



FAQ

Frequently Asked Questions

Family Accomodations

We count with 4 interconnected rooms for families with children. Our expeditions are family friendly, however, we strongly suggest children to be 6 years or older at the time of the departure.

Onboard Purchases

Any on board purchases from the gift shop, restaurant, or spa can be charged to your tab and paid at the end of the expedition in cash or credit card.

Special Requests

Special arrangements for birthdays, anniversaries, or any other celebration are available upon request. Please inquire with our customer experience team at the time of booking and at least 30 days prior to departure.

Drinking Water

Water dispensers for free use are available in your stateroom and throughout the yacht. Drinking tap water is not possible.

Smoking Policy

Smoking is prohibited in all indoor areas of the yacht. There is an outdoor designated area for smoking.

Time Zone

Ecuador is in the GMT -5 time zone, same as US Eastern Time.

Costa Rica is in the GMT -6 time zone, same as US Central Time.

However, there is not daylight savings.



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Language

Official language in both countries is Spanish, but most of the staff, the concierge, guides and the captains speak fluent Spanish and English.

Climate

The Ecuadorian Pacific Coast is a great place that can be enjoyable all year round. However, it is divided by two seasons: Dry season - from December to May average temperature rounds between 25°C to 31°C (77°F to 88°F). Wet season - From June to November average temperature rounds 23°C to 28°C (73°F to 82°F).

Costa Rica is divided into the same two seasons. Dry season - from December to April average temperature rounds between 28°C to 35°C (82°F to 95°F). Wet season - from May to November average temperature rounds between 28°C to 32°C (82°F to 90°F).

Clothing

Light clothing, comfortable shoes, sunscreen, swimwear, sunglasses, hat, sandals, water shoes, a light sweater and insect repellent. Boho Beach casual attires are fine for dinner.

Luggage

Although rooms have plenty of space, please be prepared to bring a small to mid-size suitcase on board.



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Power outlets and electricity

Standard 120V and standard frequency of 60Hz. Power outlets are type A and B, similar to the ones used in the U.S. European plugs will need an adapter.

Connectivity and Entertainment

A complete entertainment guide is available in each stateroom with smart UHD TVs and fully automated a/c, shades and lightning.

Medical Facilities

The yacht is equipped with first aid kits for basic medical issues. In case of any medical emergencies, the yacht is close to mainland and count with permanent direct communications with all emergency lines.

Motion Sickness

There might be moderate movement of the yacht during navigation. Most passengers will not feel anything, but we strongly recommend that you bring motion sickness medication if you are prone to seasickness.

Physical Limitations

Our expeditions require a reasonable level of health and fitness from our passengers. Most excursions take a few hours of moderate unassisted hiking at a relaxed pace in warm weather. Getting on and off the zodiacs also call for a certain balance. If you are unsure about any of the visits, please check with one of the guides before disembarking the yacht. Also, please inform our customer experience team of any physical limitation or health condition that may require special attention at the time of booking.



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Currency

Ecuador has adopted the US Dollar as official currency (USD).

Costa Rica accepts payments with the US Dollar (USD).

Cash

Small denominations should be brought when shopping. Avoid bringing \$100 dollar bills as these will not be easily accepted except at banks.

ATMs

ATMs are only available in ports but you will not get more than \$300 daily in most of them.

Banks

Ecuador: Banking hours are from 09:00am to 16:00pm Monday through Friday.

Costa Rica: Banking hours are from 09:00am to 15:30pm Monday through Friday.

Credit cards

Most shops and restaurants in Costa Rica take credit cards. Visa and MasterCard are much more widely accepted than American Express.



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Included In Your Rate

- ~ Accommodation in the luxury stateroom of your choice with 2 twin beds or 1 king bed dressed with sustainably sourced cotton.
- ~ All meals and snacks prepared fresh daily by our onboard chefs with local organic produce using a balanced mix of traditional and modern techniques. Menu variations are available upon request.
- ~ The gastronomic experiences on land that highlight the traditional cuisine of the destination.
- ~ All soft beverages, an assortment of wine, beer and other spirits, classic and signature cocktails, local coffee and organic teas.
- ~ Wi-Fi onboard, air conditioning, a/v entertainment and automated lighting and shades in each stateroom.
- ~ All land and sea expeditions led by our two expert naturalist guides, daily briefings about the excursions, tips and other valuable information.
- ~ Transfers and access to all natural reserves, beaches and protected areas.
- ~ All gear for water activities: wetsuits, kayaks, SUPs, snorkeling equipment.
- ~ All facilities on board: Jacuzzi, fitness center, sunbeds, and beach towels.
- ~ Kontiki shuttle from hotel or airport to port for check in and boarding.
- ~ Kontiki check out shuttle from port to hotel or airport.



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Not Included In Your Rate

- ~ International airfare.
- ~ Internal transfer from the airport city to the port city.
- ~ Hotel accommodation the night before the expedition. However, we can assist with information, selection and reservation of 5 star properties.
- ~ Fine wine and premium spirits, available on demand at a cost.
- ~ Pre and Post experiences/stays are not included, but we can gladly assist with information, selection and reservation at partner properties in the country.
- ~ Gratuities to crew and guides.

Water Activities

To enjoy the sea, Kontiki Wayra offers a variety of activities and equipment including: Snorkeling equipment (masks, fins and snorkel), 3 mm wetsuits, 4 double kayaks, 4 paddleboards, an ocean club, a golf green and a floating island, a giant slide and 4 SeaBobs. Wetsuits are not always necessary, as the average water temperature in Ecuador varies between 22°C(74°F) and 28°C(80°F), and the water in Costa Rica varies between 25°C(77°F) and 29°C(84°F). If you snorkel frequently, you can plan ahead and bring your own gear.



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Land Expeditions

The yacht will sail along the coast and will anchor close to the shore. Expeditions to land sites will start with a dinghy ride that may result in wet or dry landing. Wet landing involves stepping into water (ankle to knee high) and walking to shore; dry landings involve stepping directly into land. Our expert guides will lead all zodiac rides and will assist you during either type of landing.

A detailed brief of the expeditions is provided ahead of time to inform about the location, topography of the land (most of the trails are easy or moderate), weather and appropriate clothing.

Land transfers will be necessary to reach some sites. Company vehicles are used for transportation to ensure comfort, safety and timely departures. There is usually one guided visit per day allowing for enough time to discover and connect with local culture and with nature. Water activities such as kayaking, snorkeling, SUPs and swimming are also available in most coastal expeditions.

Itinerary Conditions

Kontiki Expeditions reserves the right at its sole option and discretion and that of the Captain of the vessel without liability for damages or refund of any kind to deviate from the vessel's advertised or ordinary itinerary for any reason including mechanical failure. Kontiki will not be held responsible for any refund whatsoever for changes to the printed or scheduled itinerary.