



TERMS AND CONDITIONS

1. GENERAL TERMS

- Agreement between users and SAT Mexico DMC
- Use of the website
- Prohibited activities
- Privacy policy
- Governing law and jurisdiction
- Liability disclaimer
- Supplier rules and restrictions
- Damage and behavior
- Force majeure and travel advice
- Prices
- Links to third-party sites
- Complaints
- Special requirements
- Passports, visas and health requirements
- Indemnification
- Intellectual property
- Software available on this website
- Patent notices
- Content from third parties
- Customer support

2. BOOKING CONDITIONS

- Hotels
- Tours & transfers
- Holidays
- Flights
- Car rental



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GENERAL TERMS

AGREEMENT BETWEEN USERS AND SAT MEXICO DMC

Welcome to SAT Mexico Online. This website is created to assist our clients in gathering travel information, determining the availability of travel-related goods and services, making legitimate reservations or otherwise transacting business with our travel suppliers, and for no other purposes. The terms "we", "us", "our", "SAT Mexico DMC", And "SAT Mexico Online" refer to SAT Business Travel SA de CV, a Mexico City based corporation. The terms "you" and "users" refer to travel agents / our direct clients visiting the website and/or booking a reservation through us on this website, or through our sales executives, on behalf of their clients, also called "the traveling party" or "travelers".

This online platform is offered to you conditioned on your acceptance without modification of all the terms, conditions, and notices set forth below (collectively, the "Terms of Use" or "Agreement"). Please read the terms of use carefully. By accessing or using this website, booking any travel products or services on this website, or contacting our sales executives, you agree that the terms of use then in force shall apply. If you do not agree to the terms of use, please do not use or make bookings through this website or our agents. SAT Business Travel SA de CV may at any time change these terms of use and your continued use of this website is conditioned upon acceptance of the updated terms of use.

USE OF THE WEBSITE

As a condition of your use of this website, you warrant that (i) you are at least 18 years of age; (ii) you possess the legal authority to create a binding legal obligation; (iii) you will use this website in accordance with these terms of use; (iv) you will only use this website to make legitimate reservations for clients for whom you are legally authorized to act; (v) you will inform the traveling party about the terms of use that apply to the reservations you have made on their behalf, including all rules and restrictions applicable; (vi) all information supplied by you on this website is true, accurate, current and complete, and (vii) you will safeguard your account information and will supervise and be completely responsible for any use of your account by you and anyone other than you. We retain the right at our sole discretion to deny access to anyone to this website and the services we offer, at any time and for any reason, including, but not limited to, for violation of these terms of use.

This online platform is available only for professional use, which is limited to viewing the website, providing information to us, downloading information for professional use, and for reserving travel services for your clients. Users assume all responsibility and risk with regard to using this website and SAT Mexico DMC shall, in no case, be liable for damages of any kind resulting from your use of the website. You agree that no joint venture, partnership, or employment relationship exists between you and SAT Mexico DMC as a result of this agreement or use of this website.

PROHIBITED ACTIVITIES

The content and information on this website (including, but not limited to, price and availability of travel services), as well as the infrastructure used to provide such content and information, is proprietary to us or our suppliers. You may copy, distribute, display, reproduce, publish, or create derivative works from information on this website for professional purposes, as part of the commercial relationship that exists between you, as a





representative of a travel agency, and SAT Mexico DMC, only to commercialize products from SAT Mexico DMC. You agree not to make any speculative, false, or fraudulent reservation or any reservation in anticipation of demand. If your booking or account shows signs of fraud, abuse or suspicious activity, SAT Mexico DMC may cancel any bookings associated with your name, email address or account, and close any associated SAT Mexico DMC accounts. If you have conducted any fraudulent activity, SAT Mexico DMC reserves the right to take any necessary legal action and you may be liable for monetary losses to SAT Mexico DMC, including litigation costs and damages. To contest the cancellation of a booking or freezing or closure of an account, please contact one of our sales executives.

PRIVACY POLICY

SAT Mexico DMC is very committed to protecting your privacy. SAT Mexico DMC will not collect personal information from users or their clients without your knowledge and permission, neither hand it over to third parties (unless it concerns suppliers operating travel services booked by you). The information you provide is used to secure a reservation for your clients. SAT Mexico DMC collects personal information only when you submit it to us. It is our policy to keep this information confidential and use it only for the purpose for which it was submitted or to improve our customers' use of this platform and/or for marketing research. SAT Mexico DMC does not sell, trade, or rent personal information to other parties unless we believe, in good faith, that such release is reasonably necessary to (i) comply with law, (ii) enforce or apply the terms of any of our user agreements or (iii) protect the rights, property or safety of our website, our users, or others.

You can at any time correct or modify personal information in your SAT Mexico DMC account and we will take reasonable steps to protect the security of the personal information collected from you (travel agent) or your clients. If you wish to be removed from our databases, you may email us at bookings@satmexico.com and instruct us accordingly.

Please note that you are responsible for maintaining the security of your SAT Mexico DMC account and passwords. We will accept the instructions of any individual who claims to be authorized to direct changes to your SAT Mexico DMC account as long as such person presents the account owner username and password or provides other appropriate account identifying information, as determined by us in our sole discretion, by email or by phone, through which you access the website or the products. You will be solely responsible and liable for any activity that occurs under your username and the activities of your account, and we shall not be responsible for the actions of any individuals who misuse or misappropriate your account or other assets using your username and password or other appropriate account identifying information. You agree to notify us immediately of any unauthorized use of your SAT Mexico DMC account or any other breach of security.

For more information, please have a look at our Privacy Policy.

GOVERNING LAW AND JURISDICTION

This website is operated by a Mexican entity and this agreement is therefore governed by the laws of Mexico. All legal actions in connection with this agreement, as well as all disputes arising out of or relating to the use of this website, shall be brought in the federal courts located in Mexico City, Mexico. Use of this website is unauthorized in any jurisdiction that does not give effect to all provisions of this Agreement, including, without limitation, this paragraph.





Our performance of this agreement is subject to existing laws and legal processes, and nothing contained in this agreement limits our right to comply with law enforcement or other governmental or legal requests or requirements relating to your use of this website or information provided to or gathered by us with respect to such use. If any part of this agreement is found to be invalid, illegal or unenforceable, the validity, legality, and enforceability of the remaining provisions will not in any way be affected or impaired. Our failure or delay in enforcing any provision of this agreement at any time does not waive our right to enforce the same or any other provision(s) hereof in the future.

This agreement (and any other terms and conditions referenced herein) constitutes the entire agreement between you and SAT Mexico DMC with respect to this website and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the client and SAT Mexico DMC with respect to this website. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relate to this Agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

Any rights not expressly granted herein are reserved.

LIABILITY DISCLAIMER

Subject to applicable law, the use of this website and its content is at your own risk. Services and products made available on this website are subject to the conditions imposed by our suppliers, including but not limited to rates, conditions of carriage, international conventions and arrangements, and federal government regulations. Suppliers who furnish products or services through this website are independent contractors and not agents or employees of SAT Mexico DMC.

In no event will SAT Mexico DMC be liable to any party for any direct, indirect, special or other consequential damages for any use of this website, any hyper linked website, the acts or omissions of suppliers who furnish products or services through this website, or the products or services offered by suppliers through this website, including, without limitation, whether based in contract, tort, negligence, strict liability or otherwise, that arises out of or is in any way connected with (i) any use of, browsing or downloading of any part of our website or content, (ii) any failure or delay (including without limitation the use of or inability to use any component of this website for reservations), or (iii) the performance or non-performance by us or any supplier, or (iv) any damages or injury caused by any failure of performance, error, omission, interruption, deletion, defect, delay in operation, computer virus, communication line failure, theft or destruction or unauthorized access to, alteration of, or use of record, even if SAT Mexico DMC and the supplier(s) have been advised of the possibility of damages to such parties or any other party.

We do our best effort to make sure that the travel arrangements we have agreed to make, perform or provide, as applicable, as part of our contract with you, are made, performed or provided with reasonable skill and care. This means that subject to these terms and conditions, we will accept responsibility if your contracted travel arrangements are not provided as promised or prove deficient as a result of the failure of ourselves or our employees to use reasonable skill and care in making, performing or providing, as applicable, your contracted travel arrangements. Please note that it is your responsibility to show that



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reasonable skill and care has not been used by us and has affected the enjoyment of the client's travel arrangements if you wish to make a claim against us.

SAT Mexico DMC works as a middle-agent between our clients and the operator of services. Most products offered on SAT Mexico Online are thus operated by our suppliers. SAT Mexico DMC carefully selects suppliers to operate local services. However, full responsibility for providing and operating the service rests with the local operator/supplier. We act solely as booking agent for the local operator/supplier. The terms and conditions of our supplier will apply. Liability will be limited to the reimbursement of services not supplied due to the failure of our own services, and we cannot be held responsible for delay, loss or injury caused by reason of any company or person contracted by us, in our conditions of the agent to carry out services. Liability is in accordance with the Mexican Law.

We cannot accept responsibility for any services which do not form part of our contract. Also note that we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to ours accepting it, we could not have foreseen the traveling party would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or another fault by ourselves or our employees or, where we are responsible for them, our suppliers.

SUPPLIER RULES AND RESTRICTIONS

Many products offered on SAT Mexico Online are operated by suppliers / local partners. Therefore, additional terms and conditions will apply to the booking and purchase of travel-related goods and services that you select for your clients. You agree to abide by the terms and conditions of purchase imposed by any supplier with whom you elect to deal, including, but not limited to, payment of all amounts when due and compliance with the supplier's rules and restrictions regarding availability and use of fares, products, or services. Fares are only guaranteed once the purchase has been completed and the confirmation has been issued by us. Our suppliers may change their prices without previous notice.

You understand that any violation of supplier's rules and restrictions may result in cancellation of the reservation(s), and clients can be denied access to the applicable travel product or services, in forfeiting any monies paid for such reservation(s), and/or in our debiting your account for any costs we incur as a result of such violation.

DAMAGE AND BEHAVIOUR

The traveling party must accept responsibility for any damage or loss caused by them. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid directly to the accommodation owner or manager or other supplier or to us as soon as possible. They will also be responsible for meeting any claims subsequently made against us and all costs incurred by us (including our own and the other party's full legal costs) as a result of their actions. The traveling party should ensure that they have appropriate travel insurance to protect them if this situation arises.

We expect all travelers to have consideration for other people when using travel services offered by SAT Mexico DMC. If in our reasonable opinion or in the reasonable opinion of any other person in authority, they behave in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the particular travel services. In this situation, the person(s) concerned



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will be required to leave the accommodation or another service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

FORCE MAJEURE AND TRAVEL ADVICE

We regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or the traveling party otherwise suffers any damage or loss as a result of force majeure. In these booking conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include (whether actual or threatened) war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, technical problems with transport, closure of airports, ports or airspace, changes of schedules by airlines, adverse weather conditions, epidemics, health risks and pandemics, fire, and all similar events outside our control or the control of our suppliers.

Very rarely we may be forced to change or terminate travel services after departure but before the scheduled end of their time away as a result of 'force majeure'. In particular, when unexpected events such as extreme weather, civil strife or other force majeure events occur, we may be required to act to protect the safety of our customers. This may require us to either make substantial alterations to an itinerary or in extreme cases make urgent arrangements to repatriate the traveling party to their respective home country or another safe destination. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay any compensation or meet any costs or expenses incurred by the traveling party as a result. In case we are unable to provide a significant proportion of the services we had agreed to provide as part of our contract with you, we will do our very best to make suitable alternative arrangements for the contracted services which have not been provided.

SAT Mexico DMC will always do its best effort to guarantee the safety of its customers. This said we are not responsible for their destination and activity choice. If clients want to have a more in-depth understanding of the current safety situation in Mexico, we recommend checking official travel advisories issued by national governments. Please note that our travel services do not include travel insurance unless clearly indicated. We strongly recommend clients be adequately insured when traveling to Mexico. It is always their responsibility to ensure that the insurance cover is adequate for their particular needs including cover for any "higher-risk" activities that they may have booked. We advise to read policy details carefully and to take these with you on holiday.

PRICES

The prices of the travel services are as quoted on this online platform, except in cases of obvious error. Prices and services are subject to availability and change at any time.

Occasionally we have to make changes on our website both before and after bookings have been confirmed. On very rare occasions, this also means that we may have to cancel confirmed bookings and we reserve the right to do so at any time. Usually, any change to the content of our travel services is made to maintain the quality of these services at the best possible level. Most changes are minor but occasionally we have to make a significant change. We reserve the right to change prices from time to time.



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Despite our best efforts, in rare cases, some of the travel services listed on this online platform may be incorrectly priced. SAT Mexico DMC reserves the right to correct any pricing errors on our website and/or on pending reservations made under an incorrect price. In such event, if available, we will offer clients the opportunity to keep their pending reservation at the correct price, we will offer alternative options, or we will cancel the reservation without penalty. SAT Mexico DMC is under no obligation to provide travel services at an incorrect (lower) price, even after having sent a confirmation of the booking.

All changes which are not significant are treated as minor changes and therefore there is no right to cancel or to claim compensation. If we have to make a significant change or cancel before departure, we will where compensation is appropriate, pay a compensation depending on the circumstances. Compensation will not be payable and no liability can be accepted where we are forced to make a change or cancel as a result of unusual or unforeseeable circumstances beyond our control, the consequences of which we could not have avoided with all due care.

Please note that some banks and credit cards impose fees for international transactions. If you are making a booking from outside Mexico on a credit card of your country, your bank may convert the payment amount to your local currency and charge you a conversion fee. This means the amount listed on your credit or bank card statement may be in your local currency and may, therefore, be a different figure than the figure shown on the billing summary page for a reservation booked on this website. In addition, a foreign transaction fee may be assessed if the bank that issued your credit card is located outside of Mexico. The currency exchange rate and the foreign transaction fee are determined solely by your bank on the day that they process the transaction. If you have any questions about these fees or the exchange rate applied to your booking, please contact your bank.

LINKS TO THIRD-PARTY SITES

This website may contain hyperlinks to websites operated by parties other than SAT Mexico DMC. We do not control such websites and are not responsible for their contents or the privacy or other practices of such websites. Further, it is up to you to take precautions to ensure that any links you select, or software you download (whether from this website or other websites), are free of such items as viruses, worms, trojan horses, defects and other items of a destructive nature. Our inclusion of hyperlinks to such websites does not imply any endorsement of the material on such websites or any association with their operators.

COMPLAINTS

In the unlikely event that your clients feel dissatisfaction with any type of service provided by SAT Mexico DMC, we ask you and the traveling party to bring this to our attention at the time so that the matter may be resolved right away. Until we know about a problem or complaint, we cannot begin to resolve it. If the matter cannot be resolved on the spot we advise you to send an email to one of our sales executives or to bookings@satmexico.com, mentioning your clients' name, reservation number, the name of the product, and a description of the complaint. You must write to us not later than 15 days after having used our services. Any complaint will be dealt carefully and fairly by our staff. Once your complaint has been fully investigated in accordance with this procedure we will inform you of the outcome.



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SPECIAL REQUIREMENTS

SAT Mexico DMC is specialized in offering tailor-made products. If your clients have any special requests you must inform us of these at the time of booking. Although we cannot guarantee that your clients' requests will be met, we will certainly pass on these requests to the supplier concerned. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not a confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. You should obtain confirmation in writing that a special request will be complied with (where it is possible to give this).

We believe in making our travel services as accessible to as many people as possible. If you tell us before booking of any special needs your clients may have as result of any disability or medical condition, we will do all we can to accommodate them. This includes making any reasonable adjustments to the particular travel service(s) itself and/or to the booking process.

SAT Mexico DMC offers travel services of different levels of intensity. Where possible, we indicate the level of intensity of a particular travel service (tours, touring holidays) as well as possible restrictions. Generally, many holiday experiences require a reasonable level of fitness. It is the responsibility of the traveling party to check their health and fitness to travel with their own doctor before traveling to Mexico. We will endeavor to assist with any special requirements that might be needed and can also advise on certain services that might be challenging for travelers with particular medical issues.

PASSPORTS, VISAS AND HEALTH REQUIREMENTS

SAT Mexico DMC is not responsible for any visa or vaccination required by the Mexican Government. The traveling party should check the up-to-date position in good time before departure as it is their responsibility to ensure that they are in possession of all necessary travel and health documents before departure. Travelers to Mexico must ensure that they have a valid passport with an expiry date not less than 6 months after their date of return. All costs incurred in obtaining such documentation must be paid by them. We regret we cannot accept liability if they are refused entry to any transport or into Mexico due to failure on their part to carry correct documentation.

Visa requirements for tourists to Mexico vary, depending on nationality. Many nationalities do not need to obtain visas if the reason for traveling to Mexico is tourism. This applies to citizens of the USA, Canada, European Union countries, as well as for Argentina, Australia, Brazil, Chile, Colombia, Costa Rica, Iceland, Israel, Japan, New Zealand, Norway, South Korea, Switzerland, Uruguay, and Venezuela, amongst others. People of these nationalities obtain a tourist permit, valid for the number of days you are going (or planning) to stay in Mexico (maximum 180 days). If travelers do not have one of the above-mentioned nationalities, we advise to contact a Mexican embassy or consulate, or they could contact their respective embassy in Mexico. For travel through the United States (also if it concerns only a layover), if they are not a US Citizen, clients will need to enquire whether they qualify for their Visa Waiver Program. Please note that SAT Mexico DMC cannot issue any type of visa. Applications for Visas must be arranged by the traveling party in good and sufficient time prior to their departure date as any absence of the correct travel documents may result in their airline and Mexico refusing access to them.



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INDEMNIFICATION

You agree to defend and indemnify SAT Mexico DMC, any of our suppliers, and each of their respective officers, directors, employees and sales executives from and against any claim, cause of action or demand, including without limitation reasonable legal and accounting fees, in excess of the liability described above, in any action filed or commenced by any third party against SAT Mexico DMC as a result of (1) your breach of these Terms or the documents made part of these Terms by reference, (2) your violation of any law or the rights of a third party or (3) your use of our website.

INTELLECTUAL PROPERTY

All contents of this website are © 2014 SAT Business Travel SA De CV. All rights reserved. SAT Business Travel SA De CV is not responsible for content on websites operated by parties other than Satmexico.com, Tytmexico.com.mx, Rosalinda.com.mx. The SAT Mexico DMC logo is a registered trademark owned by SAT Business Travel SA De CV. Other logos and product and company names mentioned herein may be the trademarks of their respective owners.

If you are aware of an infringement of our brand, please let us know by emailing us at bookings@satmexico.com. We only address messages concerning brand infringement at this email address.

SOFTWARE AVAILABLE ON THIS WEBSITE

Please note that all software contained on this website is owned by SAT Mexico DMC, affiliates, and/or our respective suppliers, and is protected by copyright laws and international treaty provisions. Any reproduction or redistribution of the software is expressly prohibited and may result in severe civil and criminal penalties.

PATENT NOTICES

One or more patents owned by the SAT Business Travel SA de CV Companies may apply to this website and to the features and services accessible via the website. Portions of this website operate under license of one or more patents. Other patents pending.

CONTENT FROM THIRD PARTIES

SAT Mexico DMC respects the copyrights of others and we use as many original materials as possible. We do however present content (texts and images) created or provided by third parties. If you see your text(s) or image(s) on SAT Mexico Online, please inform us and we will be happy to attribute this to your name or, if you wish, we can remove the material from our website.

If you believe in good faith that materials hosted by us infringe your copyright, you may send us a written notice that includes the following information:

1. A clear identification of the copyrighted work you claim was infringed.
2. A clear identification of the material you claim is infringing the copyrighted work and information that will allow us to locate that material on the website, such as a link to the infringing material.
3. Your contact information so that we can reply to your complaint, preferably including an email address and telephone number.
4. A statement that you have a "good faith belief that the material that is claimed as copyright infringement is not authorized by the copyright owner, its agent, or the law".





5. A statement that "the information in the notification is accurate, and under penalty of perjury, the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed".
6. The notice must be signed by the person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

Please note that we will not process your complaint if it isn't properly filled out or if the complaint is incomplete. Notices with respect to this website should be sent to bookings@satmexico.com for the fastest resolution. You may also send us your notice by mail using the contact information below:

Attn: Legal Dept., Complaints
SAT Business Travel SA De CV
Fernando Montes de Oca 156
Miguel Hidalgo, Mexico City 11850,
Mexico

We will review and address all notices that comply with the requirements above. If we remove or disable access in response to such a notice, we may notify the owner or administrator of the affected site or content so that he or she can make a counter notification.

Any misrepresentations in your notice regarding whether content or activity is infringing may expose you to liability for damages (including costs and attorneys' fees).

CUSTOMER SUPPORT

For more information, contact us by calling +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico). You can also send an email to one of our sales executives or to bookings@satmexico.com.

Alternatively, you can write to us at:

Attn: SAT Mexico Online
SAT Business Travel SA De CV
Fernando Montes de Oca 156
Miguel Hidalgo, Mexico City 11850
Mexico

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BOOKING CONDITIONS

HOTELS

Please read these booking conditions carefully. By asking us to confirm a hotel booking we assume you have read these terms and conditions and agree to them. All hotel bookings are subject to these booking conditions.

RESERVATIONS

The party leader (the person who represents the traveling party for whom you make the booking) must be at least 18 years of age and must be authorized to make the booking on the basis of these booking conditions by all persons named on the booking. By confirming the booking, on behalf of the traveling party, you agree that you are authorized by the traveling party. You, as a travel agent, will be responsible for making the complete payment due to us.

SAT Mexico DMC pre-negotiates certain room rates with hotel suppliers to facilitate reservations on your behalf. The room rate displayed on the website is a combination of the pre-negotiated room rate reserved on your behalf by SAT Mexico DMC and the facilitation fee retained by SAT Mexico DMC to compensate us for our services.

You authorize SAT Mexico DMC to make bookings at the total reservation price, which includes the room rate, service fees, taxes, and in some cases additional services (as indicated). You agree to be charged by SAT Mexico DMC for the total reservation price. Upon submitting your reservation request you authorize SAT Mexico DMC to facilitate hotel reservations on behalf of your clients, including making payment arrangements with hotel suppliers.

You acknowledge that, except with respect to tax obligations on the amounts we retain for our services, SAT Mexico DMC does not collect taxes for remittance to applicable taxing authorities. The tax recovery charges on prepaid hotel transactions are a recovery of the estimated taxes (e.g. sales and use, occupancy, room tax, excise tax, value added tax, etc) that SAT Mexico DMC pays to the hotel supplier for taxes due on the hotel's rental rate for the room. The hotel suppliers invoice SAT Mexico DMC for tax amounts. The hotel suppliers are responsible for remitting applicable taxes to the applicable taxing jurisdictions. SAT Mexico DMC does not act as co-vendor with the supplier with whom we book or reserve our customer's travel arrangements. Taxability and the appropriate tax rate vary by location. The actual tax amounts paid by SAT Mexico DMC to the hotel suppliers may vary from the tax recovery charge amounts, depending upon the rates, taxability, etc. in effect at the time of the actual use of the hotel by the traveling party. We retain our fees as compensation in servicing travel reservations. Our fees vary depending on the amount and type of hotel reservation.

We will always be doing our greatest effort to deliver all the services offered on our website. However, some of these services we need to re-confirm in advance with our hotel suppliers. In the case of unavailability, you will be informed via e-mail.

PAYMENT

You can realize the full payment directly on our website when you are booking the hotel(s). Our booking process is completely automatic and SAT Mexico DMC uses the newest technology in order to offer clients the highest security possible when doing an online



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transaction. We accept the following credit cards: Visa, MasterCard, and American Express. Alternatively, you can pay with a bank transfer. If you want to discuss alternative payment methods, please contact one of our sales representatives and we will be happy to discuss options.

Please note that bookings need to be made at least 48 hours in advance, so we can guarantee your reservation. SAT Mexico DMC does not hold or reserve a selected fare for booking at a later date. To ensure you receive the fare you found on SAT Mexico Online and to confirm the room(s), we need to receive a payment. In the rare case, we cannot confirm the hotel reservation, we will either offer you an alternative hotel option or refund the total amount paid to us.

After having made your reservation and the acceptance of the payment, we will send you the confirmation via e-mail. To view and print a record of the reservation and payment, you can also go to "My Bookings". Click on the booking you wish to view.

If you have unauthorized charges billed to your card or see charges from SAT Mexico DMC that you do not recognize, please contact us immediately and provide card number, date, and amount (as displayed on your credit card bill) so we can locate the booking. Also, report unauthorized charges to your card company. Following your card company's procedure is important to ensure that the transaction is taken off your card statement. SAT Mexico DMC values your trust and confidence and is committed to working with your card company and with law enforcement.

CHANGE AND CANCELLATION POLICY

You can change or cancel hotel bookings by calling us or by sending an email to bookings@satmexico.com.

SAT Mexico DMC will not charge you additional fees for changes to guest name(s), bed type, special requests, accessibility options, room type, the number of guests and travel dates. However, please note that lodging suppliers may impose change and/or cancellation fees. These charges vary by reservation and hotel.

While SAT Mexico DMC does not charge fees for cancellations, hotels may impose non-refundable rates, which means you will lose the amount paid for the hotel, or fees that we have to pass to you (this could be the cost of one night or a percentage of the total amount paid). Generally, such fees are highest when cancellations are made within one week before the scheduled arrival date. Exact details may vary by hotel and the applicable cancellation policy is indicated before booking a particular hotel on our website. Your clients must agree to pay any supplier required cancellation or change fees that they incur. In limited cases, some hotels do not permit changes to or cancellations of reservations after they have been made.

Please contact us about the required change or cancellation by calling +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico), or send an email to one of our sales executives or to bookings@satmexico.com. Please mention the name of the party leader and the reservation number and explain to us what you would like to change the reservation. We will contact you to confirm the change. In general, the earlier you make any changes, the better





(to avoid charges). All changes are subject to availability, limitations, and restrictions of the respective hotel.

In the event that you cancel or amend a credit card booking, SAT Mexico DMC will not be liable for any monetary losses suffered by you as a result of a change in monetary exchange rates between the time of your original booking and its subsequent cancellation or amendment.

LATE ARRIVAL OR NO-SHOW

If clients miss their reservation they will usually be charged for the night(s) they missed or a penalty fee (this could be the cost of one night for missing your reservation), depending on the cancellation policy of the hotel. If they fail to notify the hotel about a late arrival, their reservation may be canceled. In case they will arrive late or miss their reservation, we advise contacting the hotel directly. The telephone number of the hotel can be found in the booking confirmation. Alternatively, you can also call us at +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico).

GROUP BOOKINGS

You may not book more than 3 rooms online for the same hotel/dates at the same time. If you wish to book 4 or more rooms, you must contact one of our sales executives by phone or by filling out the online booking form. We will contact you to assist you with your reservation.

TOURS & TRANSFERS

Please read these booking conditions carefully. By asking us to confirm a booking of tours and/or transfers we assume you have read these terms and conditions and agree to them. All bookings of tours and transfers are subject to these booking conditions.

RESERVATIONS

The party leader (the person who represents the traveling party for whom you make the booking) must be at least 18 years of age and must be authorized to make the booking on the basis of these booking conditions by all persons named on the booking. By confirming the booking, on behalf of the traveling party, you agree that you are authorized by the traveling party. You, as a travel agent, will be responsible for making the complete payment due to us.

SAT Mexico DMC pre-negotiated rates with local tour operators to facilitate reservations on your behalf. The rate displayed on the website is a combination of the pre-negotiated rate reserved on your behalf by SAT Mexico DMC and the facilitation fee retained by SAT Mexico DMC to compensate us for our services.

You authorize SAT Mexico DMC to make bookings at the total reservation price, which includes services as indicated, service fees, and taxes. You agree to be charged by SAT Mexico DMC for the total reservation price. Upon submitting your reservation request you authorize SAT Mexico DMC to facilitate reservations on your behalf, including making payment arrangements with local operators.

You acknowledge that, except with respect to tax obligations on the amounts we retain for our services, SAT Mexico DMC does not collect taxes for remittance to applicable taxing



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authorities. The local tour operator invoices SAT Mexico DMC for tax amounts and is responsible for remitting applicable taxes to the applicable taxing jurisdictions. SAT Mexico DMC does not act as co-vendor with the supplier with whom we book travel arrangements. Taxability and the appropriate tax rate vary by location. The actual tax amounts paid by SAT Mexico DMC to the tour operator may vary from the tax recovery charge amounts, depending upon the rates, taxability, etc. in effect at the time of the actual use of the travel service by the traveling party. We retain our fees as compensation in servicing the travel reservation. Our fees vary depending on the amount and type of travel service.

We will always be doing our greatest effort to deliver all the services as offered on our website. However, please note that products and prices offered on this website are subject to availability and change without prior notice. Some services we need to re-confirm in advance with our local suppliers. In the case of unavailability, our system will automatically indicate this online or you might as well be informed via e-mail.

Many activities offered on SAT Mexico Online are available from 1 person. If 2 or more participants are required we will clearly indicate this. Unfortunately, in some cases, it will be necessary to pay for the required minimum number of participants (for example, for a tour with a minimum of 2 persons, your client will have to pay double if he/she is a single traveler). If the minimum number of participants is not reached, and your client does not want to pay for the required minimum number of participants, we will either reschedule or cancel the reservation and reimburse the amount paid.

Please note that departures are always subject to certain conditions. In case a departure, for some reason, is canceled, we will either reschedule, offer an alternative activity, or reimburse the payment.

PAYMENT AND CONFIRMATION OF SERVICES

You can realize the full payment directly on our website when you are booking travel services. Our booking process is completely automatic and SAT Mexico DMC uses the newest technology in order to offer clients the highest security possible when doing an online transaction. We accept the following credit cards: Visa, MasterCard, and American Express. Alternatively, you can pay with a bank transfer. If you want to discuss alternative payment methods, please contact one of our sales representatives and we will be happy to discuss options.

Bookings need to be made at least 48 hours in advance, so we can guarantee your reservation. SAT Mexico DMC does not hold or reserve a selected fare for booking at a later date. To ensure you receive the fare you found on SAT Mexico Online and in order to confirm the travel service, we need to receive your payment. If our website indicates that the travel service is available upon request, and availability is thus not guaranteed upon booking, we will either discuss alternative activity options or refund the total amount paid to us in case we cannot confirm this particular travel service.

After having made a reservation and the payment is processed, we will send you the confirmation via e-mail. To view and print a record of your reservation and payment, you can also go to "My Bookings". Click on the booking you wish to view.

If you have unauthorized charges billed to your card or see charges from SAT Mexico DMC that you do not recognize, please contact us immediately and provide card number, date, and





amount (as displayed on your credit card bill) so we can locate the booking. Also, report unauthorized charges to your card company. Following your card company's procedure is important to ensure that the transaction is taken off your card statement. SAT Mexico DMC values your trust and confidence and is committed to working with your card company and with law enforcement.

CHANGE AND CANCELLATION POLICY

We understand that holiday plans can change. SAT Mexico DMC does, therefore, not charge additional fees for changes or cancellations. Still, we have to take into account the cancellation policies of our suppliers (local tour operators). Most tours and transfers can be canceled or rescheduled until 24 hours before the scheduled start of travel services without any charge. Your payment may then be reimbursed. However, please note that cancellation policies vary by operator. Your clients must agree to pay any supplier required cancellation or change fees that they incur. In limited cases, some suppliers do not permit changes to or cancellations of reservations after they have been made.

Please contact us about the required change or cancellation by calling +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico), or send an email to one of our sales executives or to bookings@satmexico.com. Please mention the name of the party leader and reservation number and explain to us what your clients would like to change the reservation. We will contact you to confirm the change. In general, the earlier you make any changes, the better (to avoid charges). All changes are subject to availability, limitations, and restrictions of the respective travel service.

In the event that you cancel or amend a credit card booking, SAT Mexico DMC will not be liable for any monetary losses suffered by you as a result of a change in monetary exchange rates between the time of your original booking and its subsequent cancellation or amendment.

LATE ARRIVAL OR NO-SHOW

If clients arrive late or if they will not be able to join the activity they have booked, we advise to refer to the contact details listed in the confirmation email and contact the local tour operator for instructions. If they cannot reach the local operator, contact SAT Mexico DMC by calling +52 55 4750 3463, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico). There is no guarantee that they can join the same tour on a later departure, as they may be fully booked. Travelers should allow sufficient time, whenever possible, to be on time at the meeting point.

GROUP BOOKINGS AND PRIVATE / TAILOR-MADE PRODUCTS

Most tours offered on SAT Mexico Online are operated in shared basis unless we specifically mention that the activity will be on a private basis. In case clients are interested in a private tour, contact one of our sales executives by phone, by email, or by filling out the booking form online. One of our sales executives will contact you to assist you with your reservation.





HOLIDAYS

Please read these booking conditions carefully. By asking us to confirm a holiday booking we assume you have read these terms and conditions and agree to them. All holiday bookings are subject to these booking conditions.

RESERVATIONS

The party leader (the person who represents the traveling party for whom you make the booking) must be at least 18 years of age and must be authorized to make the booking on the basis of these booking conditions by all persons named on the booking. By confirming the booking, on behalf of the traveling party, you agree that you are authorized by the traveling party. You, as a travel agent, will be responsible for making the complete payment due to us.

It is free of charge to send us a booking request. We can customize a travel program according to the wishes of your clients and send you a quote without any obligations. A binding contract comes into existence once you have confirmed the booking and we have issued a confirmation invoice. This confirmation will be sent to you via email. To view and print a record of your reservation and payment, you can also go to "My Bookings".

Please check the confirmation invoice carefully as soon as you receive it. Contact us immediately if any information that appears on the confirmation invoice or any other document appears to be incorrect or incomplete, as it may not be possible or it may involve extra costs to make changes later. If you have not received a confirmation invoice within 7 days of booking, please contact one of our sales executives or send an email to bookings@satmexico.com. If for some unforeseen reason, we are unable to confirm your booking, we will immediately refund any payments you have made to us or we can offer an alternative holiday package.

Liability will be limited to the reimbursement of services not supplied due to the failure of our own services, and we cannot be held responsible for delay, loss or injury caused by reason of any company or person contracted by us, in our conditions of the agent to carry out services. If you or your clients book additional services which do not form part of the booked holiday package, the terms, and conditions of the local operator will apply. We cannot accept any liability for any services or activities purchased from or through a third party.

SAT Mexico DMC pre-negotiated rates with local suppliers to facilitate reservations on your behalf. The rate displayed on the website is a combination of the pre-negotiated rates reserved on your behalf by SAT Mexico DMC, for each of the travel services that the holiday program includes, and the facilitation fees retained by SAT Mexico DMC to compensate us for our services. You authorize SAT Mexico DMC to make bookings at the total reservation price, which includes the rates of the travel services, service fees, taxes, and other (optional) services indicated to be included with the product. You agree to be charged by SAT Mexico DMC for the total reservation price. Upon confirming a reservation you authorize SAT Mexico DMC to facilitate reservations on your behalf, including making payment arrangements with local suppliers.

You acknowledge that, except with respect to tax obligations on the amounts we retain for our services, SAT Mexico DMC does not collect taxes for remittance to applicable taxing authorities. The local suppliers invoice SAT Mexico DMC for tax amounts and are responsible



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for remitting applicable taxes to the applicable taxing jurisdictions. SAT Mexico DMC does not act as co-vendor with the supplier with whom we book or reserve our customer's travel arrangements. Taxability and the appropriate tax rate vary by location. The actual tax amounts paid by SAT Mexico DMC to the supplier may vary from the tax recovery charge amounts, depending upon the rates, taxability, etc. in effect at the time of the actual use of the travel service by our customers. We retain our fees as compensation in servicing your travel reservation. Our fees vary depending on the amount and type of travel services.

If there are services clients request from us in addition to the itinerary booked (such as an extension of the program, a flight, car rental, or additional tours or other services), these will be put on request and are subject to availability and confirmation of the price.

All holiday packages and prices featured on our website are subject to availability and change without prior notice. SAT Mexico DMC will always be doing its greatest effort to deliver all the services as offered on the website. However, certain services have to be reconfirmed with our local suppliers.

PAYMENT AND CONFIRMATION OF SERVICES

In order to confirm the travel services, we need to receive your payments. The exact payment conditions will be agreed during the booking process.

In order to confirm a booking, we will ask for a deposit amount. The total payment must - in most cases - be received by us no less than four weeks before departure. The exact date for the final payment is shown on the confirmation invoice. If for any reason, the full payment is not sent to us by the due date and we have not been notified by you, we are entitled to assume that you wish to cancel the booking and will retain the deposit paid. If the booking is made within four weeks before departure, you will be asked to pay the complete amount in order to confirm the booking of your clients' holiday package.

If you have unauthorized charges billed to your card or see charges from SAT Mexico DMC that you do not recognize, please contact us immediately and provide card number, date, and amount (as displayed on your credit card bill) so we can locate the booking. Also, report unauthorized charges to your card company. Following your card company's procedure is important to ensure that the transaction is taken off your card statement. SAT Mexico DMC values your trust and confidence and is committed to working with your card company and with law enforcement.

CHANGE AND CANCELLATION POLICY

SAT Mexico DMC understands that holiday plans can change and we, therefore, try to be as flexible as possible. This said, as we incur costs from the time we confirm reservations on your behalf, cancellation charges may apply depending on when notification of cancellation is received. Generally, a cancellation until one month before the arrival date only involves a loss of the amount paid as a deposit. Canceling within one week before the arrival date involves a cancellation fee of 100% of the total holiday price, which means we will not reimburse any funds. Please note that in some cases the cancellation policy might differ and we reserve the right to retain a higher amount paid (depending on the conditions of the suppliers involved). The exact cancellation policies will be sent to you during the booking process.



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For the cancellation of optional services, including extra services which are booked separately on SAT Mexico Online, thus not belonging to the original holiday package as offered by us, cancellation policies may differ, depending on the particular product.

If your clients would like to change something in an existing reservation, SAT Mexico DMC will try to avoid charging any amendment fees. This said, if the change they wish to make to their holiday incurs (extra) costs or charges from our suppliers then they will have to pay these to change the booking. In general, the earlier you make any changes, the better (to avoid charges). All changes are subject to availability, limitations, and restrictions of the respective travel services.

Please note that any cancellation by a member of the traveling party might result in supplements or additional charges by our suppliers such as for under occupancy of a room booked for double rather than single occupancy. This may result in the holiday price increases for those remaining members of the party which will be passed on to the clients. We will re-invoice you accordingly. If any member of the traveling party is unable to travel, for any reason, you may transfer that person's place on the booking or the whole booking to someone else/other, if acceptable to us. Please contact us as soon as possible, and provide us with the name(s) of the replacement passenger(s) and who they will be replaced from the booking. We can only transfer passengers up to 14 days before the arrival date, subject to availability. At the time of making the transfer, you must pay, if applicable, the extra costs this change may involve and the replacement passenger(s) must accept these booking conditions.

For any changes or cancellations, after the booking has been confirmed, you must notify us as soon as possible. Your request must be by email. Please mention the name of the group or party leader, reservation number, name of the program, and explain us your request. We will contact you to confirm the cancellation or change.

In the event that you cancel or amend a credit card booking, SAT Mexico DMC will not be liable for any monetary losses suffered by you as a result of a change in monetary exchange rates between the time of your original booking and its subsequent cancellation or amendment.

In the unfortunate and rare case, we make a genuine mistake in the price we quote and subsequently confirm to you, we are not obliged to honor the original price. We will ask clients to meet any additional costs if your clients wish to go ahead with the holiday reservation. However, should they not wish to meet these additional charges, they may cancel their holiday reservation with a full refund.

Please note that departures are always subject to certain conditions. In case a departure, for some reason, is canceled by us, we will either reschedule, offer your clients an alternative program, or reimburse the payment.

We advise clients to check their insurance policy to see if they are covered to claim back any cancellation charges paid to us.

SINGLE TRAVELERS, GROUP BOOKINGS, AND PRIVATE / TAILOR-MADE PROGRAMS

Most escorted touring holidays (in shared basis) offered on SAT Mexico Online are operated with a minimum of 2 participants (as indicated). Supplements for single travelers will apply. SAT Mexico DMC is specialized in offering tailor-made products, for groups as well



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as for individuals. In case your clients are interested in a private program, contact one of our sales executives by email, or by filling out the booking form online. We will contact you to assist you with the reservation.

FLIGHTS

Please read these booking conditions carefully. By asking us to confirm a flight booking we assume you have read these terms and conditions and agree to them. All flight bookings are subject to these booking conditions.

RESERVATIONS

The party leader (the person who represents the traveling party for whom you make the flight booking) must be at least 18 years of age and must be authorized to make the booking on the basis of these booking conditions by all persons named on the booking. By confirming the flight booking, on behalf of the traveling party, you agree that you are authorized by the traveling party. You, as a travel agent, will be responsible for making the complete payment due to us.

SAT Mexico DMC pre-negotiated rates with airlines to facilitate reservations on your behalf. The rate displayed on the website is a combination of the pre-negotiated rate reserved on your behalf by SAT Mexico DMC and the facilitation fee retained by SAT Mexico DMC to compensate us for our services.

You authorize SAT Mexico DMC to make bookings at the total reservation price, which includes the flight rate, service fees, taxes, and other services indicated to be included with the product. You agree to be charged by SAT Mexico DMC for the total ticket price. Upon submitting a reservation request you authorize SAT Mexico DMC to facilitate flight reservations on your behalf, including making payment arrangements with the airline.

You acknowledge that, except with respect to tax obligations on the amounts we retain for our services, SAT Mexico DMC does not collect taxes for remittance to applicable taxing authorities. The airlines invoice SAT Mexico DMC for tax amounts and are responsible for remitting applicable taxes to the applicable taxing jurisdictions. SAT Mexico DMC does not act as co-vendor with the airline with whom we book our customer's travel arrangements. Taxability and the appropriate tax rate vary. The actual tax amounts paid by SAT Mexico DMC to the airline may vary from the tax recovery charge amounts, depending upon the rates, taxability, etc. in effect at the time of flying. We retain our fees as compensation in servicing your flight reservation. Our fees vary depending on the amount and type of flight.

For security reasons, it's important that the names on a flight reservation match the names of the passengers' passports. Please make sure that the names you book flights under are spelled the same as the name on your clients' ID. To correct a misspelled name on a flight reservation, please contact us by calling +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico), or send an email to one of our sales executives or to bookings@satmexico.com. Please don't forget to mention the reservation number, the name of the passengers, and flight information so we can check your booking and give you better assistance. Most airlines allow corrections of misspellings on their tickets. Usually, however, they will not allow major



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spelling corrections. Name change requests are treated the same as reservation change requests and may thus incur a fee.

Once a flight ticket has been booked, you or your clients do not need to reconfirm it. As soon as the booking process is complete, we will send you an email with details of the confirmed flight booking. This email contains the information your clients will need to check in for their flight. Our users can also view their bookings on our website. Your clients' boarding pass will be issued by the airline when they check in for their flight, either online or at the airport. Passengers can check in online, at the website of the airline, from 24 hours before their flight departure, and print out their boarding pass at home or when they arrive at the airport. To check in online, they will need the airline confirmation code, a six-digit alphanumeric code (consisting of letters and numbers). Please note that this is not the reservation number issued by SAT Mexico DMC.

PAYMENT AND CONFIRMATION OF SERVICES

You can realize the full payment directly on our website when you are booking a flight ticket. Our booking process is completely automatic and SAT Mexico DMC uses the newest technology in order to offer clients the highest security possible when doing an online transaction. We accept the following credit cards: Visa, MasterCard, and American Express. Alternatively, you can pay with a bank transfer. If you want to discuss alternative payment methods, please contact one of our sales representatives and we will be happy to discuss options.

Bookings need to be made at least 48 hours in advance, so we can guarantee your reservation. SAT Mexico DMC does not hold or reserve a selected fare for booking a flight at a later date. To ensure you receive the fare you found on SAT Mexico Online and in order to confirm the flight reservation, we need to receive your payment.

After having made your reservation and payment is processed, we will send you the confirmation via e-mail. To view and print a record of your reservation and payment, you can also go to "My Bookings". Click on the booking you wish to view.

If you have unauthorized charges billed to your card or see charges from SAT Mexico DMC that you do not recognize, please contact us immediately and provide card number, date, and amount (as displayed on your credit card bill) so we can locate the booking. Also, report unauthorized charges to your card company. Following your card company's procedure is important to ensure that the transaction is taken off your card statement. SAT Mexico DMC values your trust and confidence and is committed to working with your card company and with law enforcement.

CHANGE AND CANCELLATION POLICY

If your clients need a different flight than the one they originally booked, please consider the following:

* SAT Mexico DMC does not charge any extra fees for canceling or changing reservations. Airlines, however, do charge fees and these fees will be passed on to you. The change fees vary depending on the airline. More details are provided during the booking process under "View Restrictions".



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* When changing a reservation, the new flight selected must be on the same airline. All changes are subject to availability, limitations, and restrictions of the airline.

* If there are differences in the airfare between the flights originally booked and the new flights selected, the difference will be charged to you.

* Most airlines do not allow changes to the names of the travelers originally booked without incurring a change fee.

To change a flight reservation, please contact us (as soon as possible) by calling +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico), or send an email to one of our sales executives or to bookings@satmexico.com. Please don't forget to mention the reservation number, name(s) of the passenger(s), and flight information so we can check the booking and give you better assistance. Name change requests are treated the same as reservation change requests and may thus also incur a fee.

Flight tickets booked on SAT Mexico Online are, in general, non-refundable. Only if you cancel the flight ticket on the day of booking, you may receive a full refund, depending on the cancellation policies of the airline. In case you want to cancel a flight ticket, please contact us immediately by calling +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico), or send an email to one of our sales executives or to bookings@satmexico.com. Please do not forget to mention the reservation number, name(s) of the passenger(s), and flight information so we can check the booking and give you better assistance.

For more information about cancellation policies and possible refunds, you can contact us with the above-mentioned contact details.

In case the airline changes or cancels the flight prior to departure, please call us at +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico), or send an email to one of our sales executives or to bookings@satmexico.com. We will research what changes the airline has made, and we will search for the best possible alternative or solution. If your clients are already at the airport when they learn of the change, we encourage them to go to the airline customer service desk for options.

In the event that you cancel or amend a credit card booking, SAT Mexico DMC will not be liable for any monetary losses suffered by you as a result of a change in monetary exchange rates between the time of your original booking and its subsequent cancellation or amendment.

LATE ARRIVAL OR NO-SHOW

If clients miss their flight, we advise them to take their boarding pass or reservation confirmation to the airline ticket counter and ask for assistance. Some airlines may put these passengers on standby for the next available flight. If they need to change their reservation, please call us at +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico). For changing a reservation, additional fees will apply.



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GROUP BOOKINGS AND UPGRADES

On SAT Mexico Online you can book up to seven travelers in one single flight reservation. Groups of more than seven travelers require a group quote, which you can request by sending an email to bookings@satmexico.com. To upgrade a seat to first class or business class, please send an email to the above-mentioned email address. Please mention the passengers' name and indicate flight information and airline confirmation number, which always consists of six characters, a combination of letters and numbers.

LUGGAGE POLICIES

Airlines have different policies for luggage allowances. Economy Class travelers may generally check in 20-23kg without a charge. In business class, the weight allowance is usually 30kg. Generally, with major airlines, you may take one personal item (such as a purse or briefcase) and one piece of carry-on luggage on board with maximum dimensions of 55x35x25cm and with a maximum weight of about 5kg. Anything larger must be checked in. Sizes and weight may vary per airline. Please contact us for more information or go to the website of the airline that operates the flight.

CAR RENTAL

Please read these booking conditions carefully. By asking us to confirm a car rental booking we assume you have read these terms and conditions and agree to them. All car rental bookings are subject to these booking conditions.

RESERVATIONS

SAT Mexico DMC works with Cartrawler as our car rental partner. On our website you can find pre-negotiated rates with a large number of car rental companies, to facilitate reservations on your behalf. The rates displayed on the website is a combination of the pre-negotiated rate reserved on your behalf by Cartrawler and the facilitation fee retained by SAT Mexico DMC to compensate us for our services.

You authorize Cartrawler to make bookings at the total reservation price, which includes the rate of the car rental, service fees retained by SAT Mexico DMC, taxes, and other services indicated to be included with the product. You agree to be charged by Cartrawler for the total reservation price. Upon submitting a reservation request you authorize Cartrawler to facilitate reservations on your behalf, including making payment arrangements with the car rental provider.

You acknowledge that, except with respect to tax obligations on the amounts we retain for our services, we do not collect taxes for remittance to applicable taxing authorities. The car rental companies invoice Cartrawler for tax amounts and are responsible for remitting applicable taxes to the applicable taxing jurisdictions. SAT Mexico DMC does not act as co-vendor with the car rental company with whom we book or reserve our customer's travel arrangements. Taxability and the appropriate tax rate vary by location. The actual tax amounts paid by Cartrawler to the car rental provider may vary from the tax recovery charge amounts, depending upon the rates, taxability, etc. in effect at the time of the actual car rental by our customers. SAT Mexico DMC, as a middle-agent, and Cartrawler retain a fee as compensation in servicing your travel reservation. Our fees vary depending on the amount and type of car rental.





The minimum age for renting a car varies by rental company. For most companies, renters need to be 25 or older. For drivers between 21 and 24, an additional fee may apply. The center also needs to possess a full driver's license. If the renter's license is not in the Roman alphabet (i.e. Arabic, Greek, Russian or Chinese) he/she needs to bring an International Driver's License as well as his/her domestic license. A deposit amount will be held against the renter's card(s) for the period of the booking. Credit card(s) must be in the name of the main driver. In the event that the renter fails to present a valid credit card or lack of sufficient funds available on the credit card, the car rental agent may refuse to release the vehicle. In these instances, no funds paid will be reimbursed. The renter should present a valid photo-ID and a printed version of his/her voucher upon arrival at the rental desk. Additional drivers must have a valid driver's license in their own name. Extra charges apply for additional drivers. This option can be booked when checking in. The vehicle will be supplied with a full tank of fuel. To avoid incurring fuel charges the renter will need to return it full.

You are asked to indicate where clients want to drop-off the car when you are making a reservation. In case clients are returning the car to a different destination, additional fees will apply. In the event that the renter requires extending the rental period after the collection of his/her rented vehicle, he/she must pay the extra costs directly to the car rental agency. Local rental rates prevailing at that time will apply.

Car rental reservations with SAT Mexico DMC always include the following:

- Collision Damage Waiver (CDW)
- Third Party Liability Protection (TP)
- Theft Waiver (TW)
- Tax
- Airport tax
- Unlimited mileage
- Breakdown assistance

Your clients' vehicle will be supplied with a full tank of fuel. To avoid incurring fuel charges they will need to return it full.

The renter may be held responsible for damage to or loss of tires, windscreens, glass, and undercarriage. We recommend checking details with the car rental agent upon arrival.

The vehicles displayed and models listed are the most common vehicles used by our car rental partners. Neither SAT Mexico DMC, Cartrawler, nor the rental car companies are able to guarantee the specific model renters will receive at the rental counter. SAT Mexico DMC will send all the details of the car rental reservation to the car rental company, but we do not have information on which exact models are available on any given date. Although we cannot guarantee that the rental car company will have the exact car model you requested available at pick-up, the rental company should always be able to provide a vehicle of the same size and class as you requested.

Cross-border travel is not allowed.

Conditions may vary. To learn more about the policy of the car rental company of your choice, search for a car, make a selection, and then check the detailed rental information.





PAYMENT AND CONFIRMATION OF SERVICES

You can realize your (full or partial) payment directly on our website when you are booking your car. Our booking process is completely automatic and the newest technology is used in order to offer its clients the highest security possible when doing an online transaction. We accept the following credit cards: Visa, MasterCard, and American Express. At this moment we cannot accept other payment methods for car rental services.

SAT Mexico DMC/Cartrawler does not hold or reserve a selected fare for booking at a later date. To ensure you receive the fare you found on SAT Mexico Online and in order to confirm the car rental, we need to receive the payment.

After having made your reservation and the acceptance of your credit card payment, we will send you the confirmation via e-mail. To view and print a record of your reservation and payment, you can also go to "My Bookings". Click on the booking you wish to view.

If you have unauthorized charges billed to your card or see charges from SAT Mexico DMC/Cartrawler that you do not recognize, please contact us immediately and provide card number, date, and amount (as displayed on your credit card bill) so we can locate the booking. Also, report unauthorized charges to your card company. Following your card company's procedure is important to ensure that the transaction is taken off your card statement. SAT Mexico DMC values your trust and confidence and is committed to working with your card company and with law enforcement.

CHANGE AND CANCELLATION POLICY

If you have made a full payment online, and you cancel a booking within 7 days of the car rental booking date and at least 48 hours before pick up time, the complete payment will be reimbursed. If the booking is canceled after 7 days of the car rental booking date and at least 48 hours before the pickup time, a cancellation fee of USD \$ 35.00 and the card processing fee (where applicable), will be charged by our car rental provider (SAT Mexico DMC does not charge any fees for cancellations or changes).

With some car rental companies, we only ask for a partial online payment when booking a car. This means you have only paid an online booking deposit and the balance is due upon arrival at the rental desk. In this case, if the booking is canceled within 7 days of the car rental booking date and at least 48 hours before pick up time, the complete amount paid as a deposit will be reimbursed. If the booking is canceled outside 7 days of the car rental booking date and at least 48 hours before the pickup time, the complete amount except a cancellation fee of USD \$ 35.00 and the card processing fee (where applicable), will be reimbursed.

If the booking is canceled less than 48 hours before the pickup time, no funds will be reimbursed, unless the entire rental amount has already been pre-paid. If the entire rental price has already been paid online, we will retain 3 days rental as well as the card processing fee (where applicable).

To cancel a rental car reservation, call us at +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico), or send an email to one of our sales executives or to



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bookings@satmexico.com. Please contact us as soon as possible in order to avoid penalties. Do not forget to mention the renter's name and the reservation number.

All changes are subject to availability, limitations, and restrictions of the car rental company. Additional fees may apply.

In the event that you cancel or amend a credit card booking, SAT Mexico DMC/Cartrawler will not be liable for any monetary losses suffered by you as a result of a change in monetary exchange rates between the time of the original booking and its subsequent cancellation or amendment.

LATE ARRIVAL OR NO-SHOW

If the renter arrives late or if he/she will not be able to pick up or drop off the car at the agreed time, he/she should refer to the contact details listed in the confirmation email and contact the car rental company for instructions. If the renter cannot reach the car rental company, he/she should contact SAT Mexico DMC by calling +52 55 3689 7600 ext. 129, from Mondays to Fridays from 08:00 am till 07:00 pm and on Saturdays from 09:00 am till 02:00 pm (Central Standard Time Mexico). Additional charges may apply.

If your client does not pick up the car, and he/she has not sent us a request to cancel the reservation prior to the agreed pickup time, we might not reimburse any amount paid, depending on the conditions of the car rental company.

SPECIAL REQUESTS

Additional services can be added to a car rental reservation. We offer optional extras on our website when you select a car. In case your clients have special requirements, which are not offered on SAT Mexico Online, please contact one of our sales executives by phone or by sending an email. We will contact you to assist you with the reservation.



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