

## Terms and Conditions for Pura Vida Agency

**Last updated:** June 2026

Please read these Terms and Conditions carefully before using our Website or services.

Adapted from the reference terms provided by the user.

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### Interpretation and Definitions

#### Interpretation

Words with capitalized initials have meanings defined under the following conditions. These definitions shall apply regardless of whether they appear in singular or plural form.

#### Definitions

For the purposes of these Terms and Conditions:

- **Agency / Company / We / Us / Our** refers to **Pura Vida Agency**, operating in Costa Rica.
  - **Website** refers to:  
<https://www.puravidaagency.info>
  - **Service** refers to the Website and all related vacation rental, hospitality, concierge, tourism, property management, and booking-related services provided by Pura Vida Agency.
  - **Device** means any device capable of accessing the Website, including computers, mobile phones, or tablets.
  - **Third-Party Services** means any external websites, booking platforms, payment gateways, transportation providers, tour operators, or partner services linked or integrated with our Website.
  - **You / User / Guest** means the individual accessing or using the Website or Services.
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### Acknowledgment

These Terms and Conditions govern your access to and use of the Website and Services provided by Pura Vida Agency.

By accessing or using our Website, making a reservation, submitting an inquiry, or using our Services, you agree to be bound by these Terms and Conditions.

If you do not agree with any part of these Terms, please discontinue use of the Website and Services.

You represent that you are at least 18 years old and legally capable of entering into binding agreements.

Your use of the Website is also subject to our Privacy Policy.

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## **Services Provided**

Pura Vida Agency provides services that may include:

- Vacation rental management
- Property marketing
- Concierge services
- Tourism-related coordination
- Booking assistance
- Guest support
- Travel-related recommendations
- Property administration services

Availability of services may vary depending on location, property, season, and operational capacity.

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## **Reservations and Payments**

### **Booking Requests**

All reservations are subject to availability and confirmation.

Submitting a booking request does not guarantee reservation approval until confirmed by Pura Vida Agency.

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## **Payment Terms**

Payment schedules, deposits, and balances may vary depending on:

- Property
- Reservation duration
- Seasonality
- Service type
- Third-party platform requirements

Failure to complete payments on time may result in cancellation of the reservation.

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## **Security Deposits**

Some reservations may require a refundable security deposit to cover potential damages, excessive cleaning, or violations of house rules.

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## **Cancellation and Refund Policy**

Cancellation policies may vary depending on the property, booking channel, and reservation terms.

Refund eligibility will be communicated during the reservation process.

Pura Vida Agency reserves the right to retain administrative fees, processing fees, or non-refundable deposits where applicable.

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## **Guest Responsibilities**

Guests agree to:

- Respect property rules and occupancy limits
- Avoid illegal activities
- Maintain reasonable noise levels
- Treat the property responsibly

- Comply with Costa Rican laws and local regulations

Guests may be financially responsible for damages caused during their stay.

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### **Property Availability**

While we strive to ensure accurate availability and listings, Pura Vida Agency reserves the right to:

- Modify listings
- Replace accommodations
- Cancel reservations
- Adjust pricing
- Suspend services

when necessary due to operational, legal, maintenance, safety, or force majeure circumstances.

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### **Third-Party Services**

Our Website may contain links or integrations with third-party services such as:

- Airbnb
- Booking platforms
- Transportation providers
- Tour operators
- Payment processors

Pura Vida Agency is not responsible for the content, policies, or performance of third-party services.

Users are encouraged to review their separate terms and privacy policies.

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### **Limitation of Liability**

To the maximum extent permitted under applicable law, Pura Vida Agency shall not be liable for:

- Indirect or consequential damages
- Travel interruptions
- Force majeure events
- Natural disasters
- Internet outages
- Third-party failures
- Personal injuries
- Loss of personal belongings
- Delays outside our control

Our total liability shall not exceed the amount paid directly to Pura Vida Agency for the applicable reservation or service.

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### **Disclaimer**

All services are provided on an “AS IS” and “AS AVAILABLE” basis.

While we strive to provide accurate and reliable information, we do not guarantee:

- uninterrupted availability,
  - error-free operation,
  - complete accuracy of listings,
  - or uninterrupted access to the Website.
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### **Governing Law**

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Republic of Costa Rica.

Any disputes arising from the use of the Website or Services shall be resolved under Costa Rican jurisdiction unless otherwise required by applicable law.

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## **Dispute Resolution**

If you have concerns or disputes regarding our Services, you agree to first contact Pura Vida Agency in an effort to resolve the matter informally.

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## **Intellectual Property**

All Website content, including but not limited to:

- logos,
- branding,
- photography,
- text,
- graphics,
- designs,
- and marketing materials

are the property of Pura Vida Agency unless otherwise stated and may not be copied or reproduced without written authorization.

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## **Changes to These Terms**

We reserve the right to modify or update these Terms and Conditions at any time.

Updated versions will be posted on this page with a revised “Last updated” date.

Continued use of the Website constitutes acceptance of the revised Terms.

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## **Contact Us**

If you have questions regarding these Terms and Conditions, you may contact us at:

### **Pura Vida Agency**

Website: <https://www.puravidaagency.info>

Email: [Insert official email]

Costa Rica

