Terms & Conditions

1. Reservations

NATURE AIR offers customer service seven days a week, 365 days a year. Office hours are:
Mon. - Fri. 6 a.m. - 7 p.m. CST / Sat. - Sun. 7 a.m. - 5 p.m. CST.

Reservation Requirements: After making a reservation, NATURE AIR will emit a confirmation with flight reference code(s) 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 required to use NATURE AIR services.

It is recommended to double check your reservation before the date of departure. NATURE AIR is not responsible for incorrect data found on the reservation.

Within the booking requirements, we need an email address to send the confirmation. This also may be used for commercial purposes of the company; however, at anytime you can unsubscribe from our database without any additional procedure.

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. NATURE AIR does not accept cash payments of any kind.

3. Rates

Rates apply only from originating airport to destination airport. Children less than 24-months-old only pay fuel surcharges and taxes when traveling on their companion’s lap. All rates are subject to change.

3.1 Weight Restrictions

Any passenger traveling on NATURE AIR with a body weight of more than 250 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 in regular fare. This same person will have the right to bring the amount of luggage allotted for both seats purchased, plus an additional 10 pounds as carry-on. If the additional ticket is sold through a travel agency, the rate is not commissionable.

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

The NATURE AIR terminal is located at the Juan Santamaria Main Airport in Alajuela, 11 miles from downtown San Jose.

4.1 Flight Check-In

Passengers that do not comply with these requirements will not be allowed to board their flight.

- Domestic flights: Check-in for flights from Juan Santamaria Airport in San Jose is 1 hour prior to departure time and closes 40 minutes before scheduled departure time at all airports. From other local destinations, check-in is 45 minutes and closes 30 minutes before departure.
- International flights: Check-in for flights to/from Bocas del Toro, Panama and Managua, Nicaragua is 2 hours prior to scheduled departure, and closes 1 hour prior to departure.
4.2 Immigration Requirements
In order to board both domestic and international flights, Civil Aviation requires all passengers to 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 to reschedule their flight.

All non-Costa Rican residents with an international flight to the Juan Santamaria Airport in San 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 this proof along with their travel documents in the airport in Managua/Bocas del Toro to guarantee boarding. The same applies to all non-residents flying to Managua/Bocas del Toro (passport and proof of onward travel must be presented in Costa Rica before boarding your international flight).

4.3 Airport Fees
- Domestic airports: the airports listed below require passengers to pay an arrival and departure fee. To prepare yourself for the trip, remember to have the following amount ready in colones or dollars when arriving to and departing from these airports: Tambor $2.30, Quepos $3, Arenal $7.
- International airports: passengers departing from Juan Santamaria Airport in San Jose, to Managua or Bocas del Toro must pay a $29 international departure fee in cash or credit card to airport authorities as required by the Costa Rican government. A $10 international arrival fee will be charged in cash upon arrival to Managua at the Immigration Counter. When arriving the Bocas del Toro airport, all travelers must pay $3 and departing $15 international fee as required by airport authorities at the NATURE AIR counter in US dollars.

4.4 Special Assistance
NATURE AIR representatives will try to accommodate passengers with special needs to the best of their ability once notified of the special requirement(s). Examples include: parents traveling with small children or infants, passengers with mobility restrictions.

If a passenger(s) require(s) some form of assistance, it is important to notify the reservations personnel so that it is noted on the reservation, thus ensuring that airport personnel will be prepared before the passenger’s arrival.

Collapsible wheelchairs will be transported without any additional charge in cases where the reservations department is notified at the time of booking so that the necessary previsions are met in advance. Electric wheelchairs will not be transported due to the use of a battery, which is considered a restricted item.

Seeing-eye dogs and service dogs are permitted to fly at no charge in cases where documents are provided verifying their certification at the time of check-in, and the intention to travel with a service dog is noted to the reservations department at the time of booking so that the necessary previsions are met in advance.

NATURE AIR does not guarantee pre-assigned seating on board flights; 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 designated for Premium Pass card holders and those passengers who require extra time to board. The safety of our flights is our top priority; thus, emergency exit seats must be occupied by passengers who can assist the crew in case of an emergency. Passengers may occupy these seats under the authorization of our personnel. Children are not permitted to sit in an emergency exit row.

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 or maximum size limit of 33 linear inches or 84 cm. (length + height + width).

Any carry-on luggage exceeding the maximum weight and/or size will be charged as excess luggage and may be moved to the luggage bin. Medical supplements must always be taken within your carry-on luggage.
5.2 Checked Baggage
All passengers have the right to check one bag with a maximum size not exceeding 50 linear inches or 127 cm. (length + width + height). Any piece of 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 according to the fare class selected:

- Flex fare: 40 pounds (18.18kg)
- Promo fare: 27 pounds (12.27kg)
- Locos fare: 15 pounds (6.81kg)

In case regular luggage is denied boarding to meet operational weight or safety requirements, Nature Air assumes the responsibility of sending it to the passenger’s final destination (up to 5 miles away of final airport destination) during the next 24 hours.

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 availability and may be put on next available flight.

The following fees apply to overweight luggage:
- 1 to 5 pounds over (0.45kg a 2.27kg): $7.00
- 6 to 15 pounds over (2.72kg a 6.81kg): $20.00
- 16 to 30 pounds over (7.27kg a 13.63kg): $40.00
- 31 to 60 pounds over (14.09kg a 27.27kg): $60.00

If traveling with an additional piece of luggage (for example surf boards, golf clubs, fishing equipment, bikes and others), you will be charged $30 USD per piece. However, for safety or operational issues, these pieces of luggage are subject to space availability. If the luggage is not accepted on the same flight as the passenger, NATURE AIR assumes the responsibility of sending luggage on the next available flight, and the passenger is responsible for arranging pick-up from the airport.

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 should 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
5.5 Prohibited Articles
NATURE AIR does not transport dangerous goods. The following items are prohibited and may not be transported in luggage: explosives, gases, flammable liquids, flammable solids like matches, oxidizing agents and organic peroxides, toxic and infectious substances, radioactive substances, corrosive substances and miscellaneous as dry ice. If a passenger has any of these items in their luggage, please inform a NATURE AIR representative before departure. A list of common dangerous items includes: water samples, lighters, aerosol hairspray, spray-on suntan lotion, aerosol bug repellent, spray deodorant, and any other flammable aerosols.

5.6 Golf Equipment, Fishing Equipment, Surfboards and Pets
Surfboards, golf clubs, fishing equipment, bicycles and other extra luggage items are subject to space availability, and will be charged $30 USD. Due to the size of the aircraft, it is not guaranteed that equipment will be transported on the desired flight. Pets weighing less than 15 pounds may be transported inside the cabin in a dog bag carrier for a fee of $15 USD. All pets weighing more than 15 pounds must be transported in an appropriate container in the luggage department.

The carrying fee for pets is:
- Less than 15 pounds, $15
- from 16 to 30 pounds, $25
- from 31 to 45 pounds, $45
- from 46 to 70 pounds, $60

Pets must have original copies of all documents and vaccination information.

5.7 Delayed Shipment of Equipment
NATURE AIR will do everything possible to transport the baggage 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 to the passenger’s final destination (up to 5 miles away of final airport destination, during the next 24 hours).

6. On Board

6.1 Service
NATURE AIR operates short regional flights (with flight times averaging an hour or less); therefore, no on board service is offered.

6.2 Minors On Board
Passenger less than 5-years-old may only fly if accompanied by an adult older than 18 years of age who must be responsible for minor. Passengers between 6 to 17 years old will be considered unaccompanied minors and should travel under airline custody. For security reasons, both parents must present an authorization letter with a photocopy of their IDs or passports indicating who is going to take the minor(s) to the airport for check-in and the person who is going to pick up them up.

7. Medical Conditions

- Viral infection: Passenger a viral infection 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. Medical evacuations must be reserved as private charter flights via our Call Center.

7.1 Pregnant Passengers
Pregnant passengers between the 28th and the 34th week of pregnancy may only travel if they have a medical certificate from a certified doctor assuring that they are not at risk.
7.2 Contagious Diseases
Passengers who have any type of severe contagious disease may not fly.
- Rubella: passengers must wait to fly four days after outbreak has disappeared.
- Measles: passengers with this illness must wait to fly seven days after outbreak has disappeared.
- Mumps: passengers with this illness must wait to fly once the inflammation has lessened. This usually happens within seven days but may last up to 14 days.
- Chicken Pox: passengers with this illness must wait to 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 to them or fellow passengers.

8. Transportation of Human Remains
We do not accept solicitations 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 (Parents, brothers, sisters or children of the passenger). Death certificate must be presented.
- Sickness or accident involving themselves, their spouse or any close family member (parents, 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 (between two destinations that are NOT San Jose) 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. NATURE AIR will cancel flights that are delayed more than an hour and a half past their scheduled departure time due to poor climate conditions. If this happens passengers may choose to be moved to the next flight with space available, or a voucher for a future flight will be given. This voucher will expire a year from the date of issue. NATURE AIR tickets will not be refunded due to bad weather flight cancelations.

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 forces beyond our control that justify such changes. In said cases, the following applies:
- For cancellations not related to poor weather conditions, reimbursement will be given.
- If a change of destination occurs the same day, NATURE AIR will pay for the necessary arrangements to get passengers to their predetermined destination. When cancellations and changes occur prior to date of departure an effort will be made in order to inform the passengers using contact information provided to the airline.

11.1 Flights Cancelled Due to Outstanding Circumstances
If a flight is canceled as a result of any of (but not limited to) the following circumstances, which would not have been possible to avoid:
- Air traffic control
- Climate
- Security alerts
- Strikes
- Flight safety eventualities
- Accidents
- Runway closures
NATURE AIR will not be responsible for any compensation. However, NATURE AIR will help passenger to:

- Reprogram travel to final destination on the following flight
- Reprogram travel to final destination on a different date that is convenient for the passenger, pending 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 to contact and reserve a hotel room and transportation to and from the airport. However, NATURE AIR is not responsible for payment of hotel or transfers.

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 reserving flight times that allow sufficient time to make corresponding connections is the responsibility of the passenger. Note that most international flights require passengers to check-in two to three hours prior to flight departure.

13. 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 that their flight will be delayed four hours or more past 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 and obtain a voucher 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.

14. Denied Boarding

Boarding may only be denied to a passenger (or requiring a passenger to leave the aircraft) at any airport when:

- Transporting the passenger or their luggage presents a security risk to the aircraft, crew or other passengers
- Passenger has a mental illness and requires additional restraints
- The mental or physical state of the passenger presents a security risk to the aircraft, crew or other passengers
- Passenger has a contagious disease
- The passenger is under the effects of drugs or alcohol
- The passenger is transporting drugs on/in his or her person or baggage
- A minor under 5 years is traveling alone
- Prisoners without escort
- Passengers carrying fire arms that do not follow the NATURE AIR rules for weapon transportation.
- A passenger is 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 undergone surgery 10 days or less prior to departure
- Passengers who have given birth 10 days or less prior to departure or infants less than 10 days old
- Passengers requiring supplementary oxygen
- Passengers traveling with a heart monitor or stretcher
- Passengers that cannot be seated in an upright position with the seatbelt fastened
14.1. Passengers Denied Boarding
NATURE AIR will offer a credit (in the form of a flight voucher) for the same amount of the ticket paid. This voucher will expire a year from its date of issue.

14.2 Involuntarily Denied Boarding
In the case that a passenger must be denied boarding due to an overbooked flight or other operational reasons, NATURE AIR will select as a first option passengers with complementary tickets. In case no passengers are flying with complementary tickets, the airline will seek volunteers. The person who voluntarily agrees to cede their seat may use their ticket on the next available flight and will be given additional credit (in form of a flight voucher valid for one year) for 100% of the price of the ticket. In the event that this happens on the last flight of the day or only flight of the day, NATURE AIR will refund the ticket for the portion of the affected flight segment and the passenger will be booked in the next flight with space available, in addition to receiving credit (in the form of a flight voucher valid for one year) for 100% of the price of the ticket.