

YC INVESTMENTS S.A. RESERVATION, CANCELATION, AND REFUND POLICY

Thank you for choosing VIP Transport Panama (**YC Investments S.A.**). By paying the deposit for your package or individual service you accept the terms and conditions presented in this reservation policy.

In order to reserve a package or service with YC INVESTMENTS S.A. or one of its sub-brands, the client must proceed with complete payment at time of reservation.

Accepted forms of payment are the following: PayPal, Credit Card (Visa, Mastercard, Amex), ACH (local wire transfer or international wire transfer). Cash is not accepted.

BOOKING AND RESERVATION POLICIES

If you are not at the designated meeting point at the arranged time of your activity or service, YC INVESTMENTS S.A. reserves the right to not provide a refund.

Please note that YC INVESTMENTS S.A. is not responsible for changes in your travel plans such as flight alterations or cancellations (whether by you or the airline), family emergencies resulting in group size reduction or complete cancellation, and/or health-related issues. Whatever the stated reason for cancellation, the following cancellation & refund policy will apply

However, we will always try our best to locate you and accommodate any trip delays that are outside of personal control. After all, we want you to come on the trip and have fun. That is our goal. It is important that before you book with YC INVESTMENTS S.A. you as a client take into consideration that as soon as you book with us we immediately begin to prepare your trip. Therefore, we incur several expenses. Consequently, we have a REFUND POLICY on the deposit amount in case a cancellation from the customer occurs:

CANCELLATIONS & REFUNDS

Based on your itinerary (line item invoice), once the first service begins, no further alterations or cancellations will be accepted.

For alterations or cancellations to services prior to arrival:

1. Ground Transport Services

- Full refund for cancellations made with more than 48 hours notice
- Within 48 hours prior date of activity– zero refund, rebooking unavailable

YC INVESTMENTS S.A. RESERVATION, CANCELATION, AND REFUND POLICY

PROBLEMS OR ISSUES THAT ARISE DURING THE TRIP

In case a problem arises ie maintenance issues, mechanical problems, issues with your driver, or others then please contact your sales representative immediately via whatsapp or email (info@ycinpanama.com) to notify us of the situation so that we can address it as quickly as possible in order to provide a solution. If you fail to contact us or report a situation we are unable to assist. If you wait to report a situation until after the trip, any claims will be denied as we were unable to provide you with appropriate responses or solutions in the appropriate manner.