

Thank you for choosing **MeetPlaya Tours & Transfers** for your private transportation and tour services in the Riviera Maya. Please read the following policy carefully before confirming your reservation. By completing payment, you acknowledge and agree to these terms.

This document governs all services provided by MEETPLAYA S.A. DE C.V. (RFC: MEE170829GZ2), a licensed private transportation operator based in Playa del Carmen, Quintana Roo, México. Operations: Cancun Airport (CUN), Playa del Carmen, Tulum Airport (TQO), Riviera Maya hotels, maritime ports, ferry terminals, and ADO/Tren Maya train stations. Last Updated: June 2026.

✉ 1. PAYMENT & BOOKING

A **100% full payment in advance** is required to confirm and secure your reservation. Unpaid reservations are not considered confirmed and are not guaranteed.

Accepted payment methods:

- **Visa** — processed securely online via Stripe
- **Mastercard** — processed securely online via Stripe
- **PayPal**
- **Zelle** — to pay via Zelle, contact us and we will provide the details: WhatsApp +52 984 137 9922 or bookings@meetplaya.com
- **American Express (AMEX)** — accepted via a special payment link processed in Mexican Pesos (MXN). Contact us to receive the link.

Prices are displayed in USD and include all applicable taxes. No hidden fees.

Any changes or cancellations must be requested **exclusively through official digital channels** (WhatsApp, text message, or email). If your booking does not appear as paid in our system, we will contact you to complete the process.

📅 2. OPERATING HOURS & LATE-NIGHT CONTACT

Our regular service hours are:

- **Airport Arrivals:** Service available until 11:00 PM
- **Airport Departures:** Service available from 3:00 AM

Customer service team: Monday - Sunday, 7:00 AM - 10:30 PM (local time).

If your flight arrives after 10:30 PM, you must contact us before that time to confirm transfer coverage. MeetPlaya does not operate 24 hours a day. Flights arriving past our operating window are subject to rescheduling or additional charges.

Need a service outside our regular hours? **Contact us — we will do our best to accommodate your request.** Special arrangements are possible as long as you reach out to us in advance so we can coordinate availability. WhatsApp: +52 984 137 9922.

✈️ 3. FLIGHT DELAYS POLICY

If your flight is delayed, **contact us immediately via WhatsApp** — do not wait until you land. We make every effort to monitor flight arrival times, but online tracking is not always accurate in real time. **Your direct notification is essential** to coordinate with your assigned driver.

- **Delays up to 2 hours:** We will do our best to accommodate the wait at no extra charge.
- **Delays beyond 2 hours or past 11:00 PM:** We will evaluate driver availability and contact you. We cannot guarantee the same time slot. An additional charge for late-night service or extended waiting time may apply, or the service may be rescheduled or cancelled if it cannot be performed safely and in an operationally viable manner.

Airline delays are beyond our control and may affect driver scheduling and mandatory rest regulations. We appreciate your understanding.

📄 4. AIRPORT WAITING TIME & NO-SHOW POLICY

Airport Arrivals (Airport → Hotel):

Once your flight lands, your assigned driver will wait at the designated meeting point for up to **2 hours** at no extra charge. This window is designed to cover normal immigration processing, baggage claim, and customs clearance.

If 2 hours pass after your flight's actual landing time without any contact from you, **the service will be considered a no-show and cancelled with no refund.** Applicable only to Cancun (CUN) and Tulum (TQO) airports.

Departures & Hotel Transfers (Hotel → Airport / Hotel → Hotel / Tours):

If your service is confirmed and our driver arrives at the pick-up point, the grace period is **15 minutes** after the scheduled pick-up time. If you do not arrive within this period, the driver will document their presence (photo with timestamp) and depart. **No refund will be issued.** If you wish to reschedule, the full cost of the new service must be paid in advance.

✖️ 5. CANCELLATION & REFUND POLICY

Airport & hotel transfers (any type):

- **24+ hours before scheduled pick-up:** Full refund.
- **Less than 24 hours before scheduled pick-up:** No refund.

Tours:

- **48+ hours before scheduled service:** Full refund.
- **Less than 48 hours before scheduled service:** No refund.

All cancellation requests must be submitted via WhatsApp, text message, or email through our official channels. **A cancellation is valid only upon written confirmation of receipt by the MeetPlaya team.** The timestamp of your cancellation request applies only from the moment our team confirms receipt — not from the time the message was sent.

Tip: Always request a written confirmation from MeetPlaya when cancelling or modifying your reservation. A sent message is not a confirmed cancellation.

6. MODIFICATION POLICY

Any modification to your reservation must be requested **at least 24 hours before your scheduled pick-up time** via WhatsApp or email.

Same-day changes are handled on a case-by-case basis and are **subject to operational availability** — they cannot always be guaranteed. Additional charges may apply.

If a driver has already been assigned or dispatched to your service, operational costs are incurred regardless of the reason for the change. Rescheduling in this case will generate an **additional charge** and remains subject to availability. We will always make every effort to find a solution.

Changes due to flight delays or airline modifications are beyond our control and may affect other transport operations scheduled for the day.

7. WEATHER CONDITIONS

Services are **not automatically cancelled** due to rain or mild weather. Our team evaluates each situation individually to ensure safety. If weather conditions pose a genuine risk, we may cancel or modify the service and will notify you immediately via WhatsApp, phone call, email, or text message.

8. FORCE MAJEURE & EXTRAORDINARY EVENTS

MeetPlaya shall not be liable for failure to provide services due to events beyond our reasonable control, including but not limited to:

- Hurricanes, tropical storms, or severe weather events
- Earthquakes or natural disasters
- Airport closures or temporary suspension of operations
- Government-mandated evacuations or travel restrictions
- Civil unrest, strikes, or acts of terrorism
- Pandemics, health emergencies, or government-imposed lockdowns

In these cases, standard refund terms may not apply. However, **MeetPlaya is committed to flexibility and fairness.** We will make every effort to reschedule your service at no additional cost. If rescheduling is not possible, each situation will be evaluated individually — we will always work with you toward the best possible resolution. Our goal is to ensure you never feel abandoned, regardless of the circumstances.

✓ 9. COMPANY RESPONSIBILITY

If MeetPlaya is unable to provide the confirmed service for reasons within our control, we will take full responsibility and ensure you are not left without transportation. **We will never leave our clients without a solution.**

In this event, MeetPlaya will coordinate and authorize an alternative service on your behalf. **Before taking any action or arranging alternative transportation on your own, you must contact us and wait for our team to authorize and confirm the solution.** Our team will issue a new confirmation with a new reservation number, which you must receive before proceeding.

If MeetPlaya authorizes you to arrange alternative transportation independently, we will reimburse the cost of **equivalent transportation, up to the value of the original service paid.** To qualify, you must provide a valid payment receipt from the alternative provider, along with the authorization confirmation from our team.

*Important: Alternative transportation arranged without prior written authorization from MeetPlaya will not be eligible for reimbursement.
Always contact us first: WhatsApp +52 984 137 9922*

↩ 10. LAST-MINUTE SERVICES & PRICE CHANGES

Last-minute services may be confirmed subject to availability, provided payment is completed in full and confirmation is acknowledged by both parties. A minimum of **2 hours' advance notice** is required for standard bookings.

Prices are subject to change without prior notice. However, **confirmed and fully paid reservations will always be honored at the original price.** Unpaid reservations are subject to any price adjustment in effect at the time of payment.

11. CONTACT INFORMATION

For reservations, modifications, cancellations, or any assistance, please contact us through the following official channels:

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|--------------------------------|--|
| WhatsApp | +52 984 137 9922 |
| US / Canada (toll-free) | +1 855 289 4819 |
| Mexico Office | +52 984 267 9585 |
| Email | bookings@meetplaya.com |
| Website | meetplaya.com |
| Hours | Mon – Sun: 7:00 AM – 10:30 PM (local time) |

For step-by-step pickup guides at all airports and ferry terminals, visit: **meetplaya.com/terminals**

For our full cancellation policy PDF: **meetplaya.com/pdf/MeetPlaya_Cancellation_Policy.pdf**

Warm regards, **MeetPlaya Tours & Transfers** — Private transportation & tours across the Riviera Maya since 2017.