

OPERATION CONDITIONS

1. Changes to Your Scheduled transfers or excursions:

Changes to originally scheduled time, date or excursions can be made without any additional fee, as long as hotel and number of people remains the same and the schedule and notify the necessary changes 24 hours in advance.

2. Cancellation of Reservations:

To cancel your transfer or excursion, a call or email should be received PRIOR 24 hours the day before in order to receive a full refund of your payment.

3. Changes Due to Airline Delays:

If you need to make changes to a scheduled reservation as a result of airline delays or cancellations, we will change your reservation accordingly without penalty. If your flight is delayed, you may ride the next available vehicle without penalty.

4. No-Show passengers:

Arrivals or departures will be charged a whole fare, on excursions there will be no refunds as well.

5. All changes to reservations, are subject to the availability of vehicles.

6. Passengers for Hotel-Airport transfers must be at the Boarding Location at least 10 minutes prior to scheduled departure time, if the vehicle is not at the boarding location by the scheduled departure time, please call the office immediately.

7. We reserve the right to refuse transportation to anyone who in our sole opinion may be disruptive to the driver, or might be in inconvenient circumstances.

8. Passengers are responsible to have their bags clearly marked with a name and phone number.) We guarantee space and transportation of two (2) pieces of luggage and two (2) carry-ons not exceeding 14000 cubic inches or 100 pounds total weight per each passenger. Excess and odd-sized luggage will be accepted only if space is available. Passenger shall not transport upon his person or within his luggage any flammable, illicit or unlawful products.

9. Cancun Paradise Transfers shall not be responsible for any items left on our shuttles by any customer. Items left on our vehicles will be held in the Canada Transfers office for 30 days. The owner of these items is responsible for making arrangements to pick up the items or to have them returned. The owner will be responsible for all expenses incurred. Passengers are responsible for the care and handling of their own luggage.

10. Cancun Paradise Transfers WILL MAKE ITS BEST EFFORT TO GET PASSENGERS TO THEIR DESTINATION ON OR BEFORE THE SCHEDULED ARRIVAL TIME OR DEPARTURE TIME. HOWEVER, CANADA TRANSFERS WILL NOT BE RESPONSIBLE FOR DELAYS CAUSED BY WEATHER, ROAD OR TRAFFIC CONDITIONS, OR ANY OTHER CONDITIONS THAT ARE UNFORESEEN. ANY EXPENSES ARISING FROM DELAYED DEPARTURE OR ARRIVAL TIMES, INCLUDING, BUT NOT LIMITED TO MISSED FLIGHTS, MISSED SCHEDULES, OR OTHER TRAVEL CONNECTIONS, ARE THE SOLE RESPONSIBILITY OF THE PASSENGER.

11. Walk-on passengers are not permitted.

12. No Smoking, nor illicit drugs shall be allowed or tolerated.

13. Cancun Paradise Transfers does not offer pick up in different terminals of the airport.

21. Animals must be in a hard carrier and remain in the carrier at all times while on the vehicle. Carriers are stowed with luggage (Back of van). There is not additional fee for it. Service dogs can stay with passengers.