

## Payment & Cancellation Policies - Terms and Conditions

By completing and confirming payment, via web ( Credit Card Or Paypal ) you have agreed with all our Payment and Cancellation Policies, Terms and Conditions through your credit card issuer requirements. These terms are provided to you by email at the point of services request.

Customers without reservations will not be allowed to board shuttles, participate in tours or any other of our services - even if there is space available. If we are not able to process or confirm your payment we are not able to provide you with the services you reserved. We do not accept cash payments, All our operations and reservations are placed in advance. We require receipt of full payment in order to dispatch our drivers to any of the reserved pick up locations. This also holds true for boat tours, boat transfers and other tours.

Cancellations or Modifications must be received in writing by email; 10 days prior date of service.

Cancellations or Modifications received 9 days prior to arrival will pay 100% of the total cost of the service as a penalty.

For reservations placed with payment within 10 days of service operation

You can cancel within this period of time; however, NO refund will be provided.

Cancellations received with more than 10 days notice You will receive a 50% refund of the total due. This includes administrative and bank credit card transaction fees. No exceptions. A full refund will not be provided.

What if my flight is early or delayed?

As long as you provide your flight number when booking your airport Shuttle our Meet & Greet service means we'll track your flight and adjust pickup time if necessary. After your flight lands, the driver will wait for 60 minutes. This gives you plenty of time to go through security, get your luggage, and head to the arrivals area to meet your driver.

If Your Flight Is Delayed You Have To Let Us Know The New Arrival Time For Us To Be There For Your Arrival If For Any Reason The Airline Changes Your Arrival Date & Time It's Your Responsibility let us know the New Arrival Information (Flight Number / Arrival Time)

you are unable to find our representative and/or driver you must call +506 6313-0404 / +1 (888) 202-8568 Any claim must be received by email within 24 hours of the reserved service time and date. We will not be held liable for claims received 36 hours after the reserved service time and date.

Reconfirmation of the service the day before via email

We'll Send You A Picture Of The Welcome Sign You'll Look For The Day Before Your Arrival This Way You'll Have An Idea On What To Look For As Well You'll Get An Email From Us Asking To Verified Your Room Number For The Departure & Transfer Back To The Airport

What's included in the price?

Our prices include all taxes, fees, and toll road charges. If you book airport pickup, prices also include Meet & Greet, which means we'll track your flight and wait 60 minutes after your flight lands. If you book a Shuttle going to the airport (or any other non-airport pickup), your driver will wait 15 minutes after the scheduled pickup time. You might have to pay an additional cost for special requests, or any changes you make to your trip.

For private services, the client can ask for stops for lunch, sightseeing, or for a direct transfer. A Private Service it is the fastest, most direct way to travel.