

Privacy Notice

Your privacy and security are very important for **OPERADORA TURISTICA VBG SA CV**. The collection, use, storage and dissemination of information gathered from the USER within our website <https://www.vbgardens.org> or within the official facilities of the Botanical Garden of Vallarta, abide by Mexico's Federal Law of Protection of Personal Data held by Individuals, published in the Diario Oficial de la Federación on July 5, 2010 ("Ley de Datos Personales")

1. Responsible Party's Information

- **OPERADORA TURISTICA VBG SA CV** is a legal entity duly constituted in accordance with the laws of the United Mexican States, located at *Ignacio L. Vallarta 399, Local A. Col. Emiliano Zapata, C.P. 48380 Puerto Vallarta, Jal.*

OPERADORA TURISTICA VBG SA CV also maintains a business office in downtown Puerto Vallarta located at *Ignacio L. Vallarta 399, Local A; Col. Emiliano Zapata, C.P. 48380 Puerto Vallarta, Jalisco, Mexico.*

2. Data Collection

OPERADORA TURISTICA VBG SA CV may collect information about your personal data and/or financial data deemed necessary (name, age, address, email, credit or debit card number, among other data not listed) to provide available services. We collect personal information from our users when they schedule one of our services. Refusing to provide the required information to **OPERADORA TURISTICA VBG SA CV** prevents us from allowing participation in the activities offered.

Personal and / or Financial Information requested:

- Full name
- Contact information (address, telephone number, cell phone number and email).
- Personal identification data (age, gender, marital status and nationality).
- Third party information (name of family members and companions, ages, genders and nationalities)
- Contact information (emergencies).
- Financial data (credit card, debit card and/or bank accounts).

3. Data Protection (Collection of information)

OPERADORA TURISTICA VBG SA CV may collect information from the User with the following purposes:

- Improve customer service.
- Offer products, services, promotions and benefits associated with the services that are offered, through electronic, telephone and/or printed media.
- Continuous improvement in our products and services, as well as on our website.
- Statistical data.

- Contact related to follow-up about nonconformities and complaints (service and customer service).
- Restrictions.
- Cancellation Policy.
- Data Protection.

4. Data Protection (How we protect your data)

OPERADORA TURISTICA VBG SA CV. adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, disclosure, alteration or loss of your personal information within our website and/or facilities.

We do not sell, exchange or give personal information to others. We retain the right to share personal identification information of our visitors and users with our business partners, trusted affiliates and advertisers for the following described purposes:

- **OPERADORA TURISTICA VBG SA CV** may share information of your personal and financial data to third parties that present auxiliary or complementary services to our offer, including, sales agents and commission agents, marketing delivery companies (printed or electronic), courier companies, security, advertising agencies and data storage companies, with the purpose of assisting in the provision of services.
- **OPERADORA TURISTICA VBG SA CV.** may share information of your personal and financial data to third parties that present auxiliary or complementary services of our offer, for the administration and operation of additional services, such as agents and travel companies, insurance, airlines, software generators, computer programmers, as well as any computer program that serves to improve our offer and societies that operate together with **OPERADORA TURISTICA VBG SA CV**
- **OPERADORA TURISTICA VBG SA CV** may share information of your personal and financial data to third parties that present auxiliary or complementary services of our offer, with administrative and collection reasons related to the provision of services and your legal defense of any inconvenience or related complaint against our offer, for any legal action.

5. Changes to the Privacy Policy

OPERADORA TURISTICA VBG SA CV is in constant renewal, so any changes to the Privacy Notice will be notified on the home page of our website <https://www.vbgardens.org> and/or by any email that you have registered with us. Users are encouraged to check our website frequently to be aware of the modifications that may be made to the Privacy Notice.

6. Cookies and tracking data

OPERADORA TURISTICA VBG SA CV uses cookies and tracking technologies to track the activity of our service and maintain certain information.

Cookies are files with a small amount of data that can include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies also used are beacons, tags and scripts to collect and track information, as well as to improve and analyze our service.

You can order your browser to reject all cookies or notify you when a cookie is sent. However, if you do not accept cookies, you may not be able to use some parts of our service.

7. Acceptance of Terms

Use of the website of **OPERADORA TURISTICA VBG SA CV** signifies your acknowledgement and agreement to this policy and terms of our offer at the time you are requesting one of our services. The misuse of our information as well as its mishandling, can lead to legal actions.

8. Customer Service (Contact)

OPERADORA TURISTICA VBG SA CV makes our Privacy Notice available to you and we are always at your disposal to any questions you may have. You may contact us at:

- *OPERADORA TURISTICA VBG SA CV Ignacio L. Vallarta 399, Local A. Col. Emiliano Zapata, C.P. 48380 Puerto Vallarta, Jal.*

<https://www.vbgardens.org>

Phone 322-223-6182 or 322-223 6184 / 322-688-6295 or 322-688 6206

info@vbgardens.org

tours@vbgardens.org

This document was last updated on September 23, 2018.

Reservation and Cancellation Policies

OPERADORA TURISTICA VBG SA CV 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 tours@vbgardens.org to consider additional dates and times.

1. Policy of changes and / or cancellations

OPERADORA TURISTICA VBG SA CV 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, Vallarta Botanical Gardens A.C. 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 tours@vbgardens.org requesting a cancellation and including your full name and contact information. All changes are subject to availability.

2. Important Notice

OPERADORA TURISTICA VBG SA CV 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 SA CV 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 SA CV 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 SA CV 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 info@vbgardens.org or tours@vbgardens.org

Terms and Conditions

OPERADORA TURISTICA VBG SA CV provides you with its terms and conditions for accessing our "Botanical Delights Tour & Culinary Adventure," which defines our responsibility together with the client.

PLEASE READ CAREFULLY

Scheduling a tour with **OPERADORA TURISTICA VBG SA CV** represents your acceptance of the following terms and conditions:

- **OPERADORA TURISTICA VBG SA CV** communicates that the services provided in relation to their itineraries, transportation, activities and food are covered by paying the fee assigned for the activity and that they are acquired directly with the official representatives and in mutual relation with the Vallarta Botanical Garden.
- **OPERADORA TURISTICA VBG SA CV** reserves the right to take photographs or video records of any of our tours, and may use any of these records for promotional and / or commercial purposes.
- **OPERADORA TURISTICA VBG SA CV** reserves the right to refuse to accept or restrict its participation, to any person who seems incapable of complying with the rigors and requirements of participating in the activities, or any person whose actions or behavior it deems inappropriate for group travel. No refund will be applied in case of any of the above-mentioned situations.
- **OPERADORA TURISTICA VBG SA CV** warns that the activities within the Botanical Garden of Vallarta during the tour "Botanical Delights Tour & Culinary Adventure" requires a considerable physical effort, therefore to access this activity the client must consider during the tour, hiking on inclined/declined or uneven terrain with stones, branches, roots and the presence of fauna such as insects, rodents, snakes, birds, among other specimens.
- **OPERADORA TURISTICA VBG SA CV** reserves the right to deny participation to pregnant women in concern for their health. Pregnant women who wish to participate should notify Garden staff of their condition with advanced notice and clarify whether their participation is advisable. The company will not be held responsible for any consequences of participation by pregnant women.
- In consideration of the comfort and well-being of its customers, the **OPERADORA TURISTICA VBG SA CV** reserves the right to replace guides or trip leaders, as well as make reasonable changes to its itinerary without prior notice.
- **OPERADORA TURISTICA VBG SA CV** is not responsible for material or monetary losses. All valuables and personal belongings are the personal responsibility of each participant.

When scheduling a tour with **OPERADORA TURISTICA VBG SA CV** clients have the responsibility to select the activity based on their abilities and interests. Clients are responsible for preparing for the activity by studying the itinerary (see [TOUR DESCRIPTION](#) -link-) prior to booking and bringing the clothing and equipment recommended by the service provider.