



CANCELLATION POLICIES

The following Terms and Conditions establish the framework under which our **Tour Operator** (hereinafter, “the Company”) provides its luxury private transportation services and tailored tours. Our fleet includes sedans, SUVs (such as the Suburban), electric vehicles (Tesla), and Sprinter vans, available for private transfers and excursions to destinations throughout Mexico. All services are private and reserved exclusively for the contracting client and their party—never shared with third parties. Services are governed by the reservation, payment, cancellation, and operating policies described below.

Cancellation and Change Policies

- **Cancellation without penalty.** We understand that plans can change. For this reason, cancellations or rescheduling requested at least 24 hours before the scheduled service start time may be processed without penalty. In such cases, the Company will issue a credit equal to 100% of the amount paid (whether a deposit or full payment), which may be applied toward future transportation services or other products offered by the Company.
- **Late cancellations.** If a cancellation is made less than 24 hours before the scheduled service start time, the following charges will apply due to the operational impact:
 - * Cancellations made between 12 and 23 hours before the service: a credit equal to 50% of the amount paid will be issued, which may be applied toward future transportation services or other products offered by the Company. The remaining 50% will be retained as a late-cancellation penalty.
 - * Cancellations made with less than 12 hours’ notice, or in the event of a no-show: a 100% penalty will apply. No credit or refund will be issued, as the vehicle and driver will have been exclusively assigned and held in standby for the client.
- **Cancellation procedure.** All cancellation requests must be submitted in writing (via email or authorized text message) and confirmed by the Company. The effective time of cancellation will be the moment the Company confirms receipt of the notification. It is the client’s responsibility to ensure they have received cancellation confirmation; if no response is received within a reasonable period, the client should follow up by telephone.
- **Changes and rescheduling.** Changes to a reservation (for example, modifications to the time, date, route, or vehicle type) are subject to availability and must be accepted by the Company. If the client requests a change at least 24 hours in advance, the Company will make every effort to accommodate it at no additional cost (a fare adjustment may apply if the new route or duration differs). Change requests made less than 24 hours in advance may be treated as a cancellation followed by a new reservation, depending on the scope of the change. Same-day changes are not guaranteed and may incur additional charges or prove unfeasible if the vehicle or driver is already committed.
- **Force majeure cancellations.** If the client is unable to use the reserved service due to verifiable circumstances of force majeure—such as serious illness (with a medical certificate), extreme weather conditions, natural disasters, government-imposed health restrictions, or any extraordinary circumstance beyond the client’s control—the Company will evaluate each case individually and at its sole discretion. Depending on the situation, the Company may offer a flexible solution, such as:

- * Rescheduling the service without penalty to a new date within a reasonable timeframe.
- * In exceptional and justified cases, offering a partial or full refund if deemed commercially viable.

It is important to note that the Company is not obligated to grant refunds in these cases, and any exception will be granted solely on the basis of reasonableness, operational availability, and the final decision of management.

- **Cancellation by the Company.** In the unlikely event that the Company must cancel a confirmed service (due to extraordinary circumstances such as an irreparable vehicle breakdown, regional safety concerns, or driver unavailability resulting from force majeure), the client will be notified as promptly as possible. The Company will offer the client an equivalent alternative transportation option. If the client declines the alternative, or if providing one is not feasible, the Company will issue a full refund of the amount paid for the cancelled service and will bear no responsibility for any further consequences arising from the cancellation.

