

Reservation and Cancellation Policies

OPERADORA TURISTICA VBG S.A. de C.V. is happy to offer its exclusive “Botanical Delights Tour & Culinary Adventure.” To help us make this service possible, we request that you make your reservation well in advance so we may plan all of the required logistics necessary for you to accompany us. For reasons of safety and comfort for you and your companions, a certain number of visitors per day is determined, so again, we request that you schedule your tour as soon as possible.

If the date you would like to book is not available online or if you have a group of twenty or more participants, please send an email to marcos@tourspvr.com to consider additional dates and times.

1. Policy of changes and / or cancellations

OPERADORA TURISTICA VBG S.A. de C.V. reserves the right to cancel any tour before departure for any reason, including insufficient registration, logistical problems that may impede transfer operations (including but not limited to hurricanes, landslides on the road, strikes, floods, car accidents) to the botanical garden or put our staff or clients at risk during the tour.

To ensure our commitment to each of our clients, **OPERADORA TURISTICA VBG S.A. de C.V.** applies a strict **cancellation policy**.

- - Cancellations at least 48 hours before the activity (Refund of 100%)
- - Cancellations at least 24 hours before the activity (Change of day, subject to availability)
- - Less than 24 hours before the activity (NO REFUND)
- - No show or late arrival (NO REFUND)

In the case of failure to arrive due to illness or accident, a medical certificate signed by a doctor will be requested or required, in order to consider a refund.

To make changes or cancellations we request that you contact the Vallarta Botanical Garden’s business office at 322 688 6206 during regular business hours posted on our website. You may also send an email to marcos@tourspvr.com requesting a cancellation and including your full name and contact information. All changes are subject to availability.

2. Important Notice

OPERADORA TURISTICA VBG S.A. de C.V. reserves the right to deny service to any person in a state of intoxication or showing signs/behaviors of consumption of illicit drug, or with a defiant and/or arrogant attitude. This policy is necessary to maintain security, order and respect for our customers.

3. Charges

OPERADORA TURISTICA VBG S.A. de C.V. will charge your credit or debit card at the time you make your reservation online or make payment in any of our certified areas and your activity is confirmed.

4. Discounts

OPERADORA TURISTICA VBG S.A. de C.V. may periodically offer discounts for online booking, sometimes offered seasonally and/or depending on the volume of reservations scheduled. You may be sent notice of these promotions.

5. Prices / Exchange Rate

OPERADORA TURISTICA VBG S.A. de C.V. charges in Mexican pesos for online bookings. The exchange rate for foreign currencies is determined daily by the Garden's bank.

In the event that the tour price is modified, the original price will be respected and required for all previous reservations and the new price will apply only to reservations booked after the modification. These changes may be made without prior notice.

If you have questions regarding these policies, please write to us at director@tourspvr.com or marcos@tourspvr.com

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