

## Terms and Conditions

Arrivals: It is important to provide the flight number and airline to constantly check the flight in case of any delay or schedule change and keep the customer informed.

The driver will be waiting outside Terminal 2 (T2) with the customer's name on a sign. If the customer arrives to Terminal 1 (T1) please follow the departure groups.

Departures: It is important to provide a flight schedule and the pickup point. There is a maximum of 15 minutes tolerance after the arranged time or an extra fee will be set after the exceeded time.

The pickup will be in the same place of the drop off, this could change as long as the customer notifies us with anticipation and without exceeding the set time.

All shuttle services have specific time, after that time has been exceeded the charge will be for an hour.

Times of our services: Golf transportation from 4 to 6 hours, lunch or dinner from 3 to 4 hours and activities like biking, whale watching, boat tour, fishing, shopping or more will be according to the time or the activity however it is important to notify us beforehand to arrange the shuttle service.

The luggage will be the customer's responsibility at all times. Transdugal will not assume any responsibility for delays caused by accidents, bad conditions of the highways and any other conditions beyond our control. We will reserve the right to modify the service and change the schedule in case of closed highways or natural disasters. Passengers with young children must provide notice of their child seat requirement and confirm availability of the appropriate size and model.

- Passengers are welcome to bring their own child seats.
- Pets must be transported in a pet carrier.
- Passengers with wheel chairs, surf boards, family pets, fishing equipment, large size coolers and bicycle boxes must notify at the time of the reservation.
- Transdugal and its agents cannot be held responsible for any damage caused to the luggage while in the vehicles or while loading and unloading.
- Passengers are responsible to make sure all their luggage is removed from the vehicle once they arrive at their destination.
- Transdugal will make every effort to determine the ownership of any found belongings and to contact the passenger to arrange for the items return.

### Cancellations

Cancellations or schedule changes before 72 hours in advance      100% refund

Cancellations or Schedule changes before 24 hours in advance      50% refund

Cancellations before 12 hours no refund provided.