



Terms AND CONDITIONS FOR international customers, Companies And Groups

Reservations

1. A minimum of 15 days of anticipation is required to book a tour.
2. It is necessary to confirm the availability of the date before making the payment.
3. The reservation must be made with the payment of 100% of the amount of the tour.
4. The payment receipt must be sent to Exxi Mexico in order to confirm the reservation.
5. Changes of date and alterations to the schedule within the last 5 days before the tour (depending on the availability) will involve a charge of 15% of the total amount of the trip, and within the last 48 hours before the tour, a charge of 25% of the total amount of the trip.
6. In case of NO-SHOW the day of the tour, no refund will apply.

Payment conditions

1. It is necessary to firm the contract of services before making any payment.
2. The reservation must be made with the payment of 100% of the amount of the tour, via our website, bank deposit, bank transfer or cash, within the 7 days before the event or when making the reservation.
3. If a VAT invoice is required, it will be delivered after the payment of the total amount of the service (Note: the invoice can take up to 7 days to be processed after the payment of the service).
4. The discounts and promotions are not accumulative and are unique benefits for the holder.

Cancellations

1. The cancellations less than 10 days in advance will involve a charge of 50% of the total amount of the trip, and less than 48 hrs. in advance, a charge of 100% of the total amount of the trip.
2. The customer shall pay any expense made due of his/her absence or the non-compliance of the tour.
3. Exxi Mexico reserves the right to cancel or modify any travel itinerary due to insufficient reservations or by circumstances beyond its control such as weather changes, natural phenomenon, political problems etc. In these cases the amount of the trip will be refunded and expenses generated by this situation shall be for customer's account. A new date for the trip will be offered, or the client may choose another activity of similar price paying the difference if its value is greater.
4. We require punctuality from all our customers and have a waiting tolerance of 15 minutes. If they come from Mexico City or other federal or international zones, they would take into account the time required to reach the meeting point.



Terms and conditions For Domestic Customers

Reservations

1. A minimum of 3 days of anticipation is required to book a tour.
2. It is necessary to confirm the availability of the date before making the payment.
3. The reservation must be made with the payment of 100% of the amount of the tour.
4. The payment receipt must be sent to Exxi Mexico in order to confirm the reservation.
5. Changes of date and alterations to the schedule within the last 48 hrs. before the tour (depending on the availability) will involve a charge of 15% of the total amount of the trip, and within 24 hrs. before the tour, a charge of 25% of the total amount of the trip.
6. In case of NO-SHOW the day of the tour, no refund will apply.

Payment conditions

1. The reservation must be made with the payment of 100% of the amount of the tour, via our web site bank deposit, bank transfer or cash, within the 3 days before the event or when making the reservation.
2. If an invoice is required, it will be delivered after the payment of the total amount of the service (Note: the invoice can take up to 7 days to be processed after the payment of the service).
3. The discounts and promotions are not accumulative and are unique benefits for the holder.

Cancellations

1. The cancellations less than 24 hrs. in advance will involve a charge of 50% of the total amount of the trip, and less than 12 hours in advance, a charge of 100% of the total amount of the trip.
2. The customer shall pay any expense made due of his/her absence or the non-compliance of the tour.
3. Exxi Mexico reserves the right to cancel or modify any travel itinerary due to insufficient reservations or by circumstances beyond its control such as weather changes, natural phenomenon, political problems etc. In these cases the amount of the trip will be refunded and expenses generated by this situation shall be for customer's account. A new date for the trip will be offered, or the client may choose another activity of similar price paying the difference if its value is greater.
4. We require punctuality from all our customers and have a waiting tolerance of 15 minutes. If they come from Mexico City or other federal or international zones, they would take into account the time required to reach the meeting point.

Reservations

Centro de Reservas Querétaro
Las Anitas 7, Club de Golf Balvanera, Corregidora, Qro. México CP 76920
Sucursal Bernal

Corregidora 49, Camino a la Peña, Bernal, Ezequiel Montes, Qro. México
T. +52 442 225 26 40 - 01800 6330 171 // info@exxichallenge.com // www.exxichallenge.com



terms and conditions for travel agencies and tourist operators

1. Reservations for agencies, groups or retailers and wholesale travel operator's customers will be closed every Wednesday at 6:00pm.
2. The date of the activity should be booked at least three days in advance.
3. It is necessary to confirm availability before making the reservation and payment.
4. Reservations must be made with a minimum of 4 guests per group for general tours; in case of being less than four, another date will be proposed. (Note: the bungee jumping Tour requires a minimum of 5 persons to be booked, or it will be postponed to the date of the next event.)
5. If agencies or operators' customers decide to have a private tour and do not complete the minimum of guests to form the group (4 guests), they must absorb the price of missing people for such private trip.
6. The confirmation of the reservation must be confirmed at least 3 days in advance.
7. Any change of date or tour made by the Agency with less than 48 hrs. will result in a surcharge of 25% on the total amount of the service.
8. In case of NO-SHOW the day of the tour, no refund will apply.

Payment conditions

1. The payment for each event needs to be done within the following 5 business days after reservation.
2. The 100% of the total amount of the tour needs to be paid by bank deposit, wire transfer, or cash, when making the reservation.
3. The invoice, if you need it, will be delivered after payment of the total amount of the service.
4. Corresponding tour fares shall be notified every six months to agencies and operators, being negotiated and under mutual agreement between such organizations and Exxi Mexico, (it has to be determined if the contract will follow a commission system or a net price system).

Cancellations

1. Cancellations with less than 48 hrs. before the booked date will result in a charge of 50% of the contracted service.
 2. The travel agency or operator will pay any cost involved by absence of the customer or failure of the tour.
 3. EXXI MEXICO reserves the right to cancel the trip with the charge of 100% of the service to the agency or operator, if the customer would not present the day of the event at the time and place indicated. We have a waiting policy tolerance of 15 to 30 minutes for customers in case of other trips already programmed, and a maximum of one hour in case of private travel agencies or tour operator's trips.
 4. EXXI MEXICO reserves the right to cancel or modify any travel itinerary due to insufficient reservations or by circumstances beyond its control such as weather changes, natural phenomena, political problems etc. In these cases the price of the trip will be refunded and expenses generated by this situation shall be for customer's account. A new date for the trip will be offered, or they may choose another activity of similar price paying the difference if its value is greater.
5. We require punctuality from all our customers and have a tolerance of 15 minutes. If they come from Mexico City or other federal or international zones, they would take into account the time required to reach the meeting point.

Policy and application of our medical insurance.

Exxi Challenge México offers a medical insurance in the tours and expeditions hired by our customers.

Our insurance is operated by a third party that is the company in charge of all the procedures and reimbursement. This company is GRUPO SORIANO / BIO-S BIOINTELLIGENCE SCIENCE S.C. that works in alliance with ACE SEGUROS S.A according to the politics and regulations of the COMISION NACIONAL DE

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SEGUROS Y FIANZAS (CNSF).

Insurance Policy:
Business owner: CARLOS FELIPE PESCADOR SPÍNDOLA
Company: EXXI CHALLENGE MÉXICO
Country/State: MÉXICO, QUERÉTARO
Registration number: 25042012/185057
Grupal Policy: 30/23871
Expiration date: 01/01/2017 A 01/01/2018
Status: ACTIVE

Our insurance policy covers up to \$50,000 MXN, in case of organic loses or/and dead it covers up to \$100,000 MXN, 10% of deductible is applied. This 10% of the insurance deductible should be covered by the customer or their family.

By being registered in our insurance program, 2 options will be available in case of any accident:

1. Direct payment:
 - a. The insurance company relies on a nationwide hospital network where you will receive medical attention after your accident and pay only the deductible (10%). *Only available for school groups. For more details, consult the Protocolo de Siniestros 2017 with your EXXI MX representative.
2. Reimbursement
 - a. If you wish to receive medical attention in the hospital of your choice, you will have to pay all medical charges and then ask for the corresponding reimbursement (deducting the deductible total of 10%). For more details, consult the Protocolo de Siniestros 2017 with your EXXI MX representative.

Bank account for deposit or transfer

Bank: SANTANDER

Owner: Carlos Felipe Pescador Spíndola

Num. Cuenta: 26011220671

Clabe Interbancaria: 014680260112206715

Cuenta de pago en OXXO: 5579090026958513



Privacy policy.

EXXI CHALLENGE MX, brand name Exxi Mx, is responsible for the processing of the personal data collected on its website and different communication platform and is in order with the Federal Law on Personal Data Protection (Ley Federal de Protección de Datos Personales en Posesión de los Particulares).

The personal data you give us through different electronic media are being kept and treated by EXXI CHALLENGE MX under the lawfulness, consent, information, quality, finality, loyalty, proportionality and responsibility principles in accordance with the Law.

The personal data you give to EXXI CHALLENGE MX, brand name Exxi Mx, are rightfully protected through technological, physical and administrative safety measures, preventing it from abusive disclosure.