

# Terms and Conditions Mexico amazing & Unforgettable

Welcome to our website. This is a technological tool of México Amazing & Unforgettable designed with the purpose of allowing the User to search, request and book tours. Destinations and packages of the different regions of the Country under a range of services with activities of all kinds and travel experiences.

## Terms

México Amazing & Unforgettable is the legitimate owner or authorized to market and use the Website with an email address and other offers that it makes.

By continuing to browse and use this website, you are conferred the status of Customer and agree to abide by and be bound by the following terms and conditions, which together with our privacy policy govern the relationship between México Amazing & Unforgettable and you in relation to this site. .

The acceptance of these Terms regulates the access and use of the Site and establishes a contractual relationship between the Client and México Amazing & Unforgettable. If the Client does not accept these Terms and Conditions, the Client cannot access or use the Site and México Amazing & Unforgettable may terminate these Terms or any of the Services concerning the Client or, in general, stop offering or deny access. To the place.

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México Amazing & Unforgettable reserves the right to take photographs and videos during the duration of the trip or part of it, and to use the photographs and videos for the promotion of México Amazing & Unforgettable services. By booking, trip users agree to allow their images to be used in such photos and videos as well as give feedback about their trip and quality of service provided.

This site may include links to other websites. If included, these links may be provided to the user for their convenience and to obtain more information. This does not mean that we endorse the websites. Mexico Amazing & Unforgettable has no responsibility for the content of linked sites. It is not authorized to create a link to this website from another website or document without the prior written consent of México Amazing & Unforgettable

The use of any information or material on this site is at your own risk and for the consequences of which México amazing & Unforgettable will not be responsible. It is the user's responsibility to ensure that any products, services or information available through this website meet their specific requirements.

The use of any image outside the scope of the promotion and commercialization of México Amazing & Unforgettable is prohibited. The use of any image from the site to market or represent any product outside of the one that Mexico Amazing & Unforgettable represents constitutes a violation of this agreement. All trademarks reproduced on this site without the prior written consent of Mexico Amazing Unforgettable or which are not its property are acknowledged on the website.

In the event that México Amazing & Unforgettable acts as an intermediary in services provided by Authorized Third Parties, the information on those services will be their responsibility, for which México Amazing & Unforgettable is not directly or indirectly obligated to carry out the Service and disclaims responsibilities for the Services or the development of the commercial relationship between them, being only a facilitator of information and commercial relationship between the User and Authorized Third Parties.

Neither México Amazing & Unforgettable nor Authorized Third Parties make any warranty as to the accuracy, timeliness, performance and completeness of the information found or offered on this site for any particular purpose. You acknowledge that such information may contain inaccuracies or errors and we do not disclaim liability for such inaccuracies or errors to the fullest extent permitted by law.

## **Conditions**

**Reservation Procedures.** The User, to request a reservation in any of the Destinations and packages offered on the Site, must complete the form indicated in the reservation space. The information requested is: Name, Email, Country of Origin, City of Origin, Contact Telephone, Adult companions, Minor companions (if considered), Destination, Package and Date to be scheduled. It is not necessary to indicate anything in the Total people or Available Places buttons (marked in yellow), the result will appear automatically.

Before pressing the Calculate Price button, please make sure that you have accepted the Terms and Conditions indicated here. If you do not accept them or forget this step, the reservation is automatically cancelled.

When you press the Calculate Price button, the information confirming the number of people, the Package, Destination, and the selected date will appear at the bottom, and it will indicate the price per person and the total cost of the trip.

By pressing the Reserve Now button and confirming, you will receive a message with your reservation code (automatically generated) and payment instructions.

**Reservation Confirmation.** Once we have your Travel Confirmation, the user has 48 hours. to make the payment of the reservation indicated in the message. The photograph of your deposit that you send to the mail of Mexico Amazing & Unforgettable will help the confirmation. If after 48 hrs. you have not made the payment, the reservation and the code will be canceled automatically, but you will be able to make another reservation.

If you have made the payment and sent the photograph of the deposit, the user will receive another email in response indicating the airline, the departure time, the ticket (QR to board for each companion), reserved seats, access door to the plane and the confirmation reception by our staff

upon arrival at the destination. From those moments, our staff will take you to the hotel and give basic instructions of the tour.

The reservation dates are subject to availability and if the quota is full, you will always have the option to select another date.

Reservation time programming. To ensure your place and that of your companions, Mexico Amazing & Unforgettable requires that you make at least 45 days in advance. This will make it possible to make flight reservations, purchase tickets to special events and archaeological sites, restaurant and lodging reservations, especially with security.

Cancellation of Reservation. If within those 45 days and you have made the payment, you have 15 calendar days to decide to cancel the trip, but accept that you will receive a 40% refund of the total because the reservation expenses indicated in the previous point have already been made and the 60% is considered compensation for expenses.

To cancel and receive a refund, you must first send an email to México Amazing & Unforgettable informing of your decision along with your bank details to make the return transfer. Once the transfer of 40% of the agreed total has been made, you will receive the bank deposit form in your mail that confirms the return and you accept that you have received it to your satisfaction and waive subsequent legal claims.

Cancellation After the Formalization of the Trip. México Amazing & Unforgettable must ensure all services that include, in addition to those indicated in the point (Reservation Time Scheduling), the payment of transportation, drivers, tourist guides, medical insurance expenses, special dinner service and folkloric ballet.

Due to the above, the deadline to cancel the trip with the right to a refund is 30 calendar days before the start of the trip. After the first 30 days in advance, if you decide to cancel your trip, you agree that there is no refund. 100% is considered compensation for expenses.

Both the sanction and compensation in the cancellation dated before 30 days and after 30 days will not be applicable when the client substitutes another person in his place. as long as it does not exceed the number of people included in the reservation and that you send an email notifying the change of people at least 30 calendar days before the start of the trip. In this case, the user will compensate Mexico Amazing & Unforgettable with 10% of the total trip of that person as expenses incurred to make the substitution on the flight.

Itinerary of the selected package. At Mexico Amazing & Unforgettable we do not send improvised itineraries. Our Tours system is designed so that from the Site you can analyze the itinerary to follow depending on the package you want. In the Destinations space you will see what characterizes us and the different destinations we offer. Upon entering each destination you will find the different travel packages and in each package the itinerary designed for that type of package. This advantage allows you to analyze which package interests you the most, avoid unnecessary and sometimes non-existent charges and above all, the certainty of what you will get in each destination and each package even before making a decision.

Package prices. The prices and rates are indicated in each Destination and each package on this Site. Consider that there are variations in value between currencies, so prices are subject to change until you confirm the reservation and make the payment. Remember that you have 48 hrs. to confirm and thus avoid variations in the price.

When making the payment of the selected package, you do not need to make extra payments (except for the change of name of a companion), you have already covered your entire trip.

Payment methods. The user can pay for his trip with electronic transfer.

Of the Services. There are conditions in the services offered by México Amazing & Unforgettable in all destinations.

Flight: Upon receiving your flight information, Mexico Amazing & Unforgettable is not responsible if the user does not arrive on time and misses his departure. It is important that you send notification to locate another flight, but the purchase of new tickets is at the user's expense.

Transportation: The transportation units used by México Amazing & Unforgettable are comfortable, safe and insured. Any damage to the units caused by the user is borne by the payment of the deductible.

Lodging: Your reservation includes lodging and breakfast. Any other service offered by the hotel and use of any, is the responsibility of the user. Also if the rooms suffer any deterioration caused by the user.

Tickets to special events: They are included for the user and their companions on their trip. Extra tickets must be paid by the user.

Purchase of Handicrafts: The staff at México Amazing & Unforgettable will support you in taking you to the best quality places in the manufacture of handicrafts, but the price is a direct deal between you and the artisan.

Medical Support: We have Travel Insurance for accident cases and it is included in the package. If the patient requires, in addition to hospitalization, treatment for serious cases such as heart problems, the medical service is at their own expense.

Food: Breakfasts and meals are included in the package during your stay and that of your companions. If you decide to go to eat somewhere else outside the itinerary, the expense is at your own expense.

Support in parcels: If you have made purchases especially of objects that can be delicate such as handicrafts, Mexico Amazing & Unforgettable promises to support you in the transfer and packaging of your articles, but the payment for the shipment is your responsibility.

## **Legal Foundations**

Acceptance of the Terms and Conditions. By accepting these Terms and Conditions, Users expressly waive any claim, demand or legal proceeding. before any Mexican or foreign authority against México Amazing & Unforgettable, as well as any person related to and affiliated with México Amazing & Unforgettable, including, without limitation, directors, attorneys-in-fact, representatives, administrators, employees and shareholders, present or past, for any act that arises, or may arise, from the use of the Site and the Services, or any services derived from such use.

Industrial Property and Copyright. México Amazing & Unforgettable authorizes its Clients to use the Site exclusively under the terms expressed herein, without implying that it grants Clients a license, authorization or any right other than those mentioned above, related to Industrial Property and Copyright of México Amazing & Unforgettable, understood as: the trademarks registered and used in

Mexico or abroad by México Amazing & Unforgettable; rights to inventions (patented or not), industrial designs, utility models, confidential information, trade names, secrets, commercial notices, reservations of rights, domain names; as well as all kinds of economic rights over works and creations protected by copyright and other forms of recognized industrial or intellectual property or that may be recognized by the corresponding laws.

Clients acknowledge and agree that México Amazing & Unforgettable is the rightful owner or has the necessary rights in the Site, including trade names, trademarks, service marks, logos, domain names and others of México Amazing & Unforgettable for being characteristics trademarks contained therein, whether those rights are registered or not. Anywhere in the world, those rights may exist and are protected by international copyright and industrial property laws and treaties. Therefore, Client agrees that the Mexico Amazing & Unforgettable Marks may not be copied, reproduced, modified, published, uploaded, posted, transmitted or distributed in any way. Except as set forth herein, Mexico Amazing & Unforgettable does not grant Customers any express or implied rights under any patent, copyright, trademark, or trade secret information. Clients acknowledge and accept that the Site and all its designs are and will remain at all times the property of México Amazing & Unforgettable.

Authorization of Comments. When Clients provide feedback to México Amazing & Unforgettable regarding the Site's functionality, performance (including the identification of possible errors and improvements), experiences and opinions of the services. In this case, the Clients, as a result of this, authorize Mexico Amazing & Unforgettable to use, without restriction, the comments expressed. Without this being considered as a moral right of the Clients to demand any participation or monetary compensation, or restriction in the use of such comments for the exploitation by México Amazing & Unforgettable.

Digital Form, Electronic and Printed Communication. The Client accepts that the agreement with México Amazing & Unforgettable is the Digital, Electronic or Online format, where it will suffice to express their will by accepting the Terms and Conditions, as well as to provide the personal data, the information requested on the Site and the travel reservation, without the need to sign any document. Likewise, the client accepts that a printed version of these Terms and Conditions and any communication sent and received electronically will be admissible as evidence in any judicial and administrative proceeding.

Modification and Update of the Terms and Conditions of Use of the Site. México Amazing & Unforgettable reserves the right, at any time, to modify and update the terms and conditions of use of the Site. If any item contained in these Terms and Conditions is found to be ineffective, inappropriate or unenforceable, it may be severed from the body of this Terms and the remainder shall continue in full force and effect to the fullest extent permitted by law.

Applicable Law and Jurisdiction. In everything related to the interpretation and fulfillment of the present, the Client agrees to submit to the federal legislation of Mexico and to the jurisdiction of the competent courts in Mexico City, waiving any other jurisdiction that, due to their present or future domiciles, may correspond to them.

Final Agreement. The client acknowledges and accepts that México Amazing & Unforgettable has made available all the information necessary to understand the scope and characteristics of the Site and its Services. Therefore, you declare that you have analyzed the characteristics of the Site and agree with it.