



Triptlán Cancellation Policy

At Triptlán, we understand that plans can change. That's why we offer a flexible cancellation policy to provide peace of mind to our customers. Below are the terms and conditions:

1. Cancellations with at least 15 days 'notice

If the tour is canceled 15 days or more before the scheduled service date, the customer will receive a **100% refund** of the amount paid.

The refund will be processed within a maximum of 7 business days from the formal cancellation request. Please note that the estimated refund time may vary depending on the bank or payment provider involved.

2. Cancellations with less than 15 days 'notice

If the cancellation is made less than 15 days before the scheduled date, a **30% partial refund** of the amount paid will be issued.

No exceptions will be made, except in cases of force major that are properly justified and documented (e.g., medical emergencies, natural disasters, etc.), and these will be subject to review by the agency.

3. No-shows

If the customer does not show up on the day of the tour, **no refund** will be issued.

4. Cancellation procedure

All cancellations must be requested **in writing via email** to: **triptlanmx@gmail.com**

The effective cancellation date will be the date on which the written notification is received from the customer.

5. Tours canceled by the agency

If Triptlán cancels a tour (due to weather conditions, low demand, or other force majeure reasons), the customer will be offered the option to:

- Reschedule the tour at no additional cost.
- Receive a **100% full refund**.