# Terms & Conditions

**Xcaret Sales Network** is a friendly and exclusive online sales program designed for travel advisors in **the** USA, Puerto Rico, and Canada to book directly all Grupo Xcaret's parks and tours.

Our XSN program offers great benefits to our members such as free sign-up, competitive commissions, complimentary marketing tools, customized and specialized training sessions, **XSN Customer Care** support, and dedicated **Corporate BDM** assistance.

Xcaret Sales Network is a user-friendly website where you will learn the key selling points of each one of our experiences, Xcaret insiders' tips, and specialized content that will help you to scale and grow your business by booking directly with Grupo Xcaret.

Xcaret Sales Network business models adapt whether you are a **Host Agency** or **Wholesale Travel company** with +4,000 travel advisors, a **retail travel agency** with offices in different locations, or an **Independent home-based travel advisor**.

We strongly encourage our XSN Travel Agent Partners to emphasize to their clients that by booking with an official Travel Agent Partner of Grupo Xcaret, booking status, cancellations, and no-show policies are flexible.

- **Travel Agencies under Public Rates**

  The **Public Rate** business model is designed for travel agencies to offer our products at a public price, and the **payment is made with the visitor's credit card**. Your commission will be sent in through a **check by mail** within **60 weekdays** of the purchase. For members of a Host Agency or Wholesale Agency, the commission check will be mailed to their registered address. All bookings registered during a calendar month are issued in one check. All booking folios are noted along with the check.

  **Important**

  - All purchases must be with the client's credit card. The infringement of this condition is the suspension of the user at the sales program.
  - Before proceeding with any payment at our XSN website, please strongly advise your clients to confirm directly with their Bank that international transactions are permitted.
  - All Xcaret Sales Network transactions are registered by our tradename **Experiencias Xcaret Web, S.A.P.I. de C.V.**





❖ **Travel Advisors Affiliation under a Host Agency**

All agents under a Host Agency must be registered by the account administrator. Only the administrator of the account will be able to add new users.

**Instructions**

- Go to the **My Account** menu and select **Users** then click on **Add new user** and complete the profile information: First and last name, job title, email address, password (the user can change it after), phone, contact type, country, and state.
- The user will be able to log in to Xcaret Sales Network with the email and password entered. Enabling, also every feature of the website.

You can create as many users as needed and they will be concentrated under the same account, and all their bookings may be tracked by the administrator. The travel advisors' accounts may be inactive if necessary.

❖ **Xcaret Sales Network Customer Care Team**

**XSN Customer Care** is a team of experts dedicated to assisting our treasured travel agents with inquiries during the booking process, changes, or cancellations of existing reservations. Our team is located at our headquarters offices in Cancun, Mexico.

**Service Hours**

Monday to Friday, 8 a.m. to 8 p.m. CST

Saturday 9 a.m. to 3 p.m. CST

**USA** 1-844-249-8780

**CAN** 1-844-422-4928

**Email** xsnservice@xcaret.com





❖ **Admission Types**

**Admission:** Entrance only to the parks.

**Tour:** Enjoy round-trip transportation along with admission.

**Tour Package:** Bundle 2, 3, or 4 tours - **BEST OPTION!**

- Bundling 2 tours (*Transportation + Entrance ticket*) offers an automatic **15% discount** off the public rate (visitor's benefit).
- Save more when bundling 3 to 4 tours (*Transportation + Entrance ticket*) and enjoy an automatic **20% discount** off the public rate (visitor's benefit).

**Passport Xperience:** Bundle 2, 3, or 4 admissions.

- Bundling 2 admissions offers an automatic **15% discount** off the public rate (visitor's benefit).
- Save more when bundling 3 to 4 admissions and enjoy an automatic **20% discount** off the public rate (visitor's benefit).

In addition, with Xcaret Sales Network, you can offer *optional activities* for Xcaret park or Xel-Há park, and the Xcaret Dinner Show (Temporarily available for purchase at Xcaret park only).

❖ **Sales Commission Plan**

The following chart is exclusively for Archer Travel Group.

| Admission Type | Commission |
|---|---|
| **Tour Admission**<br>*Xcaret Park \| **23%** | **30%** |
| **Tour Package**<br>Bundle 2, 3, or 4 | **25%** |
| **Admission Only**<br>*Xcaret Park \| **16%** | **20%** |
| **Passport Experience**<br>Bundle 2, 3 or 4 Admissions | **10%** |
| **Ferry**<br>Only Admission | **10%** |
| **Additional Activities**<br>Available only at Xcaret & Xel-Há parks | **10%** |
| **Xcaret Dinner**<br>Available only at Xcaret parks | **4%** |

❖ **Commission Payment**

**Public Rate business model**

Your commission will be sent in through a **check** by mail within **60 weekdays of the purchase**. For members of a Host Agency or Wholesale Agency, the commission check will be mailed to their registered address. All bookings registered during a calendar month are issued in one check. All booking folios are noted along with the check.

If you wish to follow up on the status of your check, or if you detect any inconsistencies, please contact your **Corporate BDM.**

Only bookings made at **www.xcaretsalesnetwork.com** are **commissionable** for the **XSN Sales Program.**

❖ **Booking Process**

- Choose a **Type of admission** (Admission or Transportation + Admission)
- Select the **Parks & Tours** to visit (max. 4 per purchase)
- Check the **Photo Pass** box if necessary (Better price than in the parks or tours)
- Add **Optional Activities** (only applies for Xcaret park and Xel-Há park)
- Pick the **Visit dates** (one park or tour per day)
- Choose the **Pickup location** (only applies for tours)
- Select the number of **Adults** and **Children** (children 5-11 years old, infants 0-4 years old).
- Click **Next** and **Review** all the information on the **Reservation summary**.
- Pick the **Payment method** and fulfill the buyer's information.
- Complete the **Visitor information**.
- Accept **Terms and conditions** and **Privacy notice**.
- Click **Pay** and retrieve the **Confirmation Folio**.

Remember **not to close or refresh the screen** during the payment process, this can interrupt the process and fail to apply the charge correctly.

In case the payment doesn't proceed in the first attempt, **contact your bank** to **authorize** the payment charge as it is shown as an **international transaction**. If further assistance is needed, please contact **XSN Customer Care**.

After you successfully complete the booking with Xcaret Sales Network, you'll be given a **Confirmation Folio** which you must share with your clients. You don't need to confirm the booking with our XSN Customer Care team.





❖ **Discounts**

A **discount option** is available for our travel agents to be competitive in today's market. When manual discounts are applied, your commission will be re-calculated. The discount is retrieved directly from the commission of the percentage which can be **5%**, **10%**, or up to **15%**.

The manual discounts option is **only available** for **admissions** and **tours**.

**Important**

When booking Passport Xperiences or Tour Packages, Grupo Xcaret grants a multi-day visit discount.

Example:

Tour Xcaret Plus for 2 Adults, 1 Child = $343.71 USD

Commission (22%): $75.61 USD

If an additional discount of 5% is applied:

Tour Xcaret Plus for 2 Adults, 1 Child = $343.71 USD (-5%) = $326.52 USD

Commission (17%): $55.50 USD

❖ **Child and Infant Policies**

- Infants from **0 to 4 years** old have free admission.
- Children from **5 to 11 years old pay 25% off** the adult ticket price (must show ID at the ticket office of the park)
- Children must always present a **valid official ID.** If the child does not present a valid official ID, the price of entrance will depend on his/her height.
    - Children from 3.2 ft (1 m) to 4.5 ft (1.40 m).
    - Children over 4.5 ft (1.40 m) but under 12 years of age, must present an ID to verify their age.
- **Only for Xenotes,** The minimum allowed age is **6 years old.**
- **Only for Xavage, Xplor, and Xplor Fuego**, The minimum allowed age is **5 years old.**
- Infants and children must always be accompanied by an adult.





❖ **Cancellation Policies**

All requests for **product changes** and **cancellations** to an **existing booking** from Xcaret Sales Network must be **requested** and **confirmed by phone** or **email** by the travel agent through **XSN Customer Care**.

**Service Hours**

Monday to Friday, 8 a.m. to 8 p.m. CST

Saturday 9 a.m. to 3 p.m. CST

**USA** 1-844-422-8780

**CAN** 1-844-422-4928

**Email** xsnservice@xcaret.com

Notice of cancellation More than two days before the tour: 10% fee

Less than 48 hours before the tour or/and No Shows: 100% fee

*Passports Xperience and Tour Package cannot be canceled or reimbursed.

**Public Rate business model**

Based on the cancellation request date, charges will be made as to the notice of cancellation states. The remaining amount will be credited back into the payment method performed.