

## **Terms and Conditions**

Please read the following terms and conditions carefully before proceeding. By agreeing to these terms, you signify that you have read and understood all terms and conditions relating to the policies provided.

Once you have read and accepted these terms and confirmed the reservation of the selected service, you must proceed to the payment of the same; for which the Commercial of the corresponding Office that attends your agency, will contact you for billing and collection. If payment is not made within the agreed period, the services will be cancelled. The prepayment of the services must be effective with a minimum of 15 days prior to the arrival of the client to the selected destination. Payments will be made in advance. By transfer or by credit card which will be debited, within 24 hours, after agreement with the Commercial that provides assistance. The prices of the tour packages may be subject to change, except for those cases in which the reservation has been confirmed. The Agency does not guarantee partial or total changes of the package. Any change regarding the number of occupants per room may alter the price of the package. In case of changes concerning an increase in the price/rate, the amount will be paid at the time of the change and will not be effective until such payment has been received and availability has not been confirmed by the supplier. The total amount of the package includes all the services described in the package, as well as the amounts to be paid for access and reservation.

## **Cancellations - Refunds**

All tickets, including taxes and service charges are non-refundable. Should the customer need to change or cancel travel plans, it is the customer's responsibility to notify The Agency in writing of such change. Tickets are subject to discount, with restrictions of up to 100% non-refundable and non-exchangeable. Upon payment of the reservation, the following cancellation policy, penalties and No Show will apply: For all package cancellations (Except Multidestination packages) the following charges will apply:

Administration fee: 100€ for each cancelled program.

Cancellation fees: As stipulated in the cancellation policy of each product that makes up the package (hotels, houses, cars, transfers, domestic tickets, excursions, etc). Penalty Fees: 25% of the total trip cost if cancelled 30 to 16 days prior to departure 50% of the total trip cost if cancelled 15 days or less prior to departure Refunds for itinerary changes will be made at the discretion of the Agency.

Refunds will be made only to the person who purchased the package, who will provide the original payment documents. In the case of Multidestination Packages, the following will apply:

- The reservation will be valid only for the date it was purchased; therefore, the passenger is obliged to cover an additional charge if he/she changes the date, flight, or cancels it. Whether the mentioned modifications are allowed depends on how far in advance they are requested.
- Requests for date changes can only be made at least 15 days prior to the confirmed ticket date. If the change of date is confirmed, an extra charge of 50 USD will be applied.
- In case of cancellations: - If the client requests the cancellation of his/her reservation within 15 days or less prior to the travel date, a penalty of 100% will apply. - For cancellations more than 15 days prior to the departure date, a penalty of 30% of the total amount paid will be applied.
- In case of No Show, a penalty of 100% will apply. Refunds will be made only to the person who purchased the ticket, ticket or issued to order, which will provide the original payment documents. Incidents during the trip The customer must communicate in writing any breach in the execution of the contract, addressing it to the organizer, the travel agency, and where appropriate, the service provider that is part of the package tour subject of this contract. Transfer of the reservation The principal contracting party or the beneficiary may transfer their reservation in the package tour free of charge to a person who meets all the conditions required for the same. The transfer must be communicated in writing to the travel agency at least fifteen days before the start date of the trip. The person who transfers his/her reservation on the package tour and the transferee shall be jointly and severally liable to the travel agency for the payment of the balance of the price, as well as for any additional costs that may arise from such transfer (fees for changing the ticket, etc.). However, given the peculiar characteristics of the trip and the contracting of air travel with fares that sometimes do not allow such a change, the customer accepts the possibility of not being able to transfer their reservation in the event that the airline does not accept the change of ticket. Airline will not accept the change of the ticket. Regarding the services included in the package: Hotels included in the package Please note that the client must be informed that it is essential to present a passport or identity card at the time of check in. Some hotels also require the presentation of the boarding/disembarkation card. Reservations and Payments We offer real-time room availability and instant confirmation for a range of hotels in different destinations. In case of last minute changes in the confirmed hotel, the Agency will guarantee a hotel of similar category in the same city. The total charge includes room and tax charges as well as access and reservation fees. Incidental charges, such as parking, telephone calls and room service, will be covered by the client, directly with the hotel. Your reservation includes late arrival. The client must inform us in case of late arrival. The Agency only accepts online payments with the following credit cards: Visa and MasterCard. Parking Courtesy of the hotel. Smoking rooms on request. Pets : Pets are not allowed. Check-In & Out Check-in: 16:00 hrs. Check-out: 12:00 hrs. Late Check-Out Sometimes possible, but must be requested at least 24 hours in advance, and subject to room availability, and a late check-out fee. Package Houses The minimum stay for your reservation

will be three nights. Please note that passport or identity card is required at check in. They can be rented by rooms or the whole house (depending on the conditions of each particular house). Each room has a private bathroom and air conditioning (In the case of room rentals, the houses that are rented as a whole do not always comply with this condition ). Breakfast and dinner service (at the client's request, as an extra service). In the cases of those houses that are rented by rooms, the house is shared with other clients, in most cases the owners also usually live with the clients. There is the possibility of renting complete houses, especially in Mexico, where the offer is more extensive. The houses are subject to actual availability at the time of booking. There may be modifications once the capacities for houses are firmly booked, always with similar conditions to those previously confirmed. We offer you the availability of rooms, in real time, and the confirmation in an instantaneous way for a whole range of private houses in the selected destination, so the category and area, selected by you, will always be guaranteed.