose, Costa Rica or the Daniel Oduber Airport in Liberia, Costa Rica en route to Managua/Bocas del Toro, must pay a \$26 international departure fee in cash at the airport as required by the Costa Rican government. A \$10 international arrival fee will be charged in cash upon arrival to Managua. When departing the Bocas del Toro airport, all travelers must pay a \$15 departure fee as required by airport authorities at the NATURE AIR counter in US dollars.



4.4 Special Assistance

Some passengers need special assistance. NATURE AIR will try as best as possible to accommodate these necessities once the check in counter has indicated what they are. Some examples are: Parents who travel with small children or infants, Passengers with special needs..

In the case that the passenger(s) requires some assistance, it is important to notify the reservations personnel so that they may write it on the reservation, thus ensuring that airport personnel will be notified before the passenger's arrival.

Flexible wheel chairs will be transported without any additional charges, but you must tell the reservations department at the time of making the reservation so that the necessary provisions in these cases are met. Electric wheelchairs will not be transported, due to the use of a battery which is considered a restricted item.

Seeing-eye dogs are accepted, but you must tell the reservations department at the time of making the reservation so that the necessary provisions in these cases are also met.

NATURE AIR does not guarantee pre-assigned seating on board; all seats are considered free seating. However, NATURE AIR reserves the right to relocate any passenger at any time if it is considered necessary for safety reasons. Pre-boarding is always left for passengers of the Premium Pass Program and also those passengers who need some extra time while boarding.

Safety of our flights is our priority; thus, some seats near the emergency exits are not appropriate for all passengers. These seats are assigned to passengers who can assist the crew in case it is necessary. Passengers may occupy only these seats under the authorization of our personnel.

5. Luggage Allowance

5.1 Carry-on Luggage

All passengers may bring one piece of carry on luggage as long as it does not exceed the 10 pound weight limit and a maximum size not exceeding 33 linear inches / 84 cm. (length + height + width). Any carry – on luggage exceeding the maximum weight and/or size will be considered and charged as excess luggage.

5.2 Checked Baggage

All passengers have the right to check one bag with a maximum size not exceeding 50 linear inches / 127 cm. (length + width + height). Any luggage exceeding weight allowance (determined by fare type) and/or size will be subject to space availability and charged according to the excess luggage fees below. Oversized luggage or bags exceeding 60 pounds will be charged as cargo and subject to space availability.



The following baggage allowances apply depending on the fare type selected:

Fare Class	Checked Bag Allowance
Flex	40 pounds
Promo	27 pounds
Locos	15 pounds

5.3 Excess Luggage

Excess luggage must be paid for at the airport prior to travel. Any excess luggage is subject to space and weight and may be put on next available flight. The following fees apply:

Excess weight	Charge
1 to 5 pounds	\$7.00
6 to 15 pounds	\$20.00
16 to 30 pounds	\$40.00
31 to 60 pounds	\$60.00

If traveling with extra heavy or large luggage (for example surf boards, golf clubs, fishing equipment, strollers, bikes, car seats, musical instruments and others.), you will be charged a \$40 USD penalty per piece. However, for safety or operational issues, these kinds of luggage may not be accepted onboard the desired flight and may be sent on the next available flight under the absolute responsibility of the passenger. In case luggage is denied boarding, the responsibility of the company is limited to bringing said luggage to its destination airport only.

5.4 Lost or Damaged Luggage

If your luggage is damaged or is not found on board the assigned flight, NATURE AIR personnel must be notified immediately before leaving the airport. In case your luggage was lost or damaged, the responsibility of the airline complies with the stipulations set forth by Costa Rican Civil Aviation, which covers an amount of \$9.07 per pound. It is recommended that passengers acquire luggage insurance.

The company is not held responsible for objects of value (including jewelry, antiques, important documents, computer laptops, etc.). These types of articles must be taken as carry-on baggage (when possible). If luggage damage is due to normal circumstances, no claims will be accepted in the following cases:

- Small cuts or dents
- Fragile articles
- Overstuffed luggage
- Missing locks or straps
- Manufacturing defaults
- Luggage accepted after check in



- Luggage that contains valuables
- Lost umbrellas
- Damaged sport equipment or musical instruments
- Baby equipment, baby seats, baby strollers, etc
- Wheels, handles and zippers
- Inappropriately packed articles

Medical supplements must always be taken as carry-on.

5.5 Prohibited Articles

The following list of articles is prohibited and may not be transported in luggage: **flammable liquids and solids, poisons, radioactive material, firearms, ammunitions, bacterial materials, compressed gases, etc.**

If a passenger should have any of these articles in their luggage, please inform a NATURE AIR representative before the departure date. Under no circumstances may passengers transport lighters or matches inside their luggage.

5.6 Golf Equipment, Skis, Surfboards, Musicals instruments and Animals

Surfboards, Golf Clubs, Fishing, Equipment, Strollers, Baby Car Seats, Bicycles, Musical Instruments and others are subject to space availability. Due to the size of the aircraft, it is not guaranteed that equipment will be transported on the desired flight. An additional charge of \$40.00 will be applied.

Regarding animals, for those animals weighting less than 15 pounds transported inside the cabin \$15 USD penalty will be charge, animals weighting between 15.1 and 30 pounds, \$25.00 will be charged; for those weighing from 30.1 pounds to 45 pounds, \$45.00 will be charged; for those weighing from 45.1 pounds to 70 pounds, \$60.00 will be charged. All animals weighing over 15 pounds must be transported in an appropriate container in the luggage department.

5.7 Delayed Shipment of Equipment

NATURE AIR will do everything possible to transport the equipment during a reasonable time period to the final destination (as listed on the ticket). In the case that the airline must transport said equipment using alternative methods, the luggage will be taken only to, and may only be retrieved at, the destination airport.

6. Onboard

6.1 Service

NATURE AIR operates planes during short flight times (lasting one hour or less); therefore, no on-board service is offered.



6.2 Minors Onboard

Passenger less than 5 years old may only fly if accompanied by an adult older than 16 years of age who must be made responsible. Passengers under 18 years old may not travel alone on international flights.

7. Medical Conditions

VIRAL INFECTIONS: Passenger with these kinds of illnesses must abstain from traveling.

ASTHMA: Passengers with this condition may transport their inhalators as long as they do not have oxygen cylinders. Passenger that suffer from chronic asthma or that receive oral steroid prescriptions need to show certifications allowing them to fly.

STRECHERS are not allowed onboard any of our flights.

7.1 Pregnant Passengers

Pregnant passengers may fly as long as they are less than 28 weeks pregnant. If they are between the 8th and the 34th week of pregnancy, they may only travel if they have a medical certificate assuring that there is no risk if they fly.

7.2 Contagious Diseases

Passengers who have any type of severe contagious disease may not fly.

RUBELLA: passengers may fly four days after outbreak has disappeared.

MEASLES: Passenger with this illness may fly seven days after outbreak has disappeared.

MUMPS: Passenger with this illness may fly once the inflammation has lessened. This usually happens within seven days but may last up to 14 days.

CHICKEN POX: Passenger with this illness may fly seven days after the last spot (pox) has disappeared.

Passengers traveling with any of the above stated illnesses or that suffer from any chronic illness must present a medical certificate indicating that there is no risk.

8. Transport of Human Remains

We do not accept the solicitation to transfer human remains on any of our flights.

Cremations with death certificate and certificate for cremation placed inside a secure container for travel may be transported.



9. Reimbursements

NATURE AIR tickets are not reimbursable, however exceptions can be reviewed only when a passenger cannot make use of the ticket for the following reasons:

- Death of the passenger, of his/her spouse, or of any close family member (grandparents, brothers, sisters or children of the passenger).
- Sickness or accident involving themselves, their spouse or any close family member (grandparents, brothers, sisters or children of the passenger). A medical certificate must be presented to prove such cases.

10. Climate

NATURE AIR is not responsible for cancellations due to poor weather conditions. It is recommended that passengers acquire travel insurance, which should cover the costs derived from delays or cancellations of this type. However, if passengers are on an inter-destination flight and weather does not allow them to arrive at their final destination, NATURE AIR will make its best effort to arrange for the passengers to get to their final destination.

11. Cancellations and Changes

The airline may change, cancel, alter or delay the itinerary of any flight at any time for safety reasons or for reasons out of our control that justify such changes. In said cases, the following applies:

- For cancellations except due to poor weather conditions, reimbursement will be given.
- If change of destination occurs, the company will make additional payment for the necessary arrangements so that passengers get to their predetermined destination.

12. Flight Continuation or Connections

NATURE AIR is not responsible for missed flight connections. NATURE AIR recommends that you acquire traveler's insurance. The responsibility of taking the adequate flight to be able to make the corresponding connections is the responsibility of the passenger, especially when trying to connect with international flights that require checking in two to three hours prior to flight departure.

13. Flights Cancelled due to Outstanding Circumstances

If a flight is canceled as a result of any of the following circumstances, which would not have been possible to avoid regardless of taking all necessary actions, including but not limited to:

- Traffic control
- Climate
- Security alerts
- Strikes
- Flight safety eventualities



NATURE AIR will not be responsible for any compensation to:

- Reprogram travel to final destination in the following flight.
- Reprogram travel to final destination on another date of more convenience for the passenger as long as flight has availability.

In such cases, NATURE AIR offers one local phone call or use of fax or email at no charge.

When a passenger chooses to take the next flight to their final destination, and the next flight isn't available for at least one day after the programmed flight date, the airline will help in doing what is possible reserve hotel and transportation to and from the airport. However, NATURE AIR is not responsible for payment of hotel or transfers.

14. Delayed Flights

NATURE AIR is proud to operate with an On Time Performance of 90%, according to the registries of the past two years. However, flight delays are a reality, so passengers are advised to acquire travel insurance to cover any inconveniences.

If the passenger is notified of a delay of more than four hours from the programmed departure time and he or she decides not to fly, the passenger may:

- Change the reservation to any other flight going to the same destination to be used within the following seven days, subject to availability.
- Cancel their reservation, obtaining a credit for the amount of the flight, plus the return flight that may be used within the following six months.

Both options may be solicited by calling a reservations agent at 2299 6000.

15. Not Allowed To Fly

Boarding (or asking a passenger to leave the aircraft) may only be denied to a passenger at any airport when it is considered that:

- Transporting the passenger or their luggage presents a security risk to the aircraft, crew or other passengers.
- Passengers with mental illness that needs or requires additional restraints.
- The mental or physical state of the passenger presents a security risk to the aircraft, crew or other passengers.
- Passenger with a contagious disease.
- The passenger is under the effects of drugs or alcohol.
- The passenger has drugs in his/her possession.
- Minors under 5 years traveling alone.
- Prisoners without escort.



- Passengers carrying fire arms that do not follow the NATURE AIR rules for weapon transportation.
- Passengers without t-shirt, shoes or with strong body odor that may be offensive for the rest of the passengers.
- The passenger refuses to allow security personnel to search him or his luggage.
- The passenger has ignored the instructions of NATURE AIR personnel.
- The passenger has used inappropriate language or made threats against NATURE AIR personnel.
- The passenger has made a bomb threat.
- The passenger has committed a crime during boarding or check-in.
- Pregnant passengers with more than 28 weeks pregnancy, unless they present a medical certificate.
- Passengers who have given birth less than 10 days before departure.
- Infants less than 10 days old.
- Passengers requiring supplementary oxygen.
- Passengers traveling with heart monitor or stretcher.
- Passengers that cannot be seated in an upright position with the seatbelt fastened.

16. Passengers Denied Boarding

NATURE AIR does not overbook its flights, but in case this happens, the affected passenger may choose alternative flights. The passenger will also have the right to receive compensation for being denied boarding. In case overbooking happens, first volunteers will be called upon to give up their seats. In case there are no volunteers and there are not alternative methods of transportation available within four hours from the original arrival time, the maximum compensation will be 50% of the price of the affected flight segment.

17. Involuntarily Denied Boarding

In the case that a passenger was denied boarding involuntarily for any reason beyond those cited in section 15, he may use his ticket on the next available flight and a credit of 120% will be given that will be valid for one year. In the event that this happens on the last flight of the day or only flight, NATURE AIR will credit the ticket for the portion of the affected flight segment. In the event that a flight is overbooked due to operational situations and there are no volunteers, NATURE AIR will select all passengers with complementary tickets as the first group of passengers who will be denied boarding. These passengers are allowed a free change of reservation for the next available flight.

18. Website Content

NATURE AIR strives to make all the information appearing on www.natureair.com as accurate and up to date as possible; however, we are not responsible for any loss, damage or cost of any kind derived from any information published on the website.