

Terms and Conditions

READ THE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE.

Transactions will be made through the Stripe gateway.

INTRODUCTION.- Welcome to the website taxicancunairport.mx, collectively referred to as the 'Site'. Your use of this Site is expressly conditioned upon your acceptance of these Terms and Conditions. By using this site, you signify your consent to the Terms and Conditions. taxicancunairport.mx reserves the right to add or modify the Terms and Conditions at any time. All terms added or modified will take effect at the time they are updated. The continuous use of this site even after the publication of the changes made to the Terms and Conditions will mean that you accept these changes. Please return periodically to this page to check any changes.

DEFINITIONS.- For all purposes of the Terms and Conditions hereby established, the following definitions shall be understood: LAND TRANSPORTATION SERVICE.- Company (taxicancunairport.mx) this last company for the purpose of marketing the services through the Islands of taxicancunairport.mx in centers or commercial plazas. Those who hire and / or act as intermediaries through their reservation services, for the benefit of a User-Tourist, regarding the tourist services provided directly by the Provider. (Hereinafter referred to as 'taxicancunairport.mx' indistinctly. taxicancunairport.mx, Web page of taxicancunairport.mx that acts as an intermediary and as a booking engine, offering the Tourist-User, through the Internet, the various tourist services provided directly by the Supplier. (Hereinafter referred to as the 'Site'). USER-TOURIST.- Person who travels temporarily and / or who uses the site taxicancunairport.mx, with the purpose of making use of the intermediation and booking engine of taxicancunairport.mx and with the ultimate purpose of enjoying any of the services provided directly by the Provider. (Hereinafter referred to as 'You'). PROVIDER.- Physical or moral person that provides direct tourist services to the User-Tourist, contracted, reserved or acquired by the latter through the intermediation and booking engine of the taxicancunairport.mx site.

DECLARATIONS.- You declare under oath of truth, appearing by your own personal right and / or through your legal representative, that you are a physical or moral person, of legal age, able, capable and with sufficient means or with sufficient economic to be obligated under these Terms and Conditions, as well as with interest in acquiring the intermediation and reservation services specified herein, and for that purpose it resorts to taxicancunairport.mx to the effect that it acts as a mere intermediary between you and the direct providers of tourist services.

You declare under penalty of perjury that you acknowledge that the services provided by taxicancunairport.mx and its Site consist SOLELY AND EXCLUSIVELY OF THE INTERMEDIATION BETWEEN YOU AND THE DIRECT PROVIDER OF THE SERVICES. (taxicancunairport.mx); declares (a) that it is a commercial company duly

incorporated in accordance with Mexican laws, and is also registered with the Tax Authorities with the Federal Taxpayers Registry. (b) That its address is located at "Calle Sendero del mirador No. 36 Ground Floor, Queretaro, QR C.P. 76060" (c) That its corporate purpose consists of the power to: Act as an intermediary for the reservation of spaces in the means of transport and to issue, on behalf of the transporters and in favor of the tourists, the corresponding tickets; serve as an intermediary between tourists and providers of transport services of any kind; reserve rooms and other related services for tourists in hotels and lodging establishments; provide tourists with reservation services for tourist attractions; serve as an intermediary between other providers of tourist services and other travel agencies; provide tourist information services and distribute advertising material of this nature that is for free distribution. (d) That for the purposes of these Terms and Conditions, it only acts as an INTERMEDIARY between You and the Providers of said tourist services, and that for such purposes, it has the technical and administrative capacity, as well as the necessary material and human resources to reserve, on behalf of and at Your request, the services referred to in these Terms and Conditions. (e) That based on the foregoing Declarations, it accepts these Terms and Conditions.

OBJECT.- The object consists of the INTERMEDIATION that will exist between taxicancunairport.mx, You and the Suppliers, where taxicancunairport.mx, for the purposes of these Terms and Conditions, will act solely and exclusively as an INTERMEDIARY, providing You through its Website. enunciative but not limitative way, the reservation service of ground transportation, and air; reservation in hotels and lodging establishments; reservation of tourist attraction sites; booking of travel packages; Among others, So, once the reservations are confirmed by taxicancunairport.mx containing the tourist services chosen by you (according to their availability), it will be concluded with the provision of the intermediation service by taxicancunairport.mx, since these services will be provided to you by the Suppliers directly.

USE OF THE SITE.- taxicancunairport.mx grants you a limited, non-transferable, revocable license to use this Site in accordance with these Terms and Conditions. You must use this site only to make or purchase legitimate reservations and you may not use it for any other purpose, including but not limited to making any speculative, false or fraudulent reservations. This Site and its content referred to in it, in a non-limiting manner: texts, paragraphs, statements, specific combination of words, letters or phonetic elements, graphics, button icons, trademarks, logos, graphic design works, photographs, commercial notices, patents, commercial method, specific combination of colors and forms, editorial material, printed formats, search formats, digital downloads, data compilations, source codes, software, etc. are the exclusive property of taxicancunairport.mx or have all the Licenses and Authorizations for such use, therefore You can not copy, reproduce, republish, upload, modify, transmit or distribute said content without prior written authorization from taxicancunairport.mx, except in the cases (a) in which you download to view and print the material contained in this Site or (b) download or print the material sent to your email by taxicancunairport.mx , in both situations you can only use it for your personal use, and the printed material must always include the legend '© 2025 taxicancunairport.mx All rights reserved', and any total or partial reproduction of the Site or any use of its content destined to the site is strictly prohibited. commercial profit You may not use any 'robotic', 'spider' or other automatic device, program, algorithm or methodology that has similar processes or

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AGE AND RESPONSIBILITY.- You state, regardless of your Country of origin, that you are of sufficient legal age to use this site and to subscribe to and be bound by these Terms and Conditions, as well as to be responsible for the legal obligations that bind you with any responsibility incurred by the use of this Site. You understand that you will be financially responsible for all your use of this Site and those who use it using your information to access it.

RESERVATION, PAYMENT AND CANCELLATION POLICIES

RESERVATION POLICIES.- The rates shown on the website are only valid at the time of your quote. The rates will apply for their respective charge, only in case of reserving the desired service, otherwise the rates may vary. A reservation is considered complete, when you have a confirmation number and the corresponding charge has been applied. At the time of booking, you authorize us in writing and / or verbally to use your credit card number to make your payment, and expressly confirm to know and accept these Terms and Conditions, as well as the privacy policy of taxicancunairport.mx. All reservations are subject to availability at the time of processing your request. Availability can not be guaranteed until full payment has been received. For some reservations (duly identified before filling out your contact details and credit card details), we must check availability directly with the provider's reservations department before being able to confirm them. taxicancunairport.mx asks you a maximum of 24 hours for such

verification of availability and confirmation. In order to avoid setbacks, you must print your corresponding coupon and present it at the time you request your paid service. If you wish to change or cancel your reservation, please contact as soon as possible, with your assigned Travel Advisor, mentioning your reservation number. taxicancunairport.mx suggests you read carefully the clause corresponding to CANCELLATION POLICIES. Any change of reservation is subject to availability and re-quotation of rates. For more information, you should contact your assigned Travel Advisor, mentioning your reservation number. All reservations confirmed in firm by taxicancunairport.mx provide a reservation control number which you must carry at all times.

PAYMENT POLICIES. - The amount corresponding to your taxicancunairport.mx reservation will be charged immediately to the credit card information you provide for this purpose, as long as the status of your reservation shows that it is confirmed, and will appear on your account statement with the legend : 'NAME OF THE ACCOUNT THAT TRANSACTS THE PAYMENTS' 'or with the equivalent legend to the Supplier, except in some reservations that include airplane tickets where two charges may appear. (a) The first for the cost of air tickets and (b) the second for the other reserved services, such as: Hotel, transfers, taxes, fees and others. These charges will be reflected with the caption 'NAME OF THE ACCOUNT THAT TRANSACTS THE PAYMENTS' or with the legend equivalent to the Supplier and the name corresponding to the 'AEROLINEA'. For the payment of your reservation, we accept Visa, Master Card and American Express credit cards. If you do not have any of these credit cards, you can send us a bank transfer. For more information, please contact one of our Travel Advisors. The rates published on our site are quoted in various types of currencies, which are duly specified at the time. Mexican Pesos will be charged in Mexican Pesos. In the case of any other currency, the amount of the transaction will be converted into US Dollars at the exchange rate in effect on the date of the transaction. Please note that the amount that will appear on your credit card payment receipt may vary up to three percent due to the international fluctuation of the currency exchange rate. taxicancunairport.mx is not responsible for such fluctuation. You acknowledge having been informed of the fluctuation of the exchange rate and agree to the corresponding charge in American Dollars. In case you require a tax invoice, please enter the link for electronic invoicing that is sent in your itinerary confirmation. It is worth mentioning that for tax reasons the invoices will be drawn up after generating the payment or after having enjoyed the reserved service (s).

CANCELLATION POLICY.- Any cancellation request must be informed by you in writing via email to your assigned Travel Advisor or by WhatsApp from our website at taxicancunairport.mx where the pickup time for transportation services, change of date for an activity (depending on availability) or change of day in the car rental will be made, since there are no cancellations but the change of date for the service can be.

taxicancunairport.mx then describes its general cancellation policies applicable to most hotels:

- Reservations canceled X days or more before the arrival date are subject to a charge of X% of the total amount of your reservation
- Reservations canceled from X to X days before the arrival date are subject to a charge of X nights.
- Reservations canceled from X to X days before the arrival date, or in case of not arriving, will not be refunded. Similarly, refunds do not apply for early departures.
- For the seasons of Christmas, New Year and Easter, the cancellation policies are different, if you want information about it, please contact one of our Travel Advisors.- In the cases in which

the refund proceeds in terms of These cancellation policies, the amount to be reimbursed will be reflected in your account statement within the next XX business days depending on the Banking Process, mainly the terms of your issuing Bank. For Cancellation of Tours Reservations and / or Land Transportation: At the time of booking, the cancellation policies applicable for the specific tour or ground transportation will be automatically displayed on the screen for your information. Next, taxicancunairport.mx describes its general cancellation policies, applicable to most tours and ground transportation services: • Reservations canceled X days or more before the date of service, are subject to a charge of X% of the total amount of your reservation. • Reservations canceled from X to 0 days before the date of service, or in case of not arriving, will not be refunded.

Terms and Conditions apply specifically to the quality and/or categories contracted for transportation, hotels, and car rental companies, regardless of the ultimate service provider, unless it is expressly agreed that these will invariably be provided by a specific supplier. In the event of a change in the direct service provider, the service will be provided by another of equivalent quality. If you use the service, it will be deemed that you have consented to said change, and no claim, compensation, or refund will be applicable. Once taxicancunairport.mx receives from you the amount for the contracted services, whether air, land, lodging, together (package) or any other, taxicancunairport.mx has your immediate authorization to issue, send or acquire the air tickets in your name, adhering to and accepting both taxicancunairport.mx and you the cancellation, issuance and sale policies of national and international airlines, the policies for issuing, issuing and sale of air tickets of IATA International and the Reservation and Cancellation Policies of this Site.

For bus cancellations, taxicancunairport.mx only has the capacity to cancel with provider X. For all other providers, the basic process for changes and cancellations is directly at the ticket office, at least 24 HOURS before departure. To make a bus change and/or cancellation, the customer requires: • Purchased ticket and official identification (with a copy) • Changes will apply to the service and passengers purchased • Changes are subject to bus availability • No discounted ticket changes (i.e., student, teacher)

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In case of hotel reservations, you agree to sign on the arrival at the reserved hotel establishment, the service contract or the corresponding registration card provided by that establishment.

ANTICIPATION OR LIQUIDATION OF THE AMOUNT.- Both parties agree that the payment of advances or settlement of the amount of services subject to these Terms and Conditions by you, as well as the use of coupons, tickets, courtesies, or any other document issued in your favor, implies full acceptance of these Terms and Conditions.

ADDITIONAL AGREEMENTS WITH PROVIDERS.- taxicancunairport.mx remains relieved from any liability arising from additional agreements and outside of the intermediation with taxicancunairport.mx that have been concluded between you and other direct providers of services, such as air and land carriers, shipping companies, cruises. , hotels, car leasing, etc.

SERVICES BY OR FOR THIRD PARTIES.- In the event that you contract the services of taxicancunairport.mx through the Site, on behalf of a different travel agency or of any third party, or else you hire them in favor of third parties, you agree that all of the aforementioned subjects will invariably be subject to these Terms and Conditions. In the event that you contract the services of taxicancunairport.mx on behalf of a different travel agency, or any third party, acting as intermediaries, taxicancunairport.mx disclaims any responsibility or problem generated by the breach of the intermediary or travel agency and in the same sense for data poorly provided by the intermediary or travel agency for the reservation of terrestrial, air, maritime, shipping and cruise services, or, for the negligence that this intermediary might incur by omitting information from the user-tourist or about the procedures for contracting, paying and canceling the services that are acquired.

DISCLAIMER OF RESPONSIBILITIES.- taxicancunairport.mx, as an Internet Travel Agency, provides services as intermediary booking agent between you and the provider or direct suppliers of the tourist services promoted on this site. taxicancunairport.mx establishes business negotiations within its own standards of quality and service, such as, but not limited to: hotel accommodation, ground transportation and other related tourist activities such as tours and excursions, choosing only the most qualified and prestigious providers From the market. However, since the legal nature of taxicancunairport.mx is solely and exclusively as an INTERMEDIARY and not as a direct provider of tourist services, taxicancunairport.mx does not assume or assume any responsibility generated from any relationship before you and the End Providers of Services and in turn You release taxicancunairport.mx on any liability in the event of any failure or lack of compliance by the Provider or Direct Providers of the tourist services, including without limitation any failure or compliance by the airlines, hotels, accommodation providers temporary, shipping companies and all types of vessels, water sports providers, car rental agencies, transportation agencies, tour operators, diving instructors, snorkeling instructors, golf instructors, dolphin swim instructors, fishing instructors, adventure sports and extreme sports providers, parq aquatic ues, ecological parks, and in general on any failure or lack of compliance on the part of all those tourist services that are provided directly by one or more suppliers and not directly by taxicancunairport.mx; However, taxicancunairport.mx may, at its discretion, provide you with contact information and / or address of the provider so that you may exercise the respective claim or via a claim that you consider necessary. taxicancunairport.mx, as a Travel Agency and INTERMEDIARY reservation agent, does not offer, nor offer any guarantee on the services provided directly by the Suppliers, nor guarantee the financial position thereof or any refund to You caused by any loss experienced as a result. of the financial condition of said Supplier, including without any limitation, the economic insolvency, or Commercial Contest in which said Supplier is declared. In the event that the Supplier fails to comply with any of its services, for which the payment has already

been made, the only recourse of the refund shall be processed directly before the Supplier that failed to provide its services, or may request Insurance coverage in the event it is applicable or before any other third party, unless the previous ruling is caused directly by taxicancunairport.mx. taxicancunairport.mx does not assume responsibility to You and You releases taxicancunairport.mx from all liability for acts, omissions or any type of complaint or dissatisfaction arising from the services provided by the direct providers of services on the Site announced, by virtue of taxicancunairport.mx has no control or legal relationship over its personnel, equipment, operation, advertising or assets. In those situations in which the Supplier fails to provide its services, you may attempt any recourse permitted by the applicable laws against the Supplier. taxicancunairport.mx guarantees that it has high service standards and will take special care in the selection of Suppliers to avoid any failure at all times.

Likewise, taxicancunairport.mx shall not be liable and you release taxicancunairport.mx from all liability with respect to: a. The veracity of the photographs shown on their Site, since they are only representative and do not guarantee that upon arrival, everything will be exactly the same as it is shown on them and on the Site it describes; since they are provided by the direct suppliers of the service, for which its veracity is the sole and exclusive responsibility of the suppliers and any claim about alleged misleading advertising. You acknowledge that you must do it directly to the suppliers because you are not taxicancunairport.mx responsible for said images with full knowledge of you from the moment you hire your tourist service. b. The category of stars assigned to hotels and services, since they are based on the interpretation of taxicancunairport.mx and Direct Service Providers and may differ from the categories reported elsewhere; c. The descriptions of the travel services are updated by taxicancunairport.mx to your best knowledge, but they do not guarantee that everything will be exactly the same as your arrival; d. Any type of failure by you to obtain the required documentation for your trip such as, but not limited to, passports, visas, vaccinations, permits, certificates, etc. and. Any type of failure on your part to follow the travel instructions including, but not limited to, airport departure times, hotel check-in and check-out times, coupon redemption policies etc; F. Due to lack of financial conditions on the part of the Supplier to provide the service, in the event that the supplier of the final service declares bankruptcy or bankruptcy and / or insolvency in strike, temporary or definitive suspension of activities according to the Mexican legislation or of the countries where the service provider is located and that due to said causes or any other similar one must stop providing the service, you agree that you will have to request the refund of the amount paid directly to the provider, since , the final provider of the service is the one who has the amount paid by you. g. Regarding the terms and conditions and / or policies of the direct service providers. taxicancunairport.mx will not assume any liability and you release taxicancunairport.mx from all liability, as well as any claim, cost, expense or loss that you may suffer including any personal injury or injury to third parties, accidents or death, personal property damage, loss of amusement, anger, disappointment, anguish or frustration, either mental or physical, provided they are the result of: I. Any failure or fault on the part of the direct Provider in providing the service. II. Any failure or lack by you at the time of enjoying the contracted services. III. Any failure or lack of you to observe or comply with the terms and conditions, policies, instructions, recommendations, security measures, etc. of the final service providers. IV. Cases of force majeure or fortuitous events such as: strikes, delays, earthquakes, wars, hurricanes, snowfall, and in general any other legal or natural event that is unpredictable and that is not attributable to

taxicancunairport.mx. V. Acts or omissions of any other person than taxicancunairport.mx VI. Illness, theft, labor disputes, mechanical failures, quarantine, government actions, weather, or any other cause beyond the direct control of taxicancunairport.mx VII. Badly understood by you regarding the terms and conditions in which the service will be provided, since you understand that the only ones that will govern are those present and not any other that you believe to have received orally or by telephone by any person, that those who will rule will always be those you received in writing and these will be valid at the time of making your reservation. VIII. At the insistence of you to make any type of trip, tourist activity, take a tour, excursion, take any type of air, land, sea and any type of transportation, under precarious health conditions or that are not optimal for the development of such activities, as well as the development by you of any type of extreme sports or activities that may involve any danger and that were carried out under your full knowledge, or when you suffer from some type of illness, medical condition, disability, some type of allergy, find under medical medication or prescription, indications of rest and / or all those medical conditions that at your own risk were omitted and that could result in a deterioration of your health at the moment of performing said activities under cause, under such circumstances always will be considered were made at your own risk, releasing you to taxicancunairport.mx with respect to any Any complaint, claim, complaint, disagreement, reward, compensation, compensation, claim for direct, indirect, punitive, courtesy, etc., arising from any incident caused during the development of any service or activity and any future event arising from the initial incident for any of these causes. IX. Any other event that is not under the direct control of taxicancunairport.mx. Any claim or notification in writing against taxicancunairport.mx must be received no later than fourteen (14) days after the return of your trip; taxicancunairport.mx reserves the right to refuse or carry out a commercial operation with a User-Tourist at any time; taxicancunairport.mx reserves the right to cancel or change travel services at our discretion, but will try to replace them with comparable services; You will be responsible for verifying that the final Provider has special services such as access, amenities and services for people with different abilities, physical or otherwise, which is suggested to you prior to making your reservation. You will be responsible for reading and abiding by the terms and conditions and / or policies of the final service providers. The total refund will not be appropriate in situations in which the trip has to be canceled, interrupted and / or postponed by taxicancunairport.mx for reasons beyond its control (causes of force majeure, such as, but not limited to, weather, hurricane, earthquakes, acts of terrorism, strikes, bankruptcy or bankruptcy proceedings, suspension of activities, etc.) and in which the contractual obligations of taxicancunairport.mx with its suppliers do not allow it to obtain reimbursement of the amount paid or to be paid to the Provider on behalf of the client. In any case, at the discretion of taxicancunairport.mx, 10% of the total amount paid for the reservation may be retained as administrative expense. Despite the close communication established by taxicancunairport.mx with the Suppliers advertised here, there is a possibility that the validity of some prices may have expired or come from information erroneously or inaccurately provided by said Suppliers with which our database is fed. Notwithstanding this, taxicancunairport.mx takes the precaution of verifying the rates that apply with each reservation. In case the correct price is less than the quoted amount, taxicancunairport.mx will apply the lower amount. In case the correct price is higher than the quoted amount, your assigned Travel Advisor will contact you in due course, informing you of the correct amount or registering the cancellation of the

reservation at your request for not agreeing with the increase in price, expressly disclaiming taxicancunairport.mx and its Suppliers of any liability or compensation payment for inconveniences caused by such cancellation. In the event that the contracted services can not be partially or totally provided by the Supplier, taxicancunairport.mx may only on certain occasions manage on your behalf the refund of the amount that is applicable, with taxicancunairport.mx being relieved of any responsibility or commitment greater than the cases in which the refund for the total or remaining amount is not reimbursed by the Supplier. In the event that due to any error or manipulation by you of the taxicancunairport.mx system, an amount that is illogically less than the commercial value of the service offered is obtained, unless it is expressly offered as an extraordinary offer or as a promotion for being a frequent customer, taxicancunairport.mx may notify the client-tourist the true and real price before the service, so that the client decides if he wants to keep his reservation and if not, he accepts that the amounts he has paid are reimbursed in the same payment method that you have made, without responsibility for taxicancunairport.mx.

Demarcation 'US Citizens' /Cuba.- If you are a citizen of the United States of America (USA), or a company controlled or under the ownership of a US entity, and therefore the program administered by The Cuban is applicable to you Assets Control Regulations ('CACR'), and under the 31 CFR rule § 515, or it is forbidden to acquire tourist services to Cuba. In case of acquiring any tourist service to Cuba from those offered on this site, you declare and will be responsible for having all the requirements set forth in said rule and / or any applicable law, norm or regulation determined by EUA for that purpose and / or the Department of Treasury's Office of Foreign Assets Controls ('OFAC') TERMINATION.- taxicancunairport.mx may terminate these Terms and Conditions and / or any of its services at any time without the need to notify or notify such termination. , for any reason or reason, including for any inappropriate use of this site or your breach of these Terms and Conditions. However, such termination will not affect any right or obligation contracted by taxicancunairport.mx before you once a reservation is confirmed. ASSIGNMENT.- You may not assign, subcontract, or delegate your rights, obligations or duties hereunder contracted.

DIVISIBILITY.- These Terms and Conditions will continue to be divisible. In the event that any term or Condition is considered prohibited or unenforceable, such provision will nevertheless be mandatory and such determination will not affect the validity and enforceability of any other remaining provision.

TITLES.- The titles used in the Terms and Conditions are only used for their convenience and will not limit or otherwise affect the content of the Terms and Conditions set forth herein. TOTAL AGREEMENT.- These Terms and Conditions, which are included herein, or to which reference is made, constitute the total and complete agreement between the parties in relation to the object herein established, and supersede any previous agreement or contract made between the parties. (whether oral or written) that is related to the same object, and will not be amended or modified except in writing or making such amendments or modifications available on this site.

APPLICABLE LEGISLATION.- These Terms and Conditions shall be governed by the laws of the state of Quintana Roo. You declare that you know the scope of this Contract, whose Terms and Conditions are the faithful expression of your will and submit to the

case of non-compliance or interpretation to the competence of the Federal Consumer Procurator, in the administrative way, as a conciliatory instance, to resolve the differences that may arise and if they persist You agree to submit to the jurisdiction of the Laws and Courts of Cancun, Quintana Roo, Mexico, under your exclusive jurisdiction, in turn waiving any other jurisdiction that by reason of their present or future addresses or by the location of their assets or by their nationality could correspond. To the extent permitted by the law of application, no complaint, claim or cause of action that is related to your access or use of this Site must be submitted after the expiration of one (1) year following the date on which such complaint , claim or action has been filed or the purchase has been completed.