

# Travel Info for Guests of GreenLagoon EcoLodge

## What You Need to Know...

...Before Visiting GreenLagoon in the Cerro Chato Rainforest

Kindly pay careful attention to the following information.

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### How to Get Here

**GreenLagoon Altitude: 1813 Feet**

**Coordinates: 10°26'38.72 & 84°40'12.11**

Most of the international carriers fly into San José Int'l Airport from all major cities of US, Canada, Europe and Latin America where our guests make have to start the journey to La Fortuna, San Carlos.

For those Gas Emission-Conscious Travelers, there is safe public transportation to La Fortuna. You may make arrangements for this type of transportation in advance. We Recommend InterbusOnLine and their web site is [www.InterbusOnLine.Com](http://www.InterbusOnLine.Com)

Rental Cars are also available at the Airport. We recommend that you reserve your rental car service in advance.

Directions: North Bound from San Jose International Airport. From San Jose International Airport, drive a total of 60 miles north bound via the main Inter-American Highway towards Naranjo or San Ramon. Exit the highway at Naranjo Exit and follow the main road, passing the towns of Naranjo, Zarcero, Ciudad Quesada and continue, following the signs and directions to La Fortuna and Arenal Volcano. Once in La Fortuna town, make a left turn at the Main Church next to the Central Park and go 1 mile South towards San Ramon and turn right at the Waterfall Road and drive 3 miles, making a right turn at the Waterfall Parking lot. The lodge is 300 meters North of the waterfall on your right. It may take you 2-3 hours to get to the lodge from the airport

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### **What to Bring**

The following is a list of suggested items to bring on your vacation.

- Lightweight, comfortable hiking or walking shoes (waterproof is preferable).
- Water shoes or sandals.
- Lightweight, casual clothing appropriate for hiking, such as light pants, shorts and shirts. Our dress code at the property is completely informal, so do not worry about bringing dinner jackets or formal apparel. Bring a couple of extra shirts as you will be sweating a lot on the hikes and don't forget your bathing suit.
- Sunscreen and insect repellent.
- Flashlight. When possible, please pack only Panasonic batteries, as these are the only brand of batteries that can be recycled in Costa Rica.
- Light raincoat when visiting us during the rainy season.
- Camera equipment and plenty of memory cards (batteries and chargers). Also binoculars if you have some.
- Basic medical kit (Ibuprofen, Band-aids, Plasters, Imodium, Antiseptic Cream, Anti-Histamine Cream, etc.)

### **GreenLagoon is surrounded by Nature & Great Views**

The GreenLagoon Lodge is surrounded by Nature. We do everything we can to preserve the natural environment and bring the rainforest and its inhabitants as close to our guests as possible while respecting their need for safety and nature's space.

Our neighbor friends in the rainforest sanctuary are frequently visiting and flying near our lodge. We do not use insecticides or herbicides so as not to affect the food chain for all the little critters that attract progressively larger and larger critters that everyone wants to see. Wildlife is abundant in the common areas and near the villas and main pavilion. The bungalows themselves are visited by a variety of small insects and creatures but nothing large or dangerous. We recommend that when going to the main

lodge for dinner or going to visit La Fortuna that guests turn-off all interior room lights so as to attract as few critters as possible by the time they return.

Tolerance of our abundant presence of the animal population is a necessary compromise in order to enjoy it here. Human beings are not considered to be part of the food chain of the rainforest creatures and nothing is looking to bite them. While you will see many new forms of life there is little risk with the ordinary exercise of common sense. Our lodge is promoted as "Luxury Fine Hospitality in the Mountains of Arenal". Take in consideration that our EcoLodge is not "Luxury Las Vegas" or "Hilton Head Luxury". We are in the middle of the Cerro Chato Biological Corridor. Bugs and insects are everywhere. Our Villas are designed to have excellent 360 views of our surroundings, for your enjoyment. Our building materials and equipment are chosen according to our Green Building Policies.

We have a very high client satisfaction index. But GreenLagoon is not for everyone nor can it be made that way.

### **Travel Documents & Visa**

International visitors require a valid passport together with onward travel documents. When travelling to Costa Rica guests must ensure that their passport is valid for at least 6 months after their entry date. All passport holders should verify with their travel agent or relevant consulate concerning visa entry requirements. If you are extending your journey to other countries, please establish entry requirements for those countries as well.

### **Wellness & Health Issues**

Costa Rica is a healthy place in which to live and travel. While disease control centers abroad tend to prescribe every injection and pill imaginable, this tends to be unnecessary. No immunizations, shots, inoculations or vaccinations are required to enter Costa Rica. However, it would be wise to check with your personal physician for individual recommendations. Be careful, but not overly cautious.

It is very important that you drink plenty of water. It is generally recommended that guests drink at least 2 to 3 liters of water per day to limit the effects of dehydration. This excludes tea, coffee and alcoholic beverages, which act as diuretics and therefore, contribute to dehydration.

Water throughout Costa Rica is generally safe to drink directly from the tap. However, bottled water is readily available, so please do not allow yourself to become dehydrated. The water at GreenLagoon is safe to drink as it comes from the pristine Rio Fortuna Natural Springs, up in the Cerro Chato Rainforest. Guests frequently comment as the best water they have ever had. We test our water (Faucets, Ice & Pools) on regular basis for coliforms to make sure it is safe for you to drink it.

In the case of an emergency, a medical clinic is located in La Fortuna, 10 minutes from the lodge. We also contract with Sanar Medical Services, which is available 24 hours in case of emergencies. Our nearest hospital is in Ciudad Quesada, at just 45 minutes distance from the Lodge. case of an extreme emergency, a helicopter can be ordered from San Jose and land in a nearby field.

The WellnessMD Institute, is not in operation yet, but it will be part of our GreenLagoon Travel Medicine Program. You may find information of our Travel Medicine Program at the web site. It will be available here in the near future.

Medical care in Costa Rica is of very high quality and considered to be the best in Central America. San Jose especially, has excellent hospitals, medical facilities. There are doctors that attend almost exclusively to foreign residents and travelers. Please make sure you bring enough of your personal medications, both prescription and over-the-counter, as the pharmacies in La Fortuna may not have the medications that you need.

### **Special Food, Physical, Medical & Allergic Conditions**

For those guests with specific dietary requirements please ensure GreenLagoon's Natura Restaurant is notified prior to arrival, since our CEO, a physician may give us specific recommendations to help your needs. We can accommodate most reasonable requests. Please also notify us of any medical condition you may have prior to your arrival. This includes any allergies such as, bee stings, nuts, shellfish, seafood etc.

### **Insurance**

It is a condition of booking that the sole responsibility lies with the guests to ensure that they have comprehensive travel and medical insurance to cover themselves as well as any dependants or travelling companions, for the duration of their trip to Costa Rica. This insurance should include but is not limited to the following:

- emergency evacuation expenses
- medical expenses
- repatriation expenses
- cancellation or curtailment of trip
- Damage, Theft, Loss of personal Luggage, Money and Goods

### **GreenLagoon as a Nature Lovers Destination**

- Please visit our Falls & Park Section in this web site

### **EcoAdventures: Cerro Chato & Arenal Land and Water Tour Activities**

Choosing to hike, tour and learn about the Rainforest, Nature Land and Water Activities in Cerro Chato & Arenal and to learn about the History of our Special and Unique Place will be an unforgettable experience itself. Your support to our trained, experienced local guides will provide you with an authentic local interpretation at the same time that you are helping our community employees and the social and economic development of our community.

### **Hikes into Cerro Chato ANC Park & Gardens Private Reserve**

Please see our tours in our Cerro Chato Section of EcoAdventures. Among other tours we offer...

- Early Birds tour
- Cerro Chato & Waterfall Hike
- Arenal Volcano Viewpoint & Sunset Lava Tour
- Cerro Chato Lagoon Hike
- Sunset Birds Tour
- Plant a Tree in the Volunteer Rainforest
- Proyecto Asis
- Local Indian Tribe

### **Arranging Tours in Advance**

Cerro Chato & Arenal Tours can be arranged after you arrive by checking with the reception or talking personally with the guides. However to better organize our Guides & Transportation we recommend that if you are interested, you book our Cerro Chato & Arenal Tours in Advance. Please use our Shopping Cart to booked your tours or simply e-mail our lodge in the Communications Section about your plans. You could book our tours even if you will not be a guest in our lodge.

### **Climate & Weather**

Since Costa Rica is located right in the tropics and close to the Equator, the country is characterized as a Rainforest or a Very Humid Tropical Forest. It has two well-defined seasons: a dry season from December to April and a rainy season from May to November. The months of July and August are typically wet through-out Costa Rica, but on the Northern Plains, the rain generally occurs during the afternoon or evening. Warm temperatures with highs in the 80s Fahrenheit (30 Celsius) and lows in the 68s Fahrenheit (21 Celsius) (and even lower in our high mountains of Cerro Chato) are characteristic year-round.

We experience a short mid-year mini-dry season towards the end of July and beginning of August when rainfall decreases significantly for three or four weeks, especially in the northern zone. The rainiest months of all are September and October, especially in the La Fortuna, San Carlos.

The "green season" (from May to November) is probably the best time to experience a true rain forest. All outdoor activities are still offered, as the rain is very warm and actually quite pleasant. It generally will rain three to four times per week, usually in the late afternoon and evening.

### **Guaranteeing a specific Villa, Standard or Superior Rooms**

Due to our small size and the need for flexibility to accommodate different arrival and departure dates as well as guests' varying levels of health and fitness, we cannot guarantee reservations for specific numbered villas or standard rooms. We hope you understand. At the same time, if you have special physical requirements that you know of in advance, please let us know so that we can help you have a more pleasant stay. Remember, Villas access requires stair climbing in GreenLagoon Arenal Waterfall Villas. You may gurantee your villa or rooms by signing an authorization credit card form. It is not pre-apyment, but a pre-authorization to charge your credit card in anticipation to your lodging at GreenLagon.

## **Map of GreenLagoon**

Please see Our Map in the bottom part of each web page

## **Concierge Tour Desk**

Please feel free to seat down and read our tour information at the Concierge Tour Desk on your own, or ask for assistance at the Front Desk

## **Tipping at the Lodge**

All of our working staff contributes to your stay at GreenLagoon. Though tipping is exclusively at your discretion, travel agents have suggested that \$10 per person, per day is an appropriate general tip. With the exception of nature guides, all gratuities will be divided among the entire staff. If a particular member of our staff provided you exceptional service, you may request a special envelope from the reception and leave a tip for them individually. For your information, Costa Rican laws specify that restaurant staff automatically receives 10% gratuity for all food and beverages purchase. Please leave all gratuities in the tip box found in Front Desk.

## **Waterfall down the Road at a walking distance (300 mts)**

One thing you can not miss is our Fortuna Waterfall, just down the road. There is a \$10 entrance fee.

## **Warm Welcoming**

Our staff will welcome you, host your check-in and offer our GreenLagoon Ecolodge orientation:

- Warm or Cold Towel and a Welcoming Cocktail,
- What to do/not to do,
- Outline tours and activities,
- Explain ecotourism's sustainable practices and answer questions.
- Introduce you to the La Fortuna Scheduled Community Activities
- Introduce you to our Guest Book in the Rooms
- If you arrive during a mealtime, feel free to proceed to the restaurant; check-in and orientation will follow.
- By the time you complete your Welcome to GreenLagoon, your luggage will have been delivered to your Villa of Room.
- **¡Bienvenidos!**

## **Dining at The Natura Restaurant**

Enjoy gourmet meals in the middle of a rainforest with a window to the wild of Cerro Chato & Arenal Volcano. It is our desire to offer you gastronomical healthy delights that greatly enhance the enjoyment of our guests. Please see our Menu in the Lodge's Natura Restaurant Section

### **Sustainable Evaluation & Feedback**

We pride ourselves in running a model EcoLodge and offering the best experience possible for such a Unique & Special Place. If there is anything you feel that we can do to enhance your experience, please do not hesitate to contact the managers. If you have a problem, please bring it to our attention at the time, giving us a chance to try and rectify it immediately, as it may be difficult to resolve later on. We kindly ask you to fill out the Sustainable Questionnaire and help us to raise the Sustainable Bar day after day.

### **Top 10 "Do Not Miss" and Tips while Staying at GreeLagoon.**

1. Wake up to the birds call & enjoy the sunrise great views.
2. Go for a Cerro Chato Natural History Tour with one of our knowledgeable on site guides and finish up by refreshing yourself in the natural pools under The Fortuna Waterfall.
3. Connect with Costa Rican Culture while you visit the Proyecto Asis and help-interact with the hurt animals in the wild and their caretakers.
4. Enjoy delicious authentic local meals served with an enthusiastic "buen provecho".
5. Learn about wildlife in the Cerro Chato Biological Corridor. Support GreenLagoon with the building of their Wildlife Sanctuary by purchasing the TreeLand Card. \$30 per card will help us paying for the native tree currently at risk for extinction, planting the tree and maintaining it during 6 years. Part of the funds will be donating to our Kids Program. You will also contribute to mitigate your own gas emission footprint during your trip.
6. Unwind at the private Villas' Great View Shower of your bungalow while watching the Selected Collection of Birds fly by at GreenLagoon.
7. Go on our complimentary GreenLagoon Sustainable Tour and learn about Sustainability at GreenLagoon and your opportunities to Invest in The Falls Villas, Clinics, Shops, The Springs Villas and Casa Del Lago Homes Rental Properties.
8. Enjoy a once in a lifetime experience while you climb The Cerro Chato, appreciate the Green Lagoon, The Lake Arenal, Arenal Volcano and end up in the Hot Springs to unwind and set yourself for a delicious well deserved meal.
9. Remember life without television, video games, phones and fax machines at GreenLagoon.
10. Disconnect, break your routine and depart feeling replenished, inspired and changed.

### **A Few Reminders for your Stay at GreenLagoon in Cerro Chato**

- ✓ Watch your step wherever you go. Stop moving when looking around and examine surfaces before grabbing. Cerro Chato is full of natural surprises—be aware of your surrounding environment.

- ✓ Avoid walking without a flashlight at night. Remember, it is dark by 5:30! While we have lights installed on the GreenLagoon property, these lights provide only minimal lighting (too many bright lights would frighten many of the nocturnal animals that inhabit the Rainforest). Flashlights are available at reception and the Villas.
- ✓ Take the time to read the guest information book found in your Villas and Rooms, the GreenLagoon Story and the Sustainable Certification Information is available in the Guest Book. These books contain a wealth of information about the history of GreenLagoon, its mission, goals and current projects.
- ✓ Remember to turn off all lights, A/C and fans when you exit your bungalow. Energy conservation is very important for all of us, especially in this remote area where the cost of electricity is very high. Our sustainable department is now investing in our own Hydroelectric Plants (we will produce our energy with hydroelectric generators).
- ✓ Use the biodegradable soap, shampoo and conditioner in your rooms, and make use of recycling receptacles in your room or villa. These products were specifically chosen to minimize our impact on the surrounding environment. Rather than leaving your non-recyclable trash in the Cerro Chato, please take it out with you.

### **Travel Responsibly, Stay at the Costa Rica Elite Hotels**

Remember to always travel responsibly, choosing destinations where your travel choice makes a difference to the local culture and environment. We would also like to recommend you our Costa Rica Sustainable Hotels within our Group, Costa Rica Elite Hotels:

- **Finca Rosa Blanca Coffee Plantation Inn** in Santa Barbara, Heredia by the Airport. Upon arrival and departure from Costa Rica, we highly recommend that you stay at our sister hotel Finca Rosa Blanca Country Inn easily located 15 minutes from Juan Santamaria International Airport. Surrounded by coffee plantations, volcanoes and lush gardens, Finca Rosa Blanca is a renowned hideaway, famous for its organic gourmet cuisine, superior comfort and service to their guests. Finca Rosa Blanca, along with Lapa Rios were the first two hotels in Costa Rica to achieve the highest level of 5 green leaves in Certification of Sustainable Tourism. [Reservations@CostaRicaEliteHotels.Com](mailto:Reservations@CostaRicaEliteHotels.Com)
- **Arenas Del Mar Beach & Nature Resort** in Manuel Antonio, Central Pacific. A stunning, luxury and sustainable 38 room upscale beach and nature resort with spectacular views of the Manuel Antonio National Park on the Central Pacific coast of Costa Rica, nestled in eleven acres of rainforest with private trails and two tree-shaded sandy beaches. Guest rooms, apartments and suites offer spectacular ocean views, upscale dining in two hotel restaurants with a focus on fresh local ingredients, pools with views of the rainforest and the beach, a spectacular Spa and personalized service that exceeds guest expectations. Arenas del Mar is a model project for sustainable development strictly following the guidelines laid out by the Costa Rican Certification for Sustainable Tourism (CST). [Reservations@CostaRicaEliteHotels.Com](mailto:Reservations@CostaRicaEliteHotels.Com)
- **Latitud 10 Resort** in Santa Teresa Beach. This resort leaves nothing to be desired in luxury and elegance in its natural setting, providing interaction with the jungle and it's beachfront location. Staying at Latitude 10 is like staying with good friends at their luxury beach house. You will experience personalized service and attention to detail in a relaxed, yet classy atmosphere. [Reservations@CostaRicaEliteHotels.Com](mailto:Reservations@CostaRicaEliteHotels.Com)
- **Lapa Rios EcoLodge** in Peninsula de Osa, South Pacific.



## **Suggested 4 Night Program at GreenLagoon**

**Day 1** Arrive to GreenLagoon EcoLodge where you will be greeted by the GreenLagoon Reservations staff. You will be guided to the Front Desk where refreshment will be offered. The Lodge's Management will guide you for the main facilities while explaining about GreenLagoon mission, vision and goals.

Rest your body and soul after a delicious lunch taking a nap in the hammock of your comfortable Deck under a roof in your villa and get ready at 5:30 p.m. for the Night Walk hike. This tour gives you the opportunity to enjoy the magic rainforest during the night in a two hours hike where you will observe amazing creatures difficult to see during the day.

After the hike an exquisite meal will be waiting for you, ending this way your first day at GreenLagoon.

**Day 2** Wake up with the stunning sunrise behind the Cerro Chato in front of your eyes. Sign up in the Reception the previous day in order to have fresh coffee in your room.

Have a delicious breakfast with tropical fruits and locally harvested ingredients before getting ready for the Fortuna Waterfall Hike starting at 9:00 a.m. Return to the Lodge just for lunch at 12:00.

Prepare your senses to take one hour of a therapeutic massage and join other guests afterward at the Tiki Bar for a tropical cocktail.

**Day 3** Get ready with the sunrise for another day of adventure. If you would like to experience more about the nature kindness of the Cerro Chato you might want to experience the Cerro Chato, Arenal Volcano, Lake Arenal and Hot Springs. Have a light breakfast and leave GreenLagoon at 6:30 a.m. where the tour starts sighting for wildlife Birds and other creatures, stop at The GreenLagoon & Arenal Volcano View Point at the Summit. Continue to El Castillo and Lake Arenal. You will be picked up and Transported by Boat in the Lake Arenal to the Lake's Dam and continue to EcoTermales HotSprings. Enjoy a delicious lunch. Return to GreenLagoon and for the rest of the afternoon relax on the sun bed in your private balcony while hearing the toucans, wild turkeys and the sound of Fortuna River and join us later at the scenic Natura Restaurant for a glass of wine or cocktail before dinner.

**Day 4** Have a cup of fresh coffee in your bungalow while absorbing the fresh breeze of the morning. You might leave the fourth day of your stay at GreenLagoon to get immersed in the rainforest again and have some excitement at the Sky Tram & Zip Lines There.

In the afternoon take time to relax in the fresh water pool with gorgeous scenarios and at dusk enjoy the sunset at GreenLagoon. At night enjoy the warm pool water and the sparkling lights of the extensive cities in the low lands valleys of San Carlos.

**Day 5** If you are departing GreenLagoon at noon or in the afternoon, you might wake up early and take the Early Bird guided tour of Cerro Chato ANC Park & Gardens. This tour leaves at 5:30 a.m. and returns at 8:00 a.m. During the tour you will spot a wide variety of colorful birds as in no other part in Costa Rica.