

PROTOCOL – TRANSPORT-INCLUDED RATE (MÉRIDA – SANTA BÁRBARA – MÉRIDA)

Booking

- A booking is required at least **48 hours in advance**
- Mandatory information:
 - Name of the agency
 - Number of passengers (adults and children)
 - Service date
 - Selected package
 - Pick-up point

Service Operation

- The service operates with a minimum of **6 passengers**
- If the minimum number is not reached:
 - The service may be rescheduled; or
 - The rate may be adjusted according to operational logistics

Transport Logistics

- The vehicle shall be assigned according to the number of passengers
- The following will be confirmed in advance:
 - Departure time
 - Meeting point
- Punctuality is required; the operator will allow only a limited waiting time

During the Service

- The driver or coordinator shall be responsible for the group during the transfer
- General instructions will be provided prior to arrival

On-Site Reception

- The group will be received based on the confirmed booking
- Verification will be carried out prior to entry

Payment

- Payment conditions shall be in accordance with the agreement with the agency
- The service must be **fully paid prior to operation**

Cancellations and Amendments

- Cancellations must be notified at least **24 hours in advance**
- Date changes are subject to availability
- After the 24-hour period, **no changes or refunds shall be permitted**