



## General Terms and Conditions.

### General:

- All rates are subject to variations, availability and reconfirmation by the different hotel and land providers, until full payment for the reservation has been made.
- In general, hotel check-in time: 3:00PM, check-out time: 12:00PM (varies depending on the hotel).
- We are not responsible for changes in itinerary caused by attraction closures without prior notice.
- If you require a change of dates for any service, it will be re-quoted and prices may vary. The same price is not guaranteed for other dates.
- The prices expressed here are based on the number of passengers mentioned above.

### Payments and Cancellations:

- Payment methods to ONTASKNET SA DE CV, at the exchange rate of the agency day. Please verify the amount and bank account with your travel advisor before making any payment.
- Cancellation policies vary according to each service.
- Initial deposit is non-refundable and 100% applicable to the entire trip selected.
- Monthly payments without interest generate an additional charge depending on the total amount of financing.
- If you require an invoice for services, please notify us by the 20th of the month and the corresponding VAT must be paid.
- Proof of payment must be sent to verify receipt.
- Trips abroad do not generate VAT. If you require an invoice, you will be provided with a receipt/invoice without VAT.

### Transportation information:

- Pre-purchase flights, NON-REFUNDABLE.
- It is necessary to send a photo of official identification (Passport) to issue flights.
- Airfare is subject to change until the time of purchase.
- Once the flight is issued, if a date and/or route is required, it will be re-quoted and additional charges may apply.
- Penalties for changes, cancellation and/or refund of airline tickets vary depending on the airline, based on an amount of USD 100 + VAT and increasing depending on the change.
- Name changes generate additional charges, they vary by airline.
- ONTASKNET SA DE CV will not be responsible in case of delay or loss of luggage.
- ONTASKNET SA DE CV will not be responsible if the client misses the flight.
- ONTASKNET SA DE CV will not be responsible if the airline cancels the flight, changes the schedule or/or date of flights already issued.
- ONTASKNET SA DE CV is an intermediary in the management of services for which it will not be responsible if the airline cancels, modifies or oversells the confirmed flight.
- The rates expressed in this quote are per person. All airline ticket quotes, regardless of origin, route or destination, are subject to change without prior notice and to the conditions established by the airlines. Any reservation request will remain subject to class availability at the time of confirming spaces.
- ONTASKNET SA DE CV will not be responsible if the airline changes or modifies the assigned or purchased seats.
- Vehicle transportation: For transportation, recent model vehicles with capacity for the indicated number of passengers will be used. One piece of luggage (checked suitcase) and one carry-on bag may be transported per



person. Those passengers who carry more luggage run the risk of having to send the extra pieces by another means of transportation, causing an additional expense for the client.

#### **Travel documents**

- It is necessary that the passport be valid for a MINIMUM OF SIX MONTHS, starting from the date of return from the trip.
- To process visas, it is necessary that the passport has at least two blank pages with the heading "VISA" for the country to visit.
- ONTASKNET SA DE CV is not responsible if the embassy or corresponding authority denies the visa or entry into the country to the passenger.
- It is the responsibility of each passenger to process the visas and entry requirements of each country. ONTASKNET SA DE CV will not be responsible if a passenger does not have the necessary documents to enter each country.