

Terms and Conditions

Transportation policies

Cancelation and refund policies

The cancelation or refund must be request to our Customer Service in our business hours from 07:00 hrs to 19:00 hrs to our email address: customerservice@xelborgroup.com

Immediate cancelation after the purchase of the Service: Cancellation request immediate after the purchase of the Service apply a refund of 75% from the price canceled Service, because apply a penalty of 25% over the Price.

Cancellation with 24 hours prior your reservation date: Cancellation request 24 hours prior your reservation date applies a refund of 50% from the Price canceled Service or a credit with the amount of the canceled Service to apply in a transportation Service in a posterior date with a validity for one year.

Cancellation with less than 24 hours prior your reservation date: Cancellation request with less than 24 hours prior your reservation date Cancellation, doesn't apply refund. In this case you can get a credit with the amount of the canceled Service to apply in a transportation Service in a posterior date with a validity for one year.

Policies of changes or modifications on your reservation:

Reserve confirmation: You should confirm your return transportation to the airport 24 hours prior your date reservation with our Customer Service department in our business hours from 07:00 hrs to 19.00 hrs by email to: Customerservice@xelborgroup.com or by call to: 998 478 3305

Changes or modification on your reservation: Any change or modification should be request 24 hours prior your date reservation by email with our Customer Service department: customerservice@xelborgroup.com provide us your reservation number, and the changes or modifications will confirmed by email, if you request changes or modification with less than 24 hours it will be subject to availability. The company is responsible just of the reservation sent by email.

No confirmed transportation: if you didn't confirm your complete or right information: Pick up time, Location, at the moment of your purchase please confirm us that information 24 hours prior your date Service to Schedule your transportation. In case that you don't confirm your Service, the Service is taking as cancelled and doesn't apply refund but you can get a credit with the amount of the Service to apply in a transportation Service in a posterior date with a validity for one year.

In case that you are standing at an "Airbnb": In case that you hosted at an Airbnb please confirm us the address and current location 24 hours prior your date reservation, In case that you don't confirm your Service, the Service is taking as cancelled and doesn't apply refund but you can get a credit with the amount of the Service to apply in a transportation Service in a posterior date with a validity for one year.

Transportation listed as No show: We remind you that the transportation from the hotel to the airport the driver is going to wait for you at the main lobby by 15 minutes since your pick up time, in case that you don't show the service is listed as no show, the driver is going to left a no show note in the hotel and it doesn't apply refund policies.

Lost and found policies

The company is not responsible for any damage or loss in your luggage, during your driving at the airport or hotel. The forgotten items will be safeguarded in the company only for 30 days, otherwise, we are not responsible. Please check and verify your bags and personal items when you leave the transportation.

Lost object Report: You should report through our Customer Service department in our business hours from 07:00 to 19:00 hrs, please provide us your reservation number and the object characteristics.

Safekeeping of lost objects: The lost object should be kept for 60 days, after that time the company is not responsible.

Delivery of lost and found objects: The delivery is Schedule and confirm through our Customer Service department, the delivery is schedule under our delivery policies. When the delivery has been made is request your accordance sign in our lost and found format.

Delivery policies:

Immediate delivery: In case of immediate report in a time less than 30 minutes after your service we can delivery immediately, there is not cost apply.

Schedule delivery: In case that the report will be 30 minutes after your Service, we keep the object at our office and we can schedule a delivery with a cost, that cost depend of the zone.

Delivery on your departure date: In case that you don't apply to our two prior policies, we can Schedule a delivery in your departure transportation, this delivery is with our drivers.

Delivery at airport: In case that you don't apply to our three prior policies, we can Schedule the delivery on our counter, the delivery is with our supervisors.

Invoice

Our Invoice department is available from Monday to Friday in Business hours from 09:00 to 17:00 hrs, the invoice should be issued in 72 hours.

Invoice request: The invoice should be request the same date of your purchase, for request the invoice you should enter in our web site on invoice option and add the request information in our site also you can request by email to : contabilidad.xtravel@xelborgroup.com

Invoice Issued: The invoice must be issued in and send by email, in case that you don't receive the invoice please call to 998 886 2416 Extension 5017 - 5001.

Excursion and tour policies

Tour Confirmation policies

We suggest to consult the tour information as availability, what is included, what is not included and restrictions previous to your purchase.

Tour and activity confirmation: Tour and activity confirmation: When you purchase by our web site you should receive by email your payment proof, confirmation and additional information, for Doubts or clarifications please contact us through our reservation department by email: Reserve@xelbortravel.com or by call to 998 478 3305 in our business hours 09:00 hrs to 17:00 hrs.

Is necessary show your confirmation before boarding the tour or activity schedule.

risky activities: In case that the activity that you reserved is a risk activity you assume the risk to do the activity and you declare as a healthy person and you assume any responsibility for any incident while the activity.

Changes or modifications

Date changes: When you purchase at our web site please confirm the right date to do the activity or tour, in case that you need a date change, please request this change through our reservation department the same day of your purchase in our business hours from 07:00 hrs to 18:00 hrs .

Changes in activity or tours: Changes in activity or tours: In case that you need change the activity that you purchase, please send your request 72 hours prior your date activity and send us the information of the new activity, this change is subject to availability from the tour operator and is subject to rate adjustment.

Holder change: The holder change is not possible, the reservation that has been made by our web site are not transferable.

Promotion policies:

Promotion and coupons: Our promotions and coupons cannot be accumulated, refunded or transferable and are subject to change without previously advice.

Promotion for national: the promotions apply in persons with a Mexican nationality and apply an especial Price. For apply this promotion you must show your ID accrediting your nationality as your Mexican passport or INE, in case that you don't show the ID you must pay the complete amount.

Cancelation and refund policies:

Request a refund or cancelation through our reservation department in our business hours from 07:00 hrs to 18:00 hrs by email to: reserve@xelbortravel.com with your confirmation number and the cancelations reasons, your request must be evaluated applying bellow policies:

Activity or tour cancelation: If the activity is confirmed by a reservation, the cancelation is subject to the polices tour operators.

Activity combos: If you take a tour that is included in a combo of 2 or more tours or activities and after you request a cancelation for the other activities that are pending this doesn't apply a partial or full refund and is subject to the policies tour operator.

Bad weather Cancelation: If you request to change the date of your tour or activity because of bad weather conditions you can request 24 hours prior and is subject to the policies tour operator.

Services listed as no show: We suggest be at the meeting point 15 minutes prior your pick up time, the tour operator wait for you 5 minutes since the pick up time. In case that you don't show the service is listed as no show and doesn't apply refund.