



Privacy

THE CLIENT acknowledges that ONTASKNET SA DE CV is an intermediary between THE CLIENT and the providers of the services that are contracted by virtue of the Confirmation, including land, air, hotel, restaurants and in general all those that are indicated in the documents that They are issued for the services, indicating, but not limited to, tickets, coupons, vouchers or redeemable documents. The services will also be subject to the terms and conditions specified by the contracted service providers such as charges for cancellations, missed flights, lost luggage, refunds, etc. THE CUSTOMER also recognizes that the services will be provided by independent providers who do not act on behalf of ONTASKNET SA DE CV or its subsidiaries, affiliates, controllers or representatives.

PERSONAL DATA PROTECTION. In compliance with the provisions of the Federal Law on Protection of Personal Data Held by Private Parties, both parties agree that the data obtained as a result of the execution of this contract, by virtue of the services provided or any type of contractual relationship that arises between the parties, will be treated confidentially in accordance with the Law and will be used only for the purposes that have been agreed upon. However, THE CLIENT authorizes ONTASKNET SA DE CV to share the data obtained as a result of the execution of this agreement to the subsidiaries, subsidiaries, affiliates and controlling companies of ONTASKNET SA DE CV, as well as for audit purposes to internal Auditors and external.

THE CLIENT acknowledges that ONTASKNET SA DE CV will not be responsible for the CLIENT's failure to appear and use the trip/circuit or provision of the contracted services, whether due to fortuitous causes and/or force majeure, including, but not limited to, health contingencies, border closures, confinements forced by authorities, war situations that decree a state of alarm or similar, epidemics, strikes, etc., so the provisions for cancellations and modifications will be followed, and the refund to be requested may be inadmissible. The expenses generated after a state of alarm is declared in a destination within the contracted itinerary are the responsibility of the passenger, but ONTASKNET SA DE CV will collaborate as far as possible for an effective return.

ONTASKNET SA DE CV will not be responsible for the loss or misplacement of personal objects during the provision of services, so it is the total responsibility of the client and/or users, the safety of the things they carry with them during the circuits, land transfers and flights, without being able to demand any amount from ONTASKNET SA DE CV in case of losing your belongings or valuable object in particular.

Travel insurance:

- It is recommended to purchase travel insurance. Please consult with your consultant.
- Each client will be responsible for processing their refunds or claims directly with the insurance company, ONTASKNET SA DE CV will not be responsible for claims, ONTASKNET SA DE CV only acts as a sales intermediary for these.