

POLICIES

CANCUN AIRPORT TRANSFERS

ARRIVAL TRIP

For transportation of domestic arrivals, the waiting time is one hour.

For transportation of international arrivals, the waiting time is one hour and thirty minutes. If your flight is delayed or canceled, flight changed or flight missed, IT IS IMPORTANT TO INFORM US IMMEDIATELY, with the agent you contacted the day before or the number that appears at the end of your reservation. If you DO NOT REPORT, a refund for the service cannot be issued. Stay in touch with our Customer Service at all times upon arrival from Cancun airport.

Note: After the second delay, the service will be automatically canceled and the refund will be issued accordingly within 2 to 3 business days.

Once passengers arrive at the aforementioned meeting point, the vehicle entry time is fifteen minutes (00:15:00), since the units rest in a special area established by the airport itself.

The waiting time may extend from fifteen minutes to an hour due to factors such as traffic, demonstrations, partial road closures, high seasons, among others, which are beyond our control.

We want to inform you that to ensure a smooth travel experience for you and your loved ones, it is important that you notify us in advance if your friends or family are traveling on separate flights. (this additional entry to another terminal generates an additional cost of \$15.00 USD without negotiation). Your previously contracted service only includes entry to a terminal. The unit will enter until everyone is gathered at the meeting point.

If you book a last-minute service, keep in mind that the waiting time can last up to an hour, while the nearest unit arrives.

If you choose to pay at the time of boarding (CASH PAYMENT), bring the exact amount, since our Welcome Staff is not authorized to take money from other service payments.

To ensure the security of your personal information, at Cancun Airport Transfers we have implemented additional measures. We ask that you show identification to be able to board the vehicle. If you do not have identification on hand, you will need to show your reservation or the previous conversation with your agent, where the name of the company must appear.

This measure has been established for the sole purpose of confirming that we are dealing with the correct person and protecting your privacy. We want to assure you that your personal information is treated with the utmost confidentiality and that at no time will it be used for profit or shared inappropriately.

We appreciate your understanding and cooperation in this matter, as these measures are designed to ensure the safety of our customers.

We are here to help you with any questions you may have regarding this.

DEPARTURE TRIP

For international flights, it is recommended to arrive at the airport at least three hours (3:00:00) before departure time. In the case of domestic flights, a minimum of two hours (2:00:00) before departure time is suggested.

One day before, our Customer Service will contact you to confirm the details of your departure and suggest a suitable time, considering the season or official announcements. This is the time when you can make changes to the date and location. Cancun Airport Transfers will not be responsible for inconveniences or missed flights if you decide to arrive later than the suggested time or if there are partial street closures, demonstrations, bad weather, etc., that prevent your arrival at the airport.

NOTE: The pick up location cannot be changed on the same day of your service.

If your airline has made a change after confirmation, you must send your agent the capture of the email showing evidence of the change, only then can a reconfirmation of a new pick up be made.

It is crucial that the passenger complete the check-out process before the scheduled pickup time to prevent setbacks or interruptions in service. If you anticipate the need for additional time, we encourage you to contact your agent urgently to arrange such an extension. This additional service carries a cost, detailed and processed by the corresponding agent:

(X EXTRA HOUR)

Cancun Zone: \$35.00 USD (thirty-five dollars)

Playa del Carmen area: \$65.00 USD (sixty-five dollars)

Tulum Zone: \$100.00 USD (one hundred dollars)

(Other areas have different costs)

It is important to note that payment for additional hours must be made before boarding or through a link provided by your agent.

If you do not notify us of the additional time requirement, we cannot extend the waiting time without affecting other scheduled services, so no refunds will be made for the reservation in this case. We are here to address any questions or concerns.

In the lobby of the hotel, condominium, private home or Airbnb, the driver will wait up to fifteen minutes. For the first ten minutes, Customer Service will make a courtesy call. At minute fifteen, the waiting time has expired, and the unit will leave, marking the reservation as "no show".

The vehicle will only be boarded when all passengers are assembled and ready to depart within the stated time. We are not responsible for lost or forgotten items; It is important that the client check the unit carefully when descending. If you notice that you forgot something, notify your agent immediately so that the driver can take it and process the return (generates additional cost).

IMPORTANT INFORMATION: In case you have forgotten belongings, even if the unit has advanced one kilometer (1 kilometer), the additional cost will be applied, without any negotiation.

The driver is authorized to deny or terminate the service if the behavior of the passengers is inappropriate (taking drugs, damaging the vehicle, consuming alcohol by minors, urinating inside, smoking, having sexual relations, aggression, shouting, and other applicable cases). No refund will be made.

We would like to inform you of our policy regarding unusual situations that may affect the cleanliness and availability of our services. In the event that an adult or minor experiences episodes of vomiting inside the unit, spilled drinks or food, we will be forced to lower the unit to carry out a deep and exhaustive cleaning. This not only ensures hygiene and comfort for the next user, but also requires additional resources from our team.

Unfortunately, due to the nature of this situation, we are finding it necessary to apply an additional charge of \$100.00 USD (without negotiation) to cover the costs associated with specialized cleaning and loss of income during the time the unit is away. of service.

We understand that these circumstances may be unforeseen, and we appreciate your understanding and cooperation.

NO SHOW

"No show" applies to services that cannot be contacted, attaching evidence (photo and location) of the vehicle on site. If the client has not checked out, he must be aware of our policies (Departures), and we are obliged to desist.

OPEN SERVICE

For open services, the minimum open hours is three hours, (3:00:00) and the maximum is twelve, (12:00:00). If it is an extraordinary issue, contact the agent or our WhatsApp chats to reach an agreement.

In case you have contracted an Open Service and the established time limit has been exceeded. In accordance with our policy, an additional charge will apply for overtime.

(X EXTRA HOUR)

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Playa del Carmen area: \$65.00 USD (sixty-five dollars)

Tulum Zone: \$100.00 USD (one hundred dollars)

(Other areas have different costs)

We appreciate your understanding and are available to discuss any additional details or adjustments needed.

MEXICAN INVOICE

If you require invoices, it is important to call before making the purchase for personalized help, as this generates an extra commission. (COST + 16% VAT). If the reservation is made through the website, it will be impossible to issue an invoice since it enters directly as a sale to the public.

Cancun Airport Transfers is a legally established company with the highest standards of quality and service and provides you with worry-free service to and from the airport

CANCELLATIONS

You can cancel your reservation up to two days before the service with a 60% penalty. If the reservation is canceled on the same day, payment for the service will not be responsible.

For cancellations, please notify us at least two days in advance. For reservation modifications or updates, you must contact our reservations department or the agent who has contacted the passenger by phone or chat, one day before the service before 5:00 p.m. Drivers are not responsible for notifications or modifications to reservations.

If you have booked a service at the last minute and later request cancellation, you will be penalized 30% of the service, and the remainder will be made within one to five business days.

Our Contacts o Customer Service:

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+52 1 998 495 3657

Toll-free number from USA/Canada:

+1210757 0376

Email:

sales.transferscancunairport@gmail.com

MON to FRI: From 9:00 a.m. to 23:00 hrs.

SAT to SUN: From 9:00 a.m. to 20:00 hrs.