



## **TERMS, CONDITIONS, PAYMENT AND REFUND POLICY**

**PLEASE ENSURE TO READ THE FOLLOWING INFORMATION, WHICH WILL HELP YOU TO RESERVE YOUR TOUR AND UNDERSTAND TERMS, CONDITIONS, PAYMENT METHODS, SERVICE CANCELLATION AND REFUND POLICY.**

### **1- TERMS AND CONDITIONS:**

Tours cannot be reserved unless you agree to the Terms and Conditions found below. The following Terms and Conditions are a comprehensive explanation of use of how reservations are received, confirmed as well as refunded in case of inclement weather cancellations for Hotel Visitors or ships not arriving into port in the case of tours for Cruises Ship Travelers. Cancun Tours Unlimited LLC. A US and Mexico Based Company "independent Tour Operator" operating in Mexico under DBA "Group Bountiful de la Riviera Maya" S.A. de C.V. Cancun, Mexico.

[www.cancuntoursunlimited.com](http://www.cancuntoursunlimited.com) Will not be held responsible for any wrong information or omissions stated by reserved party (Purchaser), we assume no responsibility for incorrect dates, times, e-mail addresses or any other.

### **2- PAYMENT TERMS:**

Rates for tours all tours are quoted in US dollars based on individual travelers, groups and family packages. All tours are Limited Capacity and prices vary depending of the contracted tour(s).

### **3- PAYMENT METHODS:**

All major credit cards are accepted. For Official Booking, tour(s) must be paid in advance to secure and guarantee your spot. Once your reservation has been confirmed, full payment must be submitted through our online gateway located at PAY ONLINE in our website. Once you have completed payment process, you'll receive an Online Payment Confirmation & Booking Report via Email. We also process payments over the telephone and accept cash in person through our business office in Provo, Utah. For these visitors already are in Cancun or Riviera Maya Mexico, payments can be made ONLINE and/or over the phone.



#### **4- DAY TOURS FROM HOTEL & PRICING:**

- All tours and airport shuttle services require payment in full at time of booking, if the tour depart as scheduled it is considered a complete service. If you are NOT for the tour on time you will be considered as no-show and therefore you will be charged, in that case, you will lose your payment made. Prices for all tours cost depending of negotiable and agreed rates given by the sales person or tour operator upon inquiring and negotiating over the telephone or E-mail. Our Limited Capacity Tour prices vary based per groups or single travelers; all children of 12 years old and over pay as an adult, children from 5 to 11 years pay children rate, all children under 4 years old pay infants rate. In the case of children under 4 years old we will furnish a car seat for safe travel (upon request). All small group tours or private tours include: ground transportation from hotel lobby round trip, all passengers are fully insured during road traveling only, all tours are escorted by a professional licensed tour guide, admission fees to archeological site(s), Cenote (natural underground water sinkhole), and/or attraction parks (depending on the contracted tour), refreshments and meals provided in most tours and/or attraction/theme parks (depending on the contracted tour), refreshments and meals provided in most tours.

#### **5- DAY TOURS FROM HOTEL - CANCELLATION POLICY:**

Do not assume a tour service is cancelled by rain, only the operator can determine if a tour should be canceled or rescheduled due to the weather conditions.

- Due to the LIMITED CAPACITY of passenger availability for small group tours or private tours, a cancellation fee of 20% is charged when canceling once reservations and payment have been made and confirmed.
- If you cancel at least 7 day(s) in advance of the scheduled departure, there is 30% cancellation fee. If you cancel between 3 and 6 day(s) in advance of the scheduled departure, there is a 50 percent cancellation fee. If you cancel within 2 day(s) of the scheduled departure, there is a 100 percent cancellation fee.
- If your tour is cancelled by the tour operator for any reason including weather condition you'll receive a full refund or be able to reschedule your tour with no penalty Our office contact toll- FREE number 1 (886) 252-0896.



## **6- THEME PARKS - ATTRACTIONS**

All reservation of tours involving theme & attraction parks are non-refundable due to the parks cancelation and refund policy if canceled. Only change of dates can be offered up to a maximum of 180 days after the original scheduled tour date. Rescheduling prior to the tour date must be done maximum 7 days before the actual tour date and is subject to availability and capacity on behalf of the parks. All above mentioned is subject to the following parks: Xel-Ha Nature Park, Xcaret, Xplor Adventure Park, Xenses, Selvatica Jungle Park, Akumal Bay Snorkeling, Yal Ku Lagoon, Xenotes Park, Xochimilco Dinner Park, and Dolphin Discovery.

## **7- TOURS FOR CRUISE TRAVELERS- CANCELLATION POLICY:**

Payments are not refunded due to client cancellations. (1) Payments are fully refunded due to Ships not calling port for any reason, or due to (2) Excursion Operator's cancellation due to inclement weather. Refunds will not be honored for any reason once Excursions have commenced. Payments are non-refundable with the exception of the two reasons listed above. Cruise Liners Excursions cancellations do not reflect our operational capabilities, if your Cruise Liner has cancelled their excursion it will not mean that our excursion of the same type is cancelled. If your Excursion was cancelled by the Operator due to inclement weather or your ship did not call port your reservation deposit will be refunded in full. The deposit refund is obtained by replying to the original reservation E-mail received for the excursion. Due to the LIMITED CAPACITY of passenger availability for small group tours or private tours, a cancellation fee of 20% is charged when canceling once reservations and payment have been made and confirmed. Cancellations are honored two weeks prior to your reserved excursion date and payments will be 80% refundable. Cancellations with two weeks or more notice must be submitted in writing at [info@cancuntoursunlimited.com](mailto:info@cancuntoursunlimited.com) If cancellations are not received in two weeks prior to the reserved excursion date, the full charge for the excursion will be charged with no obligation of any refund.

## **8- TOUR ITINERARY AND CHANGES:**

Due to there is a Limited Capacity in all tours, Cancun Tours Unlimited LLC reserves the right to cancel or reschedule the tour service in the event of insufficient number of people reserving the same tour(s) on the same date(s) for all small group tours. In order to perform a scheduled small group tour, a minimum of 3 people is required to complete the service. (1) Tour service can be rescheduled for a different date, for the same tour(s) or similar in cost for tour(s) contracted originally. (2) Tour service can be



rescheduled for the same date, for similar tour(s) and similar price contracted originally. Cancun Tours Unlimited LLC also reserves the right to alter the dates, agreed prices and the itineraries of official booked tours at its discretion. Some of the reasons may include, but are not limited to, the unavailability of tour service, increase of prices by vendors or any other reason deemed necessary and appropriate by Cancun Tours Unlimited LLC. All prepaid bookings are only valid for the contracted tour date/s specified on the Confirmation & Booking Report document received by Email. Any tour rescheduling requested by the customer is subject to availability and approval by the tour operator; an additional cost may apply and prices may vary depending on the calendar season.

**9- LIABILITY DISCLAIMER:**

Cancun Tours Unlimited, its employees, and its tour guides shall not be liable or responsible for any loss, injury, inconvenience, illnesses, death or damage incurred or sustained during the tour. With the purchase of your tour(s) you agree to voluntarily participate in the tour at your own risk. Without limitation or waiver by Cancun Tours Unlimited, you expressly agree to hold Cancun Tours Unlimited its employees, and its tour guides harmless from any loss, injury, inconvenience, illnesses, death, or damage incurred or sustained from any of the following events or incidents: strikes, revolts, wars, riots, insurrections, criminal acts, natural disasters, closures of airports or hotels, acts of governments or other authorities, theft, pilferage, epidemic, quarantines, customs regulations or improper passports, visas or other documents although Cancun Tours Unlimited complies with the Mexican Federal Tourism Law of Transportation and fits all the requirements to fully insure all passengers during road traveling.