

## Terms and conditions

These policies set out the terms and conditions under which you can use our website and services offered by us. This website offers visitors various transfers and services, in various destinations in Mexico. By accessing or using this website, for the contracting of our services, you approve that you have read, understood and agree to be bound by these Terms: To use our website and/or receive our services, you agree to be at least 18 years of age and/or the legal age of majority in your jurisdiction and/or have the legal capacity to understand the scope of these Terms as a binding agreement.

In the event of using this website and/or receiving services without being legally eligible according to the regulations of the country of origin, ZAMO TRANSFER itself and its legal representatives, owners, partners and/or any other member or participant of this website, is not responsible to the contracting party for failing to comply with the provisions of the same.

Rates apply only on the day you quote them and for the requested destination, otherwise rates may vary. Availability cannot be guaranteed until full payment for the service is received. Any changes or cancellations of reservations, please contact us as soon as possible, by email at [contacto@zamotransfer.com](mailto:contacto@zamotransfer.com) or the numbers indicated on this page. Any changes to the reservation are subject to availability and possible changes in rates.

The request for changes must be requested 5 hours before your pick-up time and within customer service hours from 8 am to 08:00 pm, if you do not comply with the stipulations, it will be subject to availability and extra charges.

The provider of the service contracted through this page is responsible for the services it provides, and will be the only one that may cancel the activity without prior notice according to weather conditions, in accordance with the regulations and restrictions of the competent authority of each activity in the State or judicial demarcation contracted, without this giving rise to an economic refund of the payment made. but also the feasibility of being able to reschedule the service for a later date.

When the plane arrives and hits the door, the estimated waiting time is 1 hour for domestic flights and 2 hours for international flights. After the estimated time, the no show is held.

The transfer will be only from the meeting point to your destination, courtesy of a maximum stop of 10 minutes. For additional there will be an extra cost. You will be entitled to a Car Seat, if you want to hire another one it will cost \$300MXN.

If you or a member of your party causes physical or cosmetic damage to the interior or exterior of your driver's car, we will assess a fee and charges for damage. \$350 MXN.

Small amounts of liquid spills inside the car such as coffee drops, grease from food, or other beverages, sand, or dirt on floor mats. \$700 MXN. Major soiling, usually body fluids such as vomit, paint, or large amounts of sticky or staining liquids, chewing gum, and other sticky materials outside the vehicle that require exterior washing.

In case of requiring open hours service, the cost will be available to the agency.

The driver or agency will not be responsible for any personal property of the passenger that is left or lost during the trip. If we can find a forgotten item while you're in the area, shipping fees will apply.

## **Términos y condiciones**

Each provider has its own regulations for the provision of its Tourist Services, Travel, lodging, Transportation and/or any service contracted on this page.

To the fullest extent permitted by applicable law, in no event shall ZAMO TRANSFER be liable for any indirect, punitive, incidental, special, consequential, or exemplary damages, including, but not limited to, damages for loss of profits, goodwill, use, data, or other intangible losses, arising out of or related to the use of or inability to use the service, likewise, ZAMO TRANSFER assumes no responsibility for: (i) errors or inaccuracies in content; (ii) personal injury or property damage, of any nature whatsoever, as a result of your access to or use of the contracted services and; (iii) any unauthorized access to or use of our secure servers and/or all personal information stored therein.

We reserve the right to modify these terms without notice in accordance with the provision of services and/or suppliers at our sole discretion. Therefore, you should check these pages periodically. Your continued use of the Website or our Service after such change constitutes your acceptance of the new Terms. If you do not agree to any of these terms or any future version of them, do not use or access (or continue to access) the Website or the Service.

You agree to receive messages and promotional materials from us via email or any other contact form you provide to us (including your phone number for calls or text messages). If you do not wish to receive such promotional materials or notices, simply notify us at any time via email to our single, official email account.

These Terms, the rights and remedies provided herein, and any and all claims and disputes relating thereto and/or the services, shall be governed by, construed and enforced in all respects solely and exclusively in accordance with the internal substantive and adjective laws of Mexico, specifically as governed by the Codes of Affiliation to the State of Quintana Roo. All claims and disputes shall be filed and you agree that they shall be decided exclusively by a court of cited jurisdiction. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.