



PURA VIDA PROMISE PROGRAM

provided in conjunction with the **Cancel for ANY Reason add-on**

International travel is nerve-racking these days. Our **Pura Vida Promise** offers an *enhanced* solution to minimize the financial risk involved with committing to future travel. We created the **Pura Vida Promise** program for those who enroll in the Cancel For Any Reason supplemental insurance should your group experience any of the listed government-issued travel bans/restrictions surrounding COVID-19 that would require you to cancel.

The covered travel restrictions are as follows:

- a U.S. federal governmental authority has issued a travel ban or an order restricting travel to CR
- a U.S. federal or state governmental authority has issued an order that would require a self-quarantine for travelers in your group upon returning home from Costa Rica

With the **Pura Vida Promise**, our goal is to minimize the gap between what the insurance reimburses and what was actually paid towards the trip should you need to cancel the trip due to a COVID-19 reason listed above.

CFAR insurance allows participants to cancel outside of 48 hours from departure while offering up to a 75% refund on non-recoverable items. Once the CFAR insurance has been submitted and finalized, THR is making a follow-up commitment to our valued participants to minimize the non-recoverable amounts up to 90% (see details below).



PROTECTING *You* AND YOUR *Trip Costs*

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Cancellation Process

(Under a qualified government COVID-19 travel restriction “As noted above”)

Step 1: Purchase the supplemental CFAR Insurance (this must be purchased with the initial trip deposit. Failure to do so will result in a lack of CFAR Coverage and therefore disqualify you from our **Pura Vida Promise** Program)

Step 2: Cancel your trip in writing/email prior to 48 hours from departure.

Step 3: Submit cancellation **to insurance provider** based on THR's Standard Cancellation policy which states that the insurance provider will then determine their refund resolution)*

Important: The THR **Pura Vida Promise** Program is not insurance coverage and should not be referenced during the Insurance claims process as it may cause your claim to be denied.

Step 4: THR's **Pura Vida Promise** goes into effect and we will determine how to apply your remaining account balance to achieve up to a 90% refund value (see details** and exclusions below)

Airline Exclusion: Since Til He Returns does not book/manage your flights, you would need to deal directly with the airline/insurance company for those claims.

*Reference based on insurance provider's CFAR cancellation policy details.

**All rules, guidelines, and deadlines must be adhered to in order for this program to apply as communicated in the previous sections regarding cancellations due to government-issued COVID-19 travel restrictions. This program only applies to cancellations due to COVID-19 and the required government travel restrictions as noted in the above section. This program does not apply to individual non-COVID-related CFAR (ie, fear/doubt cancellations). Should these government alerts not be present, then the THR COVID-19 Pura Vida Promise Program will be void and all refunds will be subject to the Standard Cancellations Policies in the insurance policy and the Cancel For Any Reason insurance refund. These rules, guidelines, and deadlines include, but are not limited to the CFAR purchase date, cancellation date, and reasons for cancellation as outlined in the previous section.

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