

**POLICIES:**

Rates listed are exclusively valid for the inquiry date. They are subject to change and will only be honored as shown on the website if the service requested is confirmed by means of charge to your credit card and you receive a confirmation number.

Upon making a reservation it becomes necessary for you to give your authorization, written and/or verbal, to run the corresponding charge on your credit card and by doing this you also declare to have read and have full knowledge and understanding of our Reservation and Payment Policies, Disclaimer and Cancellation Policies. All reservations are subject to availability existing at the moment of your request. No confirmation can be issued until full payment for the requested service has been made. In some cases (which are duly marked for you to easily identify them before filling out contact information and credit card number fields) it will be necessary to check availability directly with the service operator before a confirmation can be issued to you. Please note that this verification and confirmation process may take up to, and never more than, 24 hours.

In order to avoid inconveniences, please make a printout of your reservation voucher and have it ready for check-in to the reserved service. Should a change to a confirmed reservation be needed, please contact [info@aquafun.com.mx](mailto:info@aquafun.com.mx) or your assigned Travel Consultant and have your reservation and/or confirmation number handy. We strongly suggest reading the CANCELLATION POLICIES section hereinafter. Any changes are subject to availability and rate adjustments when necessary. Our CANCELLATION POLICIES are applicable at all times without exception.

**PAYMENT POLICIES:**

The amount corresponding to your reservation will be immediately charged to your credit card, provided it has a confirmed reservation status. Please bear in mind that your credit card billing statement will show our company "Operadora de Negocios de la Laguna SA de CV" responsible for the charge.

PAYPAL accepts VISA, MASTERCARD and AMERICAN EXPRES. We will be also be glad to accept your wire transfer as an alternative form of payment. Please contact [info@aquafun.com.mx](mailto:info@aquafun.com.mx) for further details.

The currency in which service rates are quoted on the website may be other than US dollars or Mexican Pesos, in which case the specific currency will be readily specified for your easy identification. Mexican pesos rates will always be converted into US Dollars and the exchange rate prevailing on the transaction date will be applied. This movement may cause a variation of up to 3% above the international fluctuation index for currency exchange and such difference will show on your billing statement. [www.aquafun.com.mx](http://www.aquafun.com.mx) cannot be held responsible for this variation and upon accepting the PAYMENT POLICIES you acknowledge to have been informed of the exchange rate fluctuation and declare your agreement to the corresponding charge being made into US Dollars.

**DISCLAIMER:**

[www.aquafun.com.mx](http://www.aquafun.com.mx) provides its services according to international quality standards and is a reputable supplier for these services. Our liability is limited to our tariffs and conditions of service

[www.aquafun.com.mx](http://www.aquafun.com.mx), herewith declares that all photographic material published on its website is intended to render a general depiction of the service in question and by no means can be guaranteed that the service will be supplied exactly as depicted.

[www.aquafun.com.mx](http://www.aquafun.com.mx) will not assume liability for any claims, costs or expenses arising from personal injuries to the client or third parties, or caused by accidents, fatalities, loss or damage to personal property, lack of enjoyment or claims over emotional and mental states such as upset, disappointment, anguish, distress or frustration, or any other damage, whether physical, mental or emotional, arising from the following:

- (a) Acts committed or omissions caused by any party other than [www.aquafun.com.mx](http://www.aquafun.com.mx), or its employees.
- (b) Illness, theft, labor disputes, mechanical failures, quarantine, Government actions, weather or port declared closed by authority or any other circumstance beyond direct control of [www.aquafun.com.mx](http://www.aquafun.com.mx).
- (c) The client's failure to comply with service rules and instructions such as, but not limited to, schedules, and original voucher redemption policies.
- (d) Changes to, or cancellation of, the services offered, notwithstanding the reason. [www.aquafun.com.mx](http://www.aquafun.com.mx), reserves the right to cancel or change the services at its discretion, but will try to substitute them with comparable services. If a reservation must completely be canceled, [www.aquafun.com.mx](http://www.aquafun.com.mx) liability will be limited to a refund of all the amount paid to [www.aquafun.com.mx](http://www.aquafun.com.mx).
- (e) A full refund will not be granted by [www.aquafun.com.mx](http://www.aquafun.com.mx) in situations when a service must be interrupted, postponed or cancelled for reasons beyond its control (acts of God such as bad weather -including hurricanes, earthquakes or war, acts of terrorism or else), neglect behavior, equipment abuse or inability of the operator, circumstances under which [www.aquafun.com.mx](http://www.aquafun.com.mx), is not allowed to obtain full refund from service operators in view of specific contract terms. In order to cover book-keeping and administration services, [www.aquafun.com.mx](http://www.aquafun.com.mx) will be thus entitled to up to 10% retention upon the total amount paid by the client for his/her reservation. [www.aquafun.com.mx](http://www.aquafun.com.mx) will also be released from any responsibility towards compensations that the client may claim and will not be considered liable for any inconveniences arising from the said rate difference and/or cancellation.



**CANCELLATION POLICIES:**

All cancellation requests must be addressed in writing to [info@aquafun.com.mx](mailto:info@aquafun.com.mx) or by your Travel Consultant with the reservation number as the basis reference.

In case of tour reservations:

At the moment of reserving, specific cancellation policies by the tour to which you are reserving will automatically be displayed for your information. The following are general cancellation policies which are applicable for our listed tours:

- Cancellation requests made 3 (three) or more days prior to the confirmed service date and schedule are subject to a 10% penalization on the total amount paid for the reservation.
- Cancellation requests within 2 (two) days to the confirmed service date and schedule or a “no-show” are 100% non refundable.