

## Cancellation Policy.

This policy applies to reservations made on or after May 10, 2023.

This page explains our Cancellation Policy. Any person who books with our company Entertainment Travel Group ("You") can cancel bookings and accept cancellations, refunds and/or reimbursements pursuant to the following terms and conditions.

- The buyer of the service knows, accepts and abides by the cancellation policies of the tourist services provided by "Entertainment Travel Group".
- "Entertainment Travel Group" reserves the right to postpone or cancel an event if there are not enough people registered in case they are group outings or that the tourist service provider requires "Entertainment Travel Group" a certain minimum number of places.
- Deposit payments are not refundable in the event of cancellations made by the purchaser of the service. If said cancellation is made by "Entertainment Travel Group", it remains on account to be able to reschedule the initial departure contracted on another date or any other tourist service.
- In the event that cancellations are made due to force majeure and by "Entertainment Travel Group" as long as said force majeure causes so allow, "Entertainment Travel Group" undertakes to act in good faith and reschedule the contracted services, without assuming the commitment to provide them in a certain time. These causes of force majeure can be: tsunamis, tidal waves, earthquakes, tornadoes, hurricanes, pandemics, endemics, epidemics. These causes are illustrative and are not exhaustive.
- The passenger will not have the right to a refund of the amount paid, neither in concept of deposit nor in the rest of the trip if he cancels within the 30 days prior to the departure of the trip.
- Penalties and/or withholdings of the subscriber will be subject to the provisions of each provider.
- In the event that there are money returns, "Entertainment Travel Group" will evaluate the most convenient way for both parties to return the amounts involved.
- "Entertainment Travel Group" will assume the expenses generated by the money order agency, the sending of the check, as well as the direct charges

from your bank; Additional charges made by the owner's bank to which a supposed return will be made, if applicable, will be covered by the bank owner.

- In the event that a "No show" occurs, "Entertainment Travel Group" is not responsible for the loss of enjoyment of tourist services, nor for the monetary loss that may be caused to the buyer or passenger. It is the sole responsibility of the passenger and/or the buyer to review, verify and obtain the correct information for each service obtained.
- "Entertainment Travel Group" recommends traveling with travel assistance coverage that includes coverage for trip cancellations. In the event that said assistance has the service, the limits and the approval of said refund, "Entertainment Travel Group" will not apply complementary or supplementary refunds of money, whether they are contracted within or outside of "Entertainment Travel Group". Likewise, "Entertainment Travel Group" reserves the right to obtain the necessary information to be able to know if the passenger obtained a refund from the insurance company and/or travel assistance.
- **Privacy Inquiries.**

If you have concerns or questions regarding our consumer privacy practices, please forward them to [info@etravelgroupusa.com](mailto:info@etravelgroupusa.com).

**Effective date May 10, 2023**