

C O S T A R I C A



HOLIDAYS

BY IL VIAGGIO TRAVEL COSTA RICA





COSTA RICA FAMILY HOLIDAYS IS POWERED BY IL VIAGGIO TRAVEL

IL VIAGGIO TRAVEL was born in 2005. With 15 years of experience and two children of our own, we manage a professional, certified and award-winning company that handpicks suppliers to deliver highly-curated, meaningful family experiences throughout Costa Rica.

When you travel with us, you're traveling with more than just a company. You're traveling with our family. We give our guests exclusive access to people, places and experiences available only through our family's longtime connections.

**PIONEERS IN ACCESSIBLE TRAVEL AND THE FIRST LOCAL TRAVEL OPERATOR WITH
ALL GOVERNMENT CERTIFICATIONS**



OUR LOCAL EXPERTS



MELISA MÉNDEZ

Family travel local advisor
local-expert@costaricafamilyholidays.com

Melisa is a local Costa Rican mom who loves to share her country by designing holidays that make families feel pampered.



NATALIA VINDAS

Accessible travel local advisor
natalia@ilviaggiocr.com

Natalia is a passionate, adventurous woman who loves to create accessible itineraries for all.



JUVENAL ACUÑA

Local guide-driver-host

Juvenal is a highly-trained guide with deep insider knowledge and access to behind-the-scenes experiences. He'll help you explore in ways that you couldn't on your own and ensure the richest, most fulfilling family experience.

AWARDS AND STORIES

We've been fortunate... there have been many awards and we have been featured in many stories. These inspire us to work even harder as pioneers in accessible and family friendly experiences. Here is a small sampling of our proudest moments:

ACCESSIBLE TRAVEL STORIES



OCTOBER/NOVEMBER 2019 ISSUE: Accessibility



Ziplining in Costa Rica with **IL VIAGGIO TRAVEL** experts is part of the 5 adrenaline-pumping wheelchair-friendly adventures



January 2019 ISSUE: Costa Rica Journey by Mr. Patrice Lamarche



FAMILY FRIENDLY STORIES



AWARDS



COSTA RICA INCLUYE 2017
SERVICIO AL CLIENTE INCLUSIVO
PREMIO OTORGADO POR LA VICEPRESIDENCIA DE COSTA RICA





DESIGNING FAMILY HOLIDAYS THAT MEET THE NEEDS OF EVERYONE IS AN ART

WE OFFER THREE WAYS TO TRAVEL WITH COSTA RICA FAMILY HOLIDAYS

1. CLASSIC

Choose one of our day-by-day itineraries designed for specific ages and abilities.

- First Encounter
- Treasure Hunt
- Costa Rica Adventure
- Multi-Generational
- Accessible

2. PERSONALIZED

Select a Classic itinerary and then modify it to meet your family's particular needs and interests.

3. CUSTOM

Ask our local experts to craft a unique vacation just for your family with an emphasis on saving you time and money.

All our itineraries have been perfected through years of experience and local knowledge.



FIRST ENCOUNTER

Our purposeful itineraries for young families include age-appropriate activities, community impact opportunities and free laundry service.

Just imagine returning home with clean clothes!

Parents want to instill the love of travel in their children at a young age. But sometimes, traveling with little ones can be challenging. That's why we carefully select appropriate journeys for families with babies, toddlers and preschoolers. We understand the importance of strollers paths, shorter drive times, frequent stops for impromptu play plus the necessity of naptimes. We provide baby bottles, in-room refrigerators, microwaves, cribs and car seats.

Our First Encounter package is available for families with children, ages 0 to 4 years old.

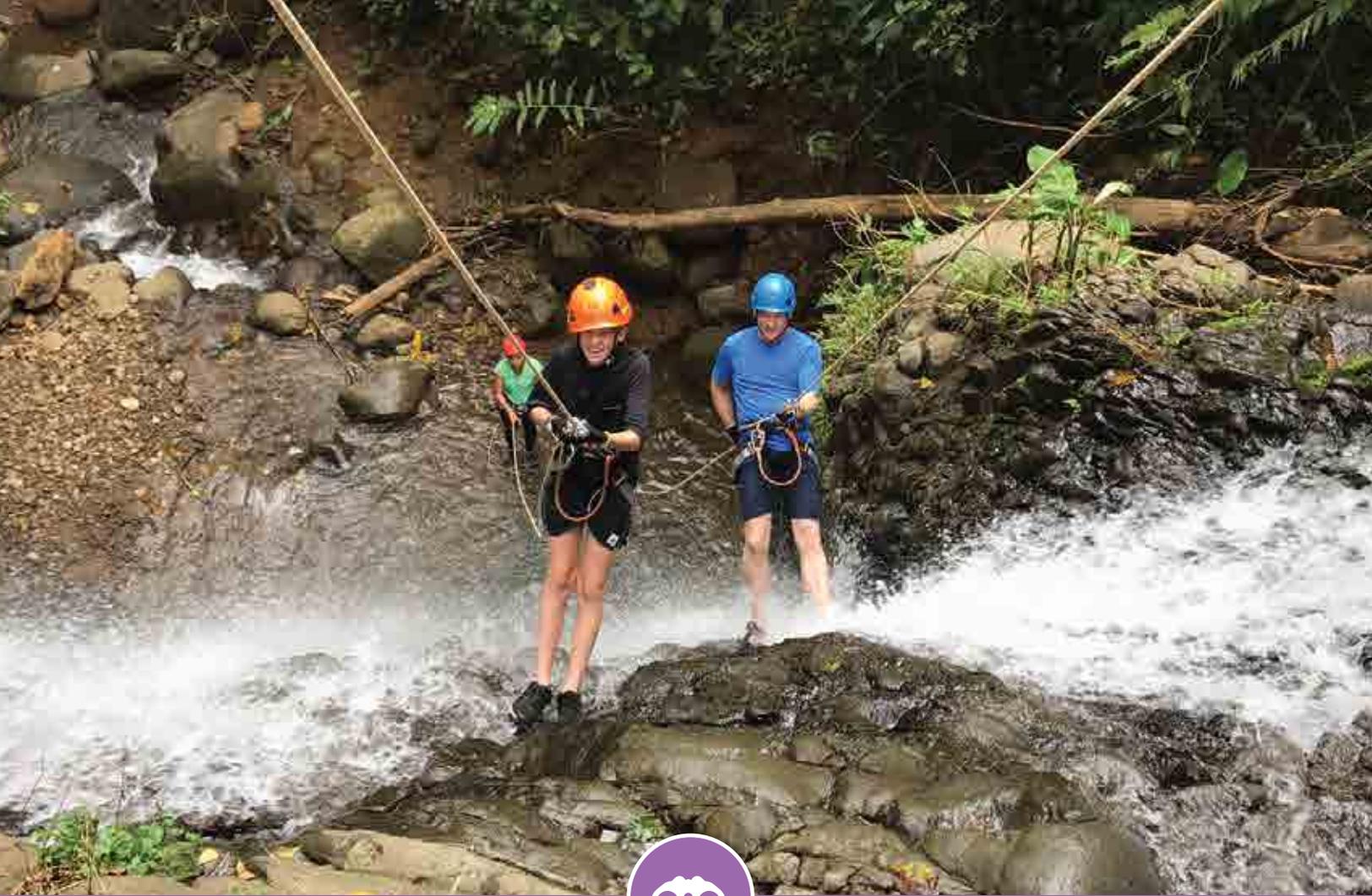


TREASURE HUNT

Our worry-free, thoughtfully-designed itineraries for families with school-age children incorporate learning about Costa Rica's people, wildlife and ecosystem in fun and playful ways. Discoveries are made around every corner.

As your children grow, so does their curiosity. They're full of questions and boundless energy. For these inquisitive minds, we recommend our Treasure Hunt journey. Your captain-guide will lead your young pirates on a kind of scavenger hunt, where interactive learning and unhurried family time are the real treasures. Mom and Dad, no need to steer the ship. Just sit back and enjoy the journey.

Our Treasure Hunt package is appropriate for families with children, ages 5 to 11 years old.



COSTA RICA ADVENTURE

We give teenagers a reason to put down their electronics. Through our adventure activities, intrepid families can interact with Costa Rica's natural world in new and exciting ways while testing themselves in a safe environment.

We know that teenagers want more - more excitement, more challenges, more adventures. Fortunately, Costa Rica delivers on all accounts. We know just how to satisfy your teen's need to test the limits while still ensuring his or her safety. The best part? You experience all these memorable, adrenaline-pumping adventures together.

Our Adventure package is appropriate for families with children, ages 12 to 17 years old.



MULTI GENERATIONAL

The best family vacations are those that can be shared by the entire family, regardless of age. We make it possible for everyone to experience the wonders of Costa Rica together.

Family vacations are not only about the destination, but they're also about the people who are with you when you discover that destination's riches. We value multi-generational travel that includes your extended family. So invite Grandma and Grandpa to join you! We're experienced in creating combined itineraries that meet the needs of everyone from babies to grandparents. We guarantee that there'll be something for everyone.

Our Multi-Generational package is appropriate for families of any age.



ACCESSIBLE

We're in the business of dream fulfillment! We can customize any trip to meet your specific needs, interests and budget. We have a deep desire to make Costa Rica accessible for all.

No one has more experience catering accessible journeys throughout Costa Rica than us. We craft itineraries based on your family member's specific permanent or temporary disability. Our goal is to create experiences that every family member on the trip - regardless of ability - will enjoy.

For your comfort, we have the following equipment available: transportation with lifts and anchors, amphibian chairs, joelettes, bathroom chairs, shower chairs, room lifts, walkers and manual wheelchairs.



TRIP RESERVATIONS, DETAILS AND POLICIES

Classic Trip

Classic itineraries can be purchased directly on our website. All trip reservation details and policies are available online. We make every attempt to operate confirmed trips. However, we reserve the right to cancel a trip due to lack of availability or reasons beyond our control that may create unsafe travel conditions.

Personalized & Custom Trip Planning Fee

Personalized and custom itineraries must be organized by our local experts who are available by email. Let us help you design the perfect trip!

When you customize your trip, we'll send you an initial offering of options and ideas, free of charge. Once a preliminary itinerary has been approved, we'll request a USD\$200 Custom Trip Development Fee that will be applied to the final balance. Upon confirmation of all lodging reservations, activities and staffing, our normal deposit and balance policies will be in effect.

Satisfaction Guarantee

Exceeding your expectations is our number one priority. In the unlikely event that you are dissatisfied with something during your trip, immediately notify your guide. If he or she is unable to resolve the issue, call our main office and give us the details of the problem and a chance to correct the issue during your trip. We'll do our best to find a resolution.

Cancellation Policies and Refunds

Cancellation 91 days or more before departure - full trip payment refund less a USD\$200 administration fee

Cancellation 61-90 days prior to arrival - 75% refund

Cancellations 31-60 days prior to arrival - 50% refund

Cancellations 1-30 days prior to arrival - no refund

Unused services, no show or changes - no partial refunds will be given for unused hotel rooms, meals, activities, events, tours or trip arrangements for any reason. Land cost is quoted as a package; credits are not given for unused services.

Trip Protection

IL VIAGGIO TRAVEL has civil responsibility insurance but declines any responsibility for personal accidents. We strongly recommend buying a personal international travel insurance policy.



Coming soon this 2020
FIRST ACCESSIBLE BEACH CLUB
OF COSTA RICA



COSTA RICA FOR ALL

At **IL VIAGGIO TRAVEL**, we believe that Costa Rica should be enjoyed equally by all visitors. For every trip that we book, we finance inclusion and accessibility projects throughout Costa Rica.

In our goal of promoting human rights, we've created a non-profit association called Red Costarricense de Turismo Accesible (Costa Rica Tourism Accessible Network).

This non-profit network has three main pillars:

- 1. INFORM** by creating an accessibility directory to advise locals and foreigners about the accessible services available in Costa Rica
- 2. VERIFY** the services so we can guarantee accurate information
- 3. EDUCATE** the tourism sector so that we not only have the infrastructure but also the human factor

We strive to introduce all people with disabilities to the natural beauty of Costa Rica through accurate information and high-quality service.

Our work is based on the U.N. Sustainable Development Goals and the Global Code of Ethics.



REDCOSTARRICENSEDE
TURISMOACCESIBLE

DONATAPA



WE WORK 12 OF THE 17 OBJECTIVES OF SUSTAINABLE DEVELOPMENT

Working in the tourism industry, we realized that there was a big issue: no access to the beaches in Costa Rica for people with disabilities. So we created a social and environmental project called **DONATAPA**.

Sponsored by the Costa Rican Accessible Tourism Network, it works to create accessible and retractable walkways from recycled plastics. From these walkways, wheelchairs can access the ocean. The recycled plastics also are manufactured into other innovative products such as amphibian chairs, beach chairs, and garbage bins, thereby reducing the negative impact of plastic waste on the environment.

How you can help?

Support our cause and donate to the program. On our website, you'll see opportunities for sponsorships. Or have an idea to promote accessibility? Let us know.

www.costaricaturismoaccesible.com





PARTNERS

Since establishing our company in 2005, we've worked to build valuable business partnerships.

We've developed personal relationships with providers throughout Costa Rica. We believe that our guests will truly enjoy our country if we introduce them to the very best suppliers whom we've handpicked and verified personally.

All of them have the required government permits, insurance and sustainability certifications. However, we go beyond those standards, requiring all of our partners to comply with our family and accessibility checklists.

The following pages show you a sample of our business partners around the country.

It has been organized in alphabetical order.

CATEGORY



**Ricardo Araya ,
Sales Manager**

Arenal Kioro was designed so that all families can enjoy their facilities in a comfortable way in all of their services, eliminating in many cases stands and slopes that impede the passage in all their services making it very accessible for all our guests.

Green Luxury



Discover Arenal Kioro Suites & Spa, a green friendly luxury hotel located just ten minutes from the town of La Fortuna, Costa Rica. The tranquility of our rainforest setting and our proximity to the replenishing waters of the Titokú hot springs provide a peaceful setting for exploring the beauty and exhilarating activities of Arenal Volcano National Park. Located on 27 acres of rolling, green countryside, our hotel is framed by the crystalline waters of two streams, lush, vibrant gardens and private thermal water spas.

Relax in one of 53 spacious, of which 42 are adapted for families of up to 4 members. Each suite includes: air conditioned, two "Juliet" balconies with panoramic volcano and mountain views, hydromassage hot tubs, minibars, coffee makers, cable television and free wireless Internet. Additional complimentary guest perks include a breakfast buffet each morning, two restaurants, two bars, Gym, Spa, games, two swimming pools (one for adults and one for children) 7 thermal pools, large gardens with tropical flowers.



BE SUSTAINABLE

Being sustainable means acting with the least impact and least amount of waste. Being sustainable means our actions can be repeated indefinitely without cumulative damage or harm to other living things.

CATEGORY



Pablo Vargas,
CEO of Café Britt

Our mission statement and core values oblige us to get involved and make a difference. To change the world while we still have time. We're trying to do it by example. Our enthusiasm and respect for our culture, nature, people and quality are at the heart of Café Britt. We believe that societal and environmental issues are too important to be left only for laws and governments. Through we want to maximize shareholder value we also want to help our society find sustainable ways of doing business.



Mercedes Norte,
Heredia



9001 / 14001

Since 1991 we have educated and entertained over one million coffee lovers by immersing them in a colorful journey through our working plantation and roastery.

We welcome our guests with our fresh-brewed gourmet coffee! A journey into the world of gourmet coffee starts with a guided visit to our coffee plant nursery. We will then stroll through our sustainable coffee farm for an enjoyable

look at the conditions needed to produce a gourmet coffee. We visit our roasting plant to discover the perfect bean to roast. In our theater we will enjoy a professional coffee-cupping and a trip to the country's best coffee-producing regions. Don't miss it!



PACK LIGHTLY

There's no need to pack a month's worth of clothes and supplies if you're going away for a week or two. Extra luggage weight increases fuel consumption for air and land transportation.

CATEGORY



Eidel Ramos,
General Manager

"Fiesta Resort, the best choice with high quality of service, wide range of entertainment and proximity to the main attractions of Costa Rica"

Our guests can enjoy perfect Family vacations, because we offer memorable experiences for each family member with ideal conditions for unlimited enjoyment.



★★★★★
El Roble,
Puntarenas



Arriving at the all-inclusive Fiesta Resort, you will discover a beachfront oasis framed by tropical gardens, four swimming pools and a dark volcanic sand beach overlooking the bright blue Pacific Ocean. You can enjoy a wide array of family-friendly activities, a relaxing spa, amazing nightly shows and kids' and teens' clubs.

Perfect for families, leisure travelers, couples and disabled people, our guest

rooms and suites reflect their picturesque surroundings with spacious, airy floor plans and a bright, cheerful design.

Discover the diverse and exhilarating range of things to do in Puntarenas and the surrounding area. From the Fiesta Resort, you will find spectacular natural beauty, fascinating historic sites, Costa Rican culture, souvenirs shopping and much more.



PROTECT NATURE

Don't leave any waste in natural areas. Try to pick up at least one piece of litter every day. It may not be yours, but it's not nature's either.

CATEGORY



**Hans van der Wielen
Judy Paskel
Hotel Owners**

We are confident you will long remember your time spent in this ten acre gem that is widely recognized as one of the most beautiful gardens in the country. We guarantee a good meal, a well appointed room, an especially comfortable bed, and the very best of Costa Rican hospitality, and nothing pleases us more than hearing our guests say.

"We can't wait to come back!"



**Santo Domingo
de Heredia**



Strategically located within Costa Rica's central valley, and at 3000+ feet above sea level, the Hotel Bougainvillea is an oasis of peace and tranquility.

Surrounded by ten acres of botanical gardens, it offers an escape from city life into a soothing tropical atmosphere.

Equipped with winding paths perfect for quiet observation and bird watching, a swimming pool, tennis courts, bar and a

restaurant very much liked by locals and guests alike, the hotel grants a unique experience that aims to make it a destination rather than just a stop-over.



PROTECT WILDLIFE

Never touch or harass wildlife. Don't feed wild animals. Remember that animals found in protected areas are totally wild. That's why we recommend that you keep a safe distance, observing them for a moment and then letting the animal follow its normal activity. In this way, we avoid any disruption or attack.

CATEGORY



Rodrigo Valverde,
General Manager

Brand new property in our group. It features the biggest climatized pool in the area or Monteverde, plus other amazing family features like playing areas, a bar where the whole family can enjoy natural fruit smoothies and very spacious rooms.

We are right now creating on-site the first accessible and family friendly Spa. It will give the opportunity of enjoyment of therapies for all ages and needs.



FONDAVELA
BOUTIQUE HOTEL



Monteverde,
Puntarenas



The climate is refreshing, often referred to as "eternal spring". The views of the Gulf of Nicoya from the hotel's 1,400 meter (4,200 foot) elevation are spectacular.

Monteverde is an ideal destination for relaxing and enjoying the wonders of the tropics. A visit of at least two nights or more in Monteverde is recommended.

Experience Hotel Fonda Vela's natural approach to life -- with style! Surrounded

by beautiful tropical gardens, our buildings are an attractive part of the lush, tropical mountainside. The rooms are cozy, yet elegant, spacious and comfortable. Each room is designed with the environment in mind. For example, large windows help to bring the outdoors inside.



VISIT NATIONAL PARKS

Support conservation by paying entrance fees to parks and protected sites or by making a donation. Always follow designated trails.

CATEGORY



**Jhonny Castillo,
General Manager**

The Mistico Park family has always been committed to tourism for everyone, that's why we work so that each visitor lives an authentic experience and enjoys a responsible way of nature.

Spiritual Connection



La Fortuna
Volcán Arenal



Mistico Park, as a tourism company of nature, adventure and wellness, understands and applies the legal norms for freedom of recreation and entertainment for all people. Encourages, through corporate principles and business guidelines, the training, awareness and education of staff in issues of customer service with some disability to provide according with the mission and vision of the company, quality services and authentic experiences in a model of

service, infrastructure and universal attention for visitors.



CARBON OFFSET

With IL VIAGGIO TRAVEL, all your trips are carbon neutral. In addition, we want to invite you to participate. Let us know if you'd like to plant a tree in Costa Rica..

CATEGORY



Guillermo Ortiz,
Partner Pachira Lodge

"The tourism industry is very dynamic and represents a continuous challenge for all businesses, especially for those who are focused on family and accessible markets. Because of their significant growth nowadays, it is necessary to innovate the product to offer safety through an educational and adapted experience"

Enjoy the jungle and live the experience of your life.



**Parque Nacional
Tortuguero**

PACHIRA LODGE, is strategically located only 5 minutes away from Tortuguero National Park. Surrounded by a network of very scenic canals, this is considered one of the most exotic regions of the world, characterized by its rich in flora and fauna.

The lodge offers 94 beautiful and comfortable rooms, with wood furnishings, private bathrooms, hot water, security box, ceiling fans and impressive

tropical garden views.

We offer packages that include daily departures, welcome cocktail, ground and boat transportation, meals as style buffet, tours, accommodation and bilingual guide.



BECOME AN ENERGY SAVER

Reduce energy by switching off lights when you leave the room, turning down the air conditioner and closing doors and windows. Opt for not washing your hotel sheets and towels daily.

CATEGORY



Diego González,
GM, Parador Resort & Spa

We enjoy exceeding our guests' expectations.

When families visit us, there are a variety of activities they can do together such as a mini-golf, tennis and a family friendly pool. The whole property has ocean views and within our private reserve our guests will have the opportunity to see sloths, monkeys, red macaws, and iguanas lounging in the sun. The reserve is also available for night walks. All of these experiences will be cherished and remembered for years to come by all family members.



★★★★★
Manuel Antonio
Puntarenas



Parador Resort & Spa is strategically located atop a peninsula overlooking the Pacific Ocean and surrounded by lush rainforest and a 15-minute drive to the famous Manuel Antonio National Park. Stretching across over 12 acres of lush, wildlife-packed rainforest, Parador features a crisscrossing network of nature trails, culminating in exquisite cliffside vistas. Featuring 129 guest rooms and suites. Enjoy a swim in one of our three pools, savor a meal and a drink at our

superb restaurants and bars, play at the tennis courts, mini-golf or take a break at the fitness center or enjoy a “me day” at Pacifica Spa. Our stellar customer service, attentiveness to detail, gourmet restaurant and special events venues make us the ideal option for a romantic getaway, family adventure, wedding, honeymoon, corporate event and more.



SAVE WATER

The world is facing serious water shortages, so you can help by turning off the tap when brushing your teeth or shaving and taking shorter showers.

CATEGORY



**J. Alberto
Ana Quintana**

Beginning my family and as city-dwellers, we made the decision to acquire a piece of land in the middle of the Sarapiquí jungle, where we enjoyed vacations and weekends, developing affection, respect and love for that exuberant nature. Your experiences in Cuculmecca will give you that unforgettable and unique experience and create in your family those same and very important feelings towards nature!

POZO AZUL SARAPIQUI, COSTA RICA

La Virgen
de Sarapiquí



In an age where stress has become part of our everyday routine and technology has limited our opportunities to share with our loved ones, Pozo Azul wants to offer one of the most rewarding experiences for a traveler, a Real Nature Bathing Experience. Cuculmecca Tent Camp is unique concept of fully equipped tents mounted over platforms in the Sarapiquí Rainforest.

Peace and tranquility, wilderness explorations, and campfires at night with marshmallows are part of the Cuculmecca Experiences.



RECYCLE

Support our efforts to recycle. Put clean aluminum cans, glass, paper and cardboard in the correct bins. Ask the hotel staff, your guide or driver if it's unclear where you can dispose of recyclables

CATEGORY



Rodrigo Valverde,
General Manager

Our Adventure Park in Arenal has two accessible gondolas on the Sky Tram where families with a member with disability can ride together. It has a capacity of 2 wheelchairs plus companions.

After a guided ride up hill on station #2 a huge hand will be part of the most amazing view of the Arenal Lake.

We have been working on the equipment, safety, logistic and now we offer the Sky Trek for people with disability and for all families with children over 5 years old. You will fly freely like a monkey!



La Fortuna
Volcán Arenal



Sky Adventures put at your disposal a complex of biological private reserves, which combine contact with nature, adventure and sports.

Experience Costa Rica Sky Adventures in the north side of the country at the Tropical Rainforest of Arenal where as it is characteristic of humid or rainy tropical forests, rainfall is constant and abundant, and it has high temperatures. Because of these characteristics, vegetation grows

abundantly throughout the year. In the equatorial rainforest, there are more species of plants and animals than in all the remaining ecosystems. Come to enjoy and know part of the rich flora and fauna of our country, immerse yourself in our ecoadventure parks and combine adventure and nature at the same time.



BUY SMART

Buying local is one of the key principles of eco-friendly living, and never is this more applicable than during your travels. Plus, if you spend the time searching for local alternatives, you're likely to get a much more authentic view of local customs and culture.

CATEGORY



**Rodrigo Valverde,
General Manager**

ur Adventure Park in the cloud forest features a Sky Walk trail with no stairs and wider hanging bridges. This features create a more accessible experience for all!!!

The Sky Tram has two accessible gondolas with a capacity of 2 wheel-chairs plus companions. This ride is accessible and available for all ages. At the end of the guided journey a hot chocolate awaits.

For children and their families we went beyond on our restaurant with a inside play zone.



Monteverde
Puntarenas



We invite you to live an extraordinary experience through warm service, high-level activities and total security, local and international cuisine and a variety of added values that will make your visit unforgettable. Costa Rica Sky Adventures was born over 20 years ago with the aim to teach people the forest from a different perspective: from the treetops and the life that develops in it.

Sky Adventures Monteverde, is your best choice in Monteverde to enjoy the best adventure activities and nature tourism.



EAT AND DRINK LOCAL

Culinary-minded travel doesn't mean you have to spend a lot of money on food. Eating at small locally-owned restaurants and visiting farms or markets will not only give your tastebuds an gastronomical education, but you'll be directly supporting local businesses.

CATEGORY



Juan Manuel Camacho
President

For me, adaptive surfing is a life changing experience. Doing sport in nature is a way to enjoy life to the fullest and share with amazing people from all over the world the same stoke. Adaptive surfing is my motto to get up from any kind of issue in my life and I like to share this love for the sport with other people with or without disabilities.



Jacó,
Garabito, Puntarenas

Surf Adaptado is a non profit organization that is passionate about sharing the stoke of surfing with everyone, regardless their abilities. We work on three areas: competitive, recreational and therapeutic surf. By all of them we empower people with and without disabilities to become the best version of themselves.

At IL VIAGGIO TRAVEL we invite our guests to this unique opportunity of a Surf Lesson with the Adaptive Surf National

Team. This is our way of supporting the team, its people, accessible sports, and activities. At IL VIAGGIO TRAVEL we believe the Ocean and its healing properties should be available for all!!

"Surfing is the most inclusive sport, in the ocean, we are all the same, it's the same waves, the same conditions, we just adapt the way we do it". Henry Martínez, blind surfer.



WATER DRINKING WITHOUT LITTERING

Reduce water bottle usage when you can. Invest in a refillable, collapsible water bottle instead of buying plastic bottles daily. A good filter system or purification tablets not only reduce the amount of plastic waste but will save on the cost of expensive mineral water.

CATEGORY



Rodrigo Valverde,
General Manager

The whole property is 100% family friendly. From the horseback riding, trapiche cultural encounter, canopy, guided walks to the amazing hot springs and mud bath.

Its important to mention that we have a whole pool and hot spring area accessible for wheelchair users.



Ricon de la Vieja
Guanacaste

Rincon de la Vieja is mostly known for its famous volcano, but it is also a national park that covers 34, 800 acres of diverse landscape. Vandara Hot Springs and Adventure offers a unique adventure and relaxation center. The activities available provide endless hours of entertainment with something suitable for everyone. You can participate in a mineral mud bath, soar over treetops, tour gardens or get your adrenaline fix on the water slide. Vandara Hot Springs and

Adventure takes all kind of measures to protect the environment such as recycling projects and organic gardening techniques that mirror our commitment to sustainability.



VISITING DURING A FESTIVAL

IL VIAGGIO TRAVEL can help you schedule your trip in conjunction with a local celebration to provide a window into the culture and help support traditional crafts and customs.

il Viaggio travel



Phone. (506)2289-8225 Emergency. (506)8880-0517
 info@ilviaggiocr.com | www.ilviaggiocr.com

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