



Cancellation Policy

ONLINE SYSTEM (www.worldcandle.RSTexperience.com) RST Puerto Rico – Wyndham Rio Mar

Guests will receive a Transaction Confirmation immediately after booking and a Travel Itinerary within 12 hours from booking. The TRAVEL ITINERARY is based on the information RST received for your transfer and/or tour booking. You have **24 hrs** from the time receive to review and make modifications to groupservice@RSTpuertorico.com, otherwise it will be considered correct. If travelling or service is being provided within 24, you have 4 hours to review. Transfers are coordinated based on flight, time and hotel. RST is not responsible for unused or unavailable service due to incorrect information or airline missed connections.

Your TRAVEL ITINERARY acts as your detailed confirmation. You do NOT need to call to confirm arrival, nor departure information unless it changed.

All DEPARTURE changes must be requested 48 hours in advanced to groupservice@rstpuertorico.com (Mon-Fri / 8am-5pm). Same day service will not be processed as services need to be coordinated in advanced (Coordinator, Meet & Greet, vehicle, driver).

CANCELLATION POLICY: All confirmed GROUND TRANSFERS & TOURS at the Tour Desk are final. Reservations booked by phone or email prior to arrival in Puerto Rico are subject to the following Cancellation Policy:

All cancellations must be made in writing (groupservice@RSTPuertorico.com), within business days and hours (Mon-Fri 8am-5pm). If applicable, "RST" will provide a cancellation number to confirm the cancellation request has been approved and processed. No claims are accepted without the cancellation number. Cancellations for Transfers & Tours must be received with 7 days or before arrival date to avoid Cancellation Penalty or Transaction Fee. If cancellation is received:

From the time is booked until 7 days prior: \$10.00 per person, per service will be retained as a transaction fee.

6- 4 days prior to guest arrival: 50% of total service amount will be retained.

72 hours -1 day prior to guest arrival: 100% of total service amount will be retained.

Arrival Date, "No Show" and later: 100% of total service amount will be retained.

No refunds apply to:

Voluntarily unused and confirmed services; Missed Flights; No Shows; Incorrect, unconfirmed or Incomplete* reservations (missing flight, hotel, etc);

*Guests have until the prior business day at 10am (Mon – Fri / 8am-5pm) to provide all missing information.

**Illness is not equal to refund. Guest must submit case to groupservice@RSTpuertorico.com with medical evidence in order to be evaluated. We suggest all other guests to participate.

***Guests have the responsibility to notify missed connections before schedule departure time from origin city, not from connecting city or after arrival. *Example ORD to JFK (7:00am to 10:05am) and*

Quote & Book through www.ONLINE.RSTpuertorico.com

groupservice@RSTPuertoRico.com

(787) 722-2080 www.RSTpuertorico.com



#RSTexperience
DESTINATION MANAGEMENT COMPANY AND TOUR OPERATOR

Cancellation Policy

JFK to SJU (3:00 to 7:04pm). Pax must call on or before 7:00am. A request is not synonymous of a confirmation. RST will do the best effort to accommodate to the change of schedule although cannot guarantee that service can be rendered since previous coordination is required (coordinator, rep, driver & vehicle). Claims may be directed to airline that caused the loss of service.

Excursions require a minimum of participants to operate. RST reserves the right to modify, postpone or cancel all activities and excursions.

RST may not refund or credit directly to any guest if service was not purchased directly to RST; it should be processed through the same company it was booked.

NO CANCELLATIONS ACCEPTED ONCE AT DESTINATION: Puerto Rico. Higher cancellation fees may apply on some independently supplied services. "RST" reserves the right to cancel or re-schedule any Excursion departure. If cancellation is made prior to departure of the Excursion, the "RST's" sole responsibility is to refund or credit the amount received or invoiced for the Excursion reservation. "RST" cannot assume responsibility for any additional costs or any fees relating to the issuance and/or cancellation or other travel arrangements not made through "RST". Should a claim occurred, it should be addressed in writing to groupservice@RSTPuertoRico.com. No claims are accepted 15 calendar days after services have culminated. Claims after such date will be considered nulled.

NO-SHOW POLICIES

All voluntarily unused services are non-refundable. Voluntarily means that RST was available to provide the services although pax did not use it. RST has no way of identifying pax, reason for which we expect for pax to identify with us. If a pax cannot find our company, he/she should contact RST. Tour Desk: 1 (787) 722-2080 for airport transfers call Main Office at (787) 722-2080. Out of business days & hours (787) 506-2080. RST will not be responsible for any other method of transportation or service arrangement without previous authorization. Pax cannot leave without communicating in order for RST to assist; otherwise RST is not responsible and service is considered NO-SHOW.

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