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TABACÓN GRAND SPA THERMAL RESORT FACT SHEET

Address: 13 km North-West from La Fortuna de San Carlos,
Alajuela, Costa Rica
www.tabacon.com

Telephone: Hotel: 011-506-2479-2000
Reservations and Sales:
San José 011-506-2519-1999
USA and Canada 1-877-277-8291

Fax: Hotel: 011-506-2479-1050
Reservations: 011-506-2519-1940

Owners: Tabacón is owned by a group of Costa Rican and American investors and operates under the corporate name Inversiones Turísticas Arenal S.A.

Director General: Uwe F.J. Wagner
Director of Marketing: Zuley Herrera
Director of Sales: Carmen Solano

Location: In the heart of the Costa Rican rainforest, near the base of the Arenal Volcano in Arenal National Park.

Overview: Tabacón has recently completed a \$ 2.5 million upgrade project, earning membership in Leading Hotels of the World and a five-star designation from the Costa Rican Tourism Institute. All rooms have been renovated and the food & beverage program has been upgraded. Additionally, a spa boutique, a new gym with sauna, steams and locker rooms for guests only; a business center; and additional meeting space are under construction.

Among the recent improvements and additions are The Grand Spa (which replaces the Iskandria Spa) and features 11 private open-air treatment bungalows, all with Jacuzzis; a three-unit Temazcal Center; and an open-air Yoga Studio. The Grand Spa was recently named one of Leading Hotels of the World's Leading Spas of the World, the only one in Central America.

Featuring an ambience of tropical relaxation, the resort's public spaces are a showcase for art and furnishings brought in from

different parts of the world ranging from Brazil to Thailand.

Awards and Accolades:

World's Best Awards - *Travel + Leisure

Ten Best Spa Resorts in Latin America - 2009

Ten Best Spa Resorts in Mexico, Central and South America, 2006

***Declared as a Carbon Neutral Resort** by the Government of Costa Rica, 2009

***Seven Stars and Stripes Green World Award**, 2009

***Tourism Award Chamber of Commerce of Costa Rica**, 2009

Top 10 Eco-Spas in the World – *Concierge.com, 2009

***Continental Airlines Magazine**, October 2009

Top 10 Wellness Destinations – *National Geographic, 2009

Top 10 Spa in Latin America – *Spa Magazine 2009

***World Travel Awards**

Leading Resort in Costa Rica, 2009

Leading Spa Resort in Costa Rica, 2006, 2005, 2004

Readers' Choice Awards –*SpaFinder 2009, 2008, 2007, 2006, 2005

Top 10 Mineral Spring Water Spas in the World, 2009, 2008, 2007

Favorite Spa in Central America, 2007

Best for Mineral Springs, 2007, 2006, 2005

***Seven Stars and Stripes Global Awards, 2008**

Tabacón Grand Spa Thermal Resort: Six Stars and Five Stripes

Los Tucanes Restaurant: Five Stars and Six Stripes

The Grand Spa: Award of Global Distinction

***International Restaurant and Hotel Awards, 2008**

Property with *Best Water Feature*

***American Academy of Hospitality Sciences Award, 2008**

The only one in all 3 categories in Central and South America

50 Top Wellness Destinations – *National Geographic, 2008

Top 50 in South & Central America

World's Best Eco Spas – *MSNBC.com, 2008

Ten Best Eco-Friendly Spas of the World

***Five Star Diamond Award, 2007**

Hotel, Los Tucanes Restaurant, The Grand Spa

***Member of – Leading Hotels of the World, Leading Spas of the World, 2007**

***Member of Healing Hotels of the World**

***Recommended Resort Hotel by Conde Nast Johansen – nominated for Most Excellent Spa Resort, 2008**

***Recommended Luxury Spa by Conde Nast Johansen, the only one in Central America**

***CST – Certification for Sustainable Tourism, 2007**

***Upgraded to a 5 Star Deluxe Hotel and Spa Operation by I.C.T. 2006**

Accommodations:

Tabacón's 114 climate-controlled guest rooms feature Costa Rican woods and beautiful furnishings hand-crafted by Costa Rican artisans. Rooms overlook gardens, the forest or volcano. Guest rooms feature cable television, DVD, personal safes, private bars and coffee makers. Guest bathrooms include luxurious bathrobes, deluxe bath toiletries, hair dryers, and bathtubs.

Thermal Springs Area:

The **Tabacon** experience centers on the hot thermo mineral springs that become to natural pools and cascades in the middle of the forest. The main sunbathing and swimming area features designed pools with temperatures ranging from 25 to 38 degrees Celsius (77 to 102 F), the main one with a swim up bar and thermal water slide. The pools on the lower section offer spectacular volcano and rainforest views, and a more secluded ambiance, still within the main service area of the **Arenal Swim Up Bar**.

Tabacon features several natural pools strategically located along the walking trails of the gardens and provide a nice break from the exploration of the flowers and plants, and the surprisingly regular sites of local wildlife.

The thermal and cold natural pools at Tabacon are unique in the Arenal Volcano Region and unparalleled in the world. Guests enjoy their medical and therapeutic properties, adventure seekers find them soothing and relaxing after a day outdoors in the region, children find them extremely fun and

inviting, and couples and lovers find them mystical and very romantic.

The Grand Spa:

The Grand Spa – The Grand Spa taps one of the world's most beautiful locations – thermal mineral springs set in the Costa Rican rainforest at the foot of the Arenal Volcano – to offer an incomparable spa experience. Treatments are given in 11 open-air bungalows, all with Jacuzzis, in swimming pools and hot springs, and at the three-unit Temazcal Center. There is also an open-air Yoga Studio.

Treatments are offered for women, men and children; there are also packages and the exclusive “private spa bungalow day” which includes four treatments, lunch, and the resort’s signature Gala Dinner in a bungalow in the rainforest. This exclusive amenity, offered from 10am – 10pm, can be customized for up to six adults, or for up to two adults and two children.

The Grand Spa offers a range of wet and dry treatments, including the signature Tabacón massage which begins with a series of bends and stretches to regulate the body's flow of vital energy, and concludes with volcanic mud vigorously massaged into the body. A Hot Stone massage combines warmed volcanic stones with eucalyptus, lemon and rosemary oils. Watsu and other water therapies are also available.

Every spa treatment is preceded by a Tabacón signature spa ritual promoting a state of complete relaxation. The ritual includes the completion of a medical questionnaire; enjoyment of a selection of teas, fruits, nuts and sorbets; an opportunity to unwind in the relaxation room with its mineral water Jacuzzi; and The Quartz Ritual, a cleansing foot bath and massage.

Temazcal Center -- The very heart of the Tabacón Grand Spa is the new Temazcal center. Temazcal refers to the traditional Mexican sweat bath developed in Mesoamerica. Temazcal is an ancient native purifying and detoxifying bath ritual performed in an igloo-like structure and led by a shaman (native doctor). Tabacón’s Huey Temazcal Aahuatlan is the first of its kind in Costa Rica and the only one in the world embedded in the energy of an active volcanic environment. The Center offers multiple sweat lodge sessions per day, with special appointments as well.

Yoga Center – The open-air Yoga Center offers daily classes in a variety of disciplines, tailored to the level of guests. A

meditation class is also offered.

Fitness Center-- The new Fitness Center is equipped with LifeCycle cardio equipment, circuit training machines, free weights and exercise balls. It is currently being expanded and will also include private locker rooms, sauna and steam, for hotel guests only.

Dining and Refreshments:

Los Tucanes restaurant, an open-air fine dining restaurant, features an exciting blend of Ayurvedic, Spa, Costa Rican, Mexican and International cuisine, serving buffet breakfast and à la carte lunch and dinner. An elegant setting is achieved with beautifully presented Costa Rican and Mexican-inspired selections presented on fine Villeroy & Boch china, Luigi Bormioli and Libbey crystal, and Italiana Arte silverware.

The Tabacón's signature **Gala Dinner** with private chef and waiter is set in a private and romantic open-air bungalow surrounded by the rainforest. Not just a private dinner but an unforgettable night.

Ave del Paraiso, Tabacón's casual dining restaurant, serves lunch, buffet dinner as well as à la carte selections. Tandoor Cuisine highlights the variety, overlooking lush tropical gardens and the main waterfall.

El Palenque Bar serves a menu of ceviche, grilled skewers, snacks and cocktails amid lush gardens.

Arenal Pool Bar, the resort's original pool bar is located at the main pool in the thermal springs area and offers a BBQ menu.

Caña Brava Bar, the lobby bar, offers drinks and snacks with a view of the tropical gardens.

The Grand Spa features a light spa menu with Ayurvedic selections as well.

Weddings

Traditional small weddings can be arranged at various locations at the resort including the spa, the hot springs, the gardens and the rainforest. A weddings coordinator is on-hand to manage all details for a perfect destination wedding.

Tabacon Green

Tabacon Grand Spa Thermal Resort is proud of its efforts in preserving the environment. Through several actions in building a culture of harmonious development with nature and Social Community Projection, Tabacon has become a leader in the Northern Zone of Costa Rica. The harmony with the environment is a lifestyle at the hotel which is transferred to

the customers who visit both, the hotel and the hot spring resort.

The Ministry of Environment of Costa Rica has certified Tabacon as a Carbon Neutral Hotel and Resort for its practices in the fight to offset its carbon footprint. The Costa Rican Tourism Institute has issued a certification under the Sustainable Tourism Program. Among the initiatives that support our actions protection of flora and fauna, reduction in electricity consumption by our operation at the resort, multiple programs for purchases of organic products, waste management programs and our communication program.

Green Brigade: represents the commitment of the workforce of the company that has continued to develop activities involving employees, customers and neighbors of the community in the struggle for environmental conservation. Some of these activities are: community campaigns in the fight against dengue fever and campaigns to recollect garbage on the roads adjacent to Tabacon and Arenal Volcano National Park.

Tabacon is a model of corporate social responsibility. An important part of our legacy to the community has been possible thanks to our leadership in corporate social responsibility. Tabacon actively supports the welfare of children in La Fortuna, to participate in community programs carefully chosen to enhance their educational opportunities and cultural and natural conservation area and ecosystems.

Community Development Program: This program is funded by voluntary donations of our guests of US\$ 3 per night in our hotel, an amount that is duplicated by Tabacon. This investment goes to improve public education facilities for schools in the area. Computer equipment and basic school supplies such as uniforms, shoes, pencils, notebooks and textbooks are donated to schools.

Cultural activities are also part of our efforts. We are proud to give our children better opportunities, and give them the priceless gift of a better environment.

Area Recreation:

Rising 5,436 feet above sea level, the Arenal Volcano is a must-see on any visitor's agenda. Daily ash columns, underground rumbling, glowing red lava flows and sudden explosions are ever-present reminders that visitors are in close proximity to Costa Rica's most active (and closely monitored) volcano.

Other area activities include nature cruises, whitewater rafting, waterfall rappelling, zip lines, rain forest canopy tours, hanging

bridges tours, cave explorations, horseback riding, and volcano hiking.

Rates:

There are five room categories, ranging from forest view rooms to honeymoon suites. Rates range from \$245 to \$450 for one or two persons per room, per night. Minimum two-night stay required.

Children:

Children are welcome at the resort. Due to security and personal safety concerns, children must be escorted while in the thermal springs area.

Accessibility:

Special rooms and some facilities are accessible for handicapped travelers.

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