

Verdesana FAQ

For retreat leaders and guests



TRAVEL & TRANSPORTATION

Q: Is my international flight included?

A: No. You are responsible for your flight from your home airport to SJO airport.

Q: Where do I fly into in Costa Rica?

A: San Jose (Juan Santamaria) International Airport. The airport code is "SJO."

Q: How does transportation work? How do I get to Verdesana?

A: Our private ground transportation will depart from SJO international airport at 2:00PM on the arrival day of your retreat. Please account for time to go through customs and immigration. This process can take as little as 15 min and as much as 2.5 hours depending on the day at the airport and how busy it is. After you exit the airport we will have a representative waiting for you with a sign, and the representative will guide you to the domestic terminal where you will wait with the rest of your group for departure at 2:00PM.

If you are already in Costa Rica, you will simply need to show up at the domestic terminal entrance at 1:45PM. The domestic terminal is very small, and you will have no problem meeting our representative and the rest of your group there.

Q: What time will I be back in SJO for my flight home?

A: You will depart Verdesana at 9:00AM, and the estimated arrival to SJO international airport is 10:30AM.

Typically, it is suggested to be at the international terminal 2.5 hours prior to your international departure. Please book your departing international flight accordingly, knowing that you will be at the airport at 10:30AM on departure day.

If you book your departure flight earlier than this, you will be responsible for your own transportation to SJO airport and any extra cost incurred.

Q: How long is the drive from the airport to Verdesana?

A: Approx. 1.5 hours

Q: I'm flying in the day before my retreat starts, do you have hotel recommendations?

A: Yes we do have recommendations, please see below:

[Hilton Garden Inn La Sabana](#)

Located 25-30 minutes from SJO airport, this hotel is walking distance to La Sabana Park, National Stadium, and nearby restaurants. This hotel is a good choice if you would like to explore a bit of San Jose and its surroundings; just be mindful of travel time and transportation options to/from SJO airport.

[Marriott Hotel Hacienda Belen](#)

An upscale Marriott hotel, located approximately 10 min from SJO airport. We recommend this hotel if you prefer to have a nice property experience and want to be close to the airport.

[Hampton Inn Airport Hotel](#)

For a more economical option, you may stay at the Hampton Inn, located right across the street from the airport. The hotel offers a free shuttle between the airport and the hotel.

[Hotel Alta Las Palomas](#)

Hotel Alta Las Palomas is located 30-40 minutes from SJO airport in Santa Ana. It is a beautiful and contemporary hotel with quality service and great accommodations. You can add transportation and meals to your room booking; reach out directly to the hotel for details.

Q: What are the entry requirements for Costa Rica?

A: Please review the official entry requirements for Costa Rica here:

<https://www.visitcostarica.com/en/costa-rica/planning-your-trip/entry-requirements>

Q: Do I need to purchase travel insurance?

A: We do not require you to purchase travel insurance, but we highly recommend it to protect your travel investment. This the the travel insurance provider we recommend:

[Global Rescue](#)

PROPERTY & ACCOMMODATIONS

Q: Where exactly is Verdesana located?

A: Verdesana is located in the central mountains of the country, in the province of Cartago, about 1.5 hours from the capital city San Jose. It is a quiet, secluded and peaceful environment at 1600 meters of altitude, surrounded by mountains and cloud forest. You can look up 'Verdesana Forest' on google maps to get the specific geographic location of the campus.

Q: What is the weather like at Verdesana?

A: Verdesana is located in the mountains and in the cloud forest which has its own microclimate. It is affected by the Caribbean climate, which makes the weather unpredictable and ever changing. Some days will be sunny and some days will be rainy, most likely many days will include a bit of both sun and rain. The temperatures usually range between 60F - 77F, with the coldest months being December, January and February. The driest months tend to be March, April and May. From May through December the weather tends to be hotter, more humid and with good chances of both sun and rain in one day.

Q: How big is the Verdesana property?

A: Our property is 105 acres

Q: What are the cabins like?

A: Our beautiful cabins are handcrafted with cypress wood directly from our plantation. They have been carefully designed to be functional, aesthetic, safe, and eco-friendly.

Q: What amenities will I have in my room?

A: All rooms come with a full queen sized bed per person. We provide a full bath series (shampoo, conditioner, body wash). Hair dryer. Essential oils & diffuser. A small coffee station. A heater and extra blankets for cooler evenings. Some cabins have a writer's desk. All cabins have a furnished private patio/deck with views of the gardens, forest, or mountains. Umbrellas and headlamps are available. All cabins have standard North American power outlets, so make sure to bring an adaptor if your appliances work with a different system

Q: Is Verdesana accessible for people with special needs or disabilities?

A: Yes, we have a cabin designed for people with special needs, which is extra spacious and accessible.

Q: How far is the closest town? Hospital?

A: The closest town Cartago is approx. 25 min away, and there is a hospital here.

Q: Is there a lot of walking on campus? Are the pathways steep?

A: The accommodations/cabins are located relatively close, and each is about a 1-2 min walk from the dining/community space. Some of our trails fx. to the river and yoga space are steep, so it's a good idea to bring comfortable and practical closed-toed shoes for these trails.

AMENITIES & SERVICES

Q: Do you offer laundry services?

A: Yes, \$25 per load to pick up, wash, dry, fold and deliver back to you. Allow 24 hours for turnaround.

Q: Is there Wi-Fi onsite?

A: Yes wifi will be available at certain areas of the campus

Q: Are there any walks or hikes nearby?

A: Yes! We have several small trail systems located directly onsite. Hikes offsite the property are also available. Please inquire with our onsite team if you want to book a guided hike.

Q: Where is my massage located, and where and when can I book spa appointments?

A: You can choose to get your massage at our spa facility or request to have it in your room if the space allows (only some cabins will have space for this).

Q: Does Verdesana have a gym on-site?

A: No, we do not have a gym. However, we're located on a mountain with excellent hiking and nature trails, yoga equipment, and a spacious yoga shala.

FOOD

Q: I know you're a vegan campus, but what if I want animal products or some alcohol?

A: We do not police our guests — we are sharing our values and why they're important to us. If you are seen with alcohol on campus, you will be reminded of why we have an alcohol-free campus once, and if we observe it again publicly, we will respectfully ask you to leave.

Q: I have health issues or very specific food allergies. How will I communicate my needs to the team?

A: Before arrival, you are sent a form to include all of your personal information, such as allergies or dietary needs. Our kitchen team will ensure that all of your allergies are considered while preparing your food.

Q: Is the water safe to drink?

A: Yes! Our water is triple-filtered UV from our mountain's well and perfectly healthy and safe to drink from all faucets on the property.

Q: I'm hungry often, especially with a plant-based diet. Can I have food on demand?

A: We serve three big meals daily. Between meals, we also serve fruits, snacks, nuts, juice, etc., and coffee and tea are available at all times throughout the day. If you get hungry between meals and snacks are not sufficient, please let our kitchen staff know, and they will be happy to provide extra food for you.

Q: I like to prepare my own smoothies or afternoon snacks. Can I bring the ingredients to make what I want and prepare it in your kitchen?

A: No, we cannot prepare individual smoothies. However, if our hosts request a smoothie or food item for the retreat experience, we will, of course, provide it.

Q: Can I have meals delivered to my room?

A: We provide room service only in cases of sickness and/or injuries; otherwise, the answer is no.

GENERAL

Q: What kind of staff do you have?

A: A full operations and executive team is available throughout your stay. All staff are legally hired and local to Costa Rica.

Q: Can I / Should I tip the team?

A: Tips are not required but always appreciated. Tips for the staff are pooled together and distributed equally amongst the property team members once a month. This includes everyone you see or may not see during your stay, such as kitchen staff, gardeners, housekeepers, the maintenance team, etc.

Q: If there's a bug in my room, how will I contact someone to get it out?

A: You will be given the direct line to our front desk team. If you need anything from them during your stay please contact this line directly. They can also help remove bugs or insects from your room.

Q: What should I pack for my trip?

A: See our recommended packing list here:

Packing list:

- Hat
- Sunglasses
- Organic sunscreen
- Organic mosquito repellent
- Reusable water bottle
- Boots or comfortable closed toe shoes **(our forest trails can get muddy and slippery, so make sure to bring comfortable and practical footwear keeping this in mind)*
- Swimwear *(optional: if you want to swim in the river)*
- Yoga attire/comfortable clothes
- Hiking/fitness wear
- Rain jacket
- Warm sweater & warm socks

Q: How and when will I get my specific agenda for the retreat I'm coming on?

A; Some hosts will share this well in advance with their guests, some choose not to share the daily agenda until you are onsite. Best to check directly with the retreat leader/organizers on this.

Q: How can my family contact me?

A: For phone service, there is WIFI on campus, and we recommend WhatsApp as the best way to communicate.

Q: What happens if I smoke in your rooms or bring my own alcohol?

A: We are a dry campus. If you are consuming alcohol at Verdesana or alcohol is visible in your accommodations or you smoke cigarettes or marijuana or anything in your accommodations, that is not aligned with our core values, we will directly let you know. You will be asked to leave the property and secure accommodations and coordinate your travel back to SJO at your own cost.

Q: I have an emotional support dog/pet and it travels everywhere with me. Can they come to Verdesana?

A; Please email your request to welcomhome@imiloainstitute.com and include the breed of dog, weight, and supporting documentation. While we will consider your request, we respectfully

reserve the right to refuse entry to anyone with an emotional support animal unless they have received approval in writing from our team.

We take these requests seriously and have to evaluate several factors before making a decision including the allergies of other guests and team members, impact on the wildlife, and impact on the accommodations and our property.

If you have a certified service animal, please email us so we can work with you to accommodate your accessibility needs.