



COPROT Tortugas de Osa

Booking & Cancellation Policy 2026

Thank you for supporting COPROT Tortugas de Osa and our mission to protect nesting sea turtles on the Osa Peninsula. As a grassroots conservation project, our capacity is limited and carefully managed. These policies allow us to plan responsibly and ensure a meaningful experience for both participants and the wildlife we protect.

1. Volunteer Bookings

Minimum Stay Requirement

- Volunteers must commit to a minimum stay of 2 weeks.
- For placements of 6 weeks or longer, a brief interview is required prior to confirmation to ensure a good mutual fit.

Reservation Deposit

- A non-refundable deposit of \$50 USD per person is required to reserve a volunteer placement.
- No placement is confirmed until the deposit is received.

Final Payment

- The remaining balance is due no later than 14 days (2 weeks) before the start date.
- Failure to complete payment may result in cancellation of the placement without refund of the deposit.
- Deposits can be made payable via PayPal to tortugasdeosa@gmail.com or to The Osa Foundation account. Please let us know if you would like a US tax-deductible option and we can facilitate that.

2. Tours, Activities & Events (Day or Multi-Day)

Reservation Deposit

- A 50% non-refundable deposit of the total cost is required to confirm any tour, activity, or event booking.
- No booking is confirmed until the deposit is received.
- Deposits can be made payable via PayPal to tortugasdeosa@gmail.com or to The Osa Foundation account. Please let us know if you would like a US tax-deductible option and we can facilitate that.

Final Payment

- The remaining balance must be paid no later than 14 days (2 weeks) before the scheduled start date.

3. Cancellations & Refunds (Applies to All Bookings)

Participant-Initiated Cancellations

- 15 or more days before start date:
Full refund of any payments made, excluding the deposit.
- Within 14 days of start date:
No refunds will be issued, except in cases of documented medical emergencies. Requests must include written evidence (e.g., doctor's note) and will be reviewed on a case-by-case basis.
- Early departure or no-show:
No refunds will be issued for unused time or missed activities.

Project-Initiated Cancellations

- If COPROT cancels within 14 days of the start date, a full refund including the deposit will be issued.
- If cancellation occurs more than 14 days in advance, participants may choose between a full refund or rescheduling at no additional cost.

4. Additional Terms

Travel & Insurance

Participants are responsible for arranging their own travel, health, and travel insurance. COPROT is not liable for losses due to delays, cancellations, or personal emergencies.

Arrival & Departure

Participants are responsible for arriving and departing according to agreed dates. Guidance on transport can be provided; transfers are only included if explicitly arranged.

Conduct & Participation

COPROT reserves the right to end a booking without refund in cases of serious misconduct, breach of community agreements, or behavior that endangers people, the project, or wildlife.

Force Majeure

COPROT is not responsible for cancellations or changes due to events beyond our control (e.g., extreme weather, natural disasters, civil unrest). In such cases, we will make every effort to offer rescheduling or credit toward a future booking.

5. Changes & Cancellations Process

All cancellations or change requests must be submitted in writing via email to: volunteer@tortugasdeosa.org

The date of the email will determine eligibility for refunds.

Thank You

We are deeply grateful to everyone who supports sea turtle conservation with us. These policies help us steward our resources responsibly while offering a meaningful and impactful experience for all.

For questions, please contact:

volunteer@tortugasdeosa.org or laura@tortugasdeosa.org

