

DUNE MEXICO

TERMS AND CONDITIONS OF SALE (T&C)

These Terms and Conditions are entered into between:

Mexico Blue Dream S.A. de C.V., operating under the trade name DUNE Mexico, subsidiary of Dune France

Registered office: Calle 70 entre Avda 10 y 15, Col. Luis Donald Colosio, 77723 Playa del Carmen, Quintana Roo, Mexico

RFC: MBD070806EP3

Hereinafter referred to as "DUNE Mexico"

And:

Any individual or legal entity making a reservation or purchase

Hereinafter referred to as "the Client"

I. PURPOSE

These Terms and Conditions define the contractual relationship between DUNE Mexico and the Client.

Services include:

- Scuba diving (recreational and training)
- Snorkeling
- Marine and land excursions
- Training courses (PADI and other recognized agencies)
- Accommodation, transfers, equipment rental and sales

Any reservation implies full and unconditional acceptance of these Terms and Conditions.

The applicable Terms are those in force on the date of payment (or first payment in case of installment).

DUNE Mexico reserves the right to modify these Terms at any time.

DUNE MEXICO

Calle 70 entre Avenida 10 y 15
Playa del Carmen, Q. Roo, México
+52 984 143 7400

mexico@dune-world.com

mexico.dune-world.com

II. BOOKING TERMS

Reservations may be made online, in person, by email or by phone.

- A minimum deposit of 50% is required
- Full payment may be required for certain activities
- The balance must be paid no later than the day of the activity

A booking is confirmed only upon receipt of payment and written confirmation from DUNE Mexico.

Failure to pay the balance may result in cancellation without refund of the deposit.

III. HIGH SEASON

High season is defined as follows:

- From November 1st to March 31st
- From July 1st to August 31st

During these periods, specific conditions may apply, including:

- Extended modification and cancellation deadlines
- Full payment required at booking for certain activities
- Limited availability

Special conditions may also apply during peak periods (Christmas, New Year, Semana Santa).

IV. MODIFICATIONS & CANCELLATIONS

1. Modification by the Client

- Up to 48 hours before the activity (7 days during high season)
- Subject to availability and weather conditions

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2. Cancellation by the Client

- Any cancellation less than 48 hours before the activity or no-show results in full loss of payment, without exception
- No refund or rescheduling will be granted for any reason (including personal, medical or transport-related reasons)

The Client is responsible for obtaining appropriate insurance coverage.

No refund will be granted in case of:

- voluntary abandonment
- failure to follow instructions
- physical or technical inability

3. Cancellation by DUNE Mexico

Activities may be modified or cancelled in case of:

- adverse weather conditions
- port closure or authority decision
- safety concerns
- unavailability of qualified staff

A rescheduling or refund will be proposed.

Refunds may be issued after deduction of justified administrative fees.

V. DELAYS AND ABSENCE

Any delay affecting operations may result in cancellation without refund.

VI. SPECIFIC REQUIREMENTS

1. Certification

For activities requiring certification, a valid diving certification must be presented.

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Failure to do so will result in cancellation without refund.

DUNE Mexico reserves the right to offer an alternative activity adapted to the Client's level, without obligation of refund.

Any price difference shall be borne by the Client.

2. Medical fitness

For applicable activities, the Client must be fit to participate.

This must be confirmed by:

- completion of a standard medical questionnaire, or
- presentation of a medical certificate (less than one year old)

If required documentation is not provided, participation may be refused without refund.

DUNE Mexico may propose an alternative activity under the same conditions as above.

3. Conduct

DUNE Mexico reserves the right to refuse participation to any Client:

- under the influence of alcohol or substances
- presenting a risk

No refund will be granted.

VII. MINIMUM PARTICIPANTS

Certain activities require a minimum number of participants.

If not reached, DUNE Mexico may offer:

- rescheduling
- an equivalent alternative

If no agreement is reached, a refund will be issued.

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VIII. EQUIPMENT

The Client is responsible for rented or loaned equipment during its use.

Any loss, damage or negligent use will be charged at retail price.

IX. PERSONAL EQUIPMENT

Use of personal equipment is at the Client's own risk.

DUNE Mexico declines any responsibility for loss, damage, corrosion or water intrusion.

X. IMAGE RIGHTS

Unless expressly refused, the Client authorizes DUNE Mexico to use images for promotional purposes.

The Client may request removal, subject to identification of the media concerned.

XI. MINORS

Minors must be accompanied or authorized.

Cenote diving is prohibited for minors under 15 years old.

XII. INSURANCE

It is strongly recommended to obtain insurance covering diving, accidents, cancellations and equipment loss.

XIII. LIABILITY

DUNE Mexico shall not be held liable for force majeure, weather conditions, government decisions or external events.

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XIV. CURRENCY AND PAYMENT

Prices are expressed in Mexican Pesos (MXN).

Amounts displayed in other currencies are indicative only.

Payments must be made in MXN.

Additional fees may apply depending on the payment method.

No refund may be claimed based on banking fees or currency differences.

XV. CLAIMS

Claims must be submitted within 7 days to: accounting.mexico@dune-world.com

XVI. PROFECO

In accordance with Mexican consumer protection law, the Client may contact the Procuraduría Federal del Consumidor (PROFECO) in the event of an unresolved dispute.

PROFECO is the Mexican government agency responsible for protecting consumer rights.

For complaints or assistance:

- Email: extranjeros@profeco.gob.mx
 - Website: www.profeco.gob.mx
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XVII. APPLICABLE LAW AND JURISDICTION

These Terms and Conditions are governed by Mexican law.

Any dispute arising from the interpretation or execution of these Terms shall be subject to the exclusive jurisdiction of the competent courts of Playa del Carmen, Quintana Roo, Mexico, unless otherwise required by mandatory legal provisions.

Last update: April 1st, 2026

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