



**The International
Football Tournament
2026 in Mexico**

HOST CITIES



Mexico City Stadium



Guadalajara Stadium



Monterrey Stadium



SCHEDULE

MEXICO CITY

GUADALAJARA

MONTERREY

JUNE 11

JUNE 11

JUNE 15

JUNE 17

JUNE 18

JUNE 20

JUNE 24

JUNE 23

JUNE 24

JUNE 30

JUNE 26

JUNE 29

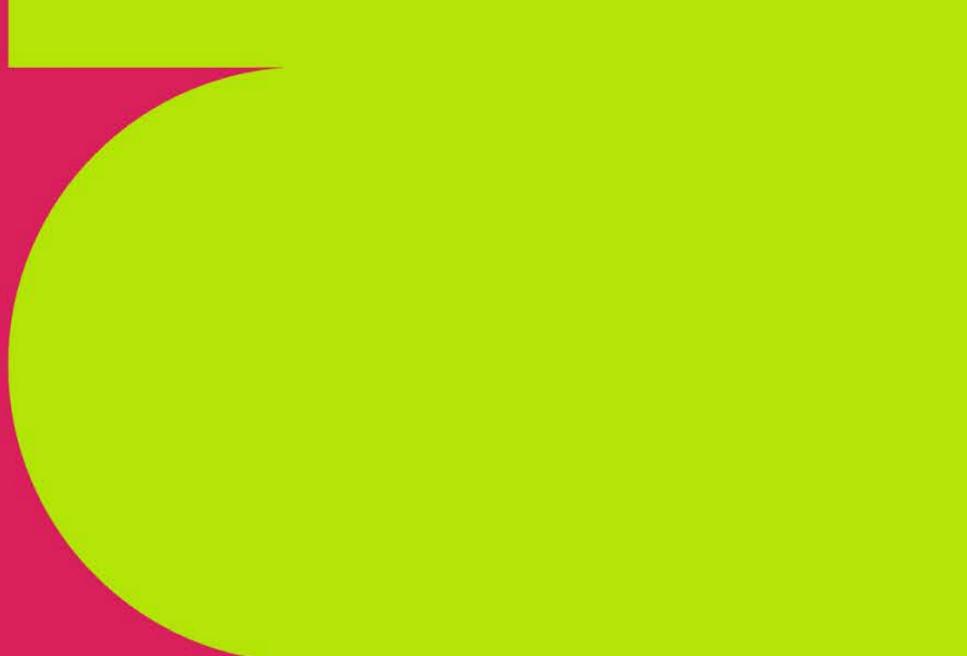
JULY 05



MEXICO'S GAMES

TICKETS





HOSPITALITY TICKET CATEGORIES & INCLUSIONS

Private Suites

WHAT TO KNOW ABOUT THIS SUITE

Premium food and beverage included.

Private restroom.

Access to dedicated entrance.

CATERING FOR THIS SUITE

Each luxury suite includes a thoughtfully designed food & beverage experience for you and your guests.

Enjoy a continuous flow of preset seasonal dishes paired with premium champagne, wine, beer, spirits, mocktails, and a variety of soft drinks.

Suites from 8 people to 20 people

Note: This category may or may not be available at a specific host city or stadium, and specifications, capacities, and inclusions may vary slightly depending on the venue and each private suite.

Pitchside Lounge

KEY DETAILS

Seating Level

Premier Sideline Seating:
Premium seats located along the sidelines, offering an exceptional view of the action

Guest Arrival

Champagne on arrival, including crafted cocktails and mocktails

Hospitality Service

Pre-Match / Halftime / Post-Match

Guest Relations

Dedicated

FEATURED AMENITIES

Beverage Program

Exclusive Selection: Premium Champagne, wine, beer and spirits, mocktails and variety of soft drinks

Entertainment & Experiences

Special guest appearances, photo opportunities, live entertainment

Gifting

Premium Gift

Culinary Offerings

Culinary Experience: Tailored dining experience, with curated stations highlighting regional flavors and culinary traditions

Parking

On-site Parking (subject to availability)

Note: This category may or may not be available at a specific host city or stadium, and inclusions may vary slightly depending on the venue.

Trophy Lounge

KEY DETAILS

Seating Level

Prime Sideline Seating:
Combining comfort and
convenience with excellent views
and easy access to amenities

Guest Arrival

Welcome refreshments, from soft
drinks to Champagne

Hospitality Service

Pre-Match / Halftime / Post-Match

Guest Relations

Shared

FEATURED AMENITIES

Beverage Program

Signature Collection: Signature
cocktails and mocktails, a
selection of beer and wine, as
well as a variety of soft drinks

Entertainment & Experiences

Immersive Experiences, Photo
Opportunities, Live Entertainment

Gifting

Commemorative Gift

Culinary Offerings

Signature Menu: Select dishes
crafted by local chefs, each
showcasing their unique culinary
expertise and style through
specialty offerings

Parking

On-site Parking (subject to
availability)

Note: This category may or may not be available at a specific host city or stadium, and inclusions may vary slightly depending on the venue.

Champions Club

KEY DETAILS

Seating Level

Preferred Seating: Conveniently located near hospitality lounges, offering access to premium amenities and an elevated, relaxed atmosphere

Guest Arrival

Welcome refreshments, from soft drinks to Champagne

Hospitality Service

Pre-Match / Post-Match

Guest Relations

Shared

FEATURED AMENITIES

Beverage Program

Curated Offering: Specialty cocktail menu, a selection of beer and wine, as well as a variety of soft drinks

Entertainment & Experiences

Immersive experiences, photo opportunities, live entertainment

Gifting

Commemorative Gift

Culinary Offerings

Global Fusion: Innovative dishes that blend culinary traditions, combining elements from various cuisines to create unique and exciting flavors that delight the palate

Parking

Not Available

Note: This category may or may not be available at a specific host city or stadium, and inclusions may vary slightly depending on the venue.

FIFA Pavilion

KEY DETAILS

Seats level

Preferred Seating: Offering great views and convenient access, available in a variety of locations

Arrival of Guests

Match day festive welcome

Hospitality Service

Pre-Match / Post-Match

Guest Relations

Shared

FEATURED AMENITIES

Beverage Program

Curated Offering: Specialty cocktail menu, a selection of beer and wine, as well as a variety of soft drinks

Entertainment and Experiences

Immersive Experiences, Themed Zones, Photo Opportunities, Live Entertainment

Gifts

Commemorative Gift

Gourmet Street Eats

Dining Experience: Personalized dining experience, with curated stations highlighting regional flavors and culinary traditions

Parking

Not Available

Note: This category may or may not be available at a specific host city or stadium, and inclusions may vary slightly depending on the venue.

VIP

KEY DETAILS

Seating Level

Elevated Sideline Seating:
Premium sideline seating offering an enhanced, elevated view of the match in most venues

Guest Arrival

City-centric welcome experience with refreshments, from soft drinks to Champagne

Hospitality Service

Pre-match / Halftime / Post-match

Guest Relations

Dedicated

FEATURED AMENITIES

Beverage Program

Celebrated Collection: A premium selection of alcoholic and non-alcoholic beverages

Culinary Offerings

Flavors of Tradition: Curated menu stations with seasonal, locally sourced ingredients, offering themed dishes inspired by participating teams that celebrate regional flavors and culinary heritage

Entertainment & Experiences

Post-Match Musical / Cultural Performances, Photo Opportunities, Live Entertainment

Parking

On-site Parking (subject to availability)

Gifting

Premium Gift

Note: This category may or may not be available at a specific host city or stadium, and inclusions may vary slightly depending on the venue.



VENUE SERIES TICKETS

VENUE TICKETS

MEXICO CITY

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Pitchside Lounge	For updated pricing, email us or check current rates on the On Location website.	18
Trophy Lounge	Refer to the note above	33
Champions Club	Refer to the note above	50 +
FIFA Pavilion	Refer to the note above	50 +

*All venue series tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

The series includes all matches to be played at the stadium.

The attendees for each of the five matches may be the same or different individuals, depending on the client's preference.

VENUE TICKETS

GUADALAJARA

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	60

*All venue series tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

The series includes all matches to be played at the stadium.

The attendees for each of the four matches may be the same or different individuals, depending on the client's preference.

VENUE TICKETS

MONTERREY

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	80
Pitchside Lounge	Refer to the note above	19
FIFA Pavilion	Refer to the note above	50 +

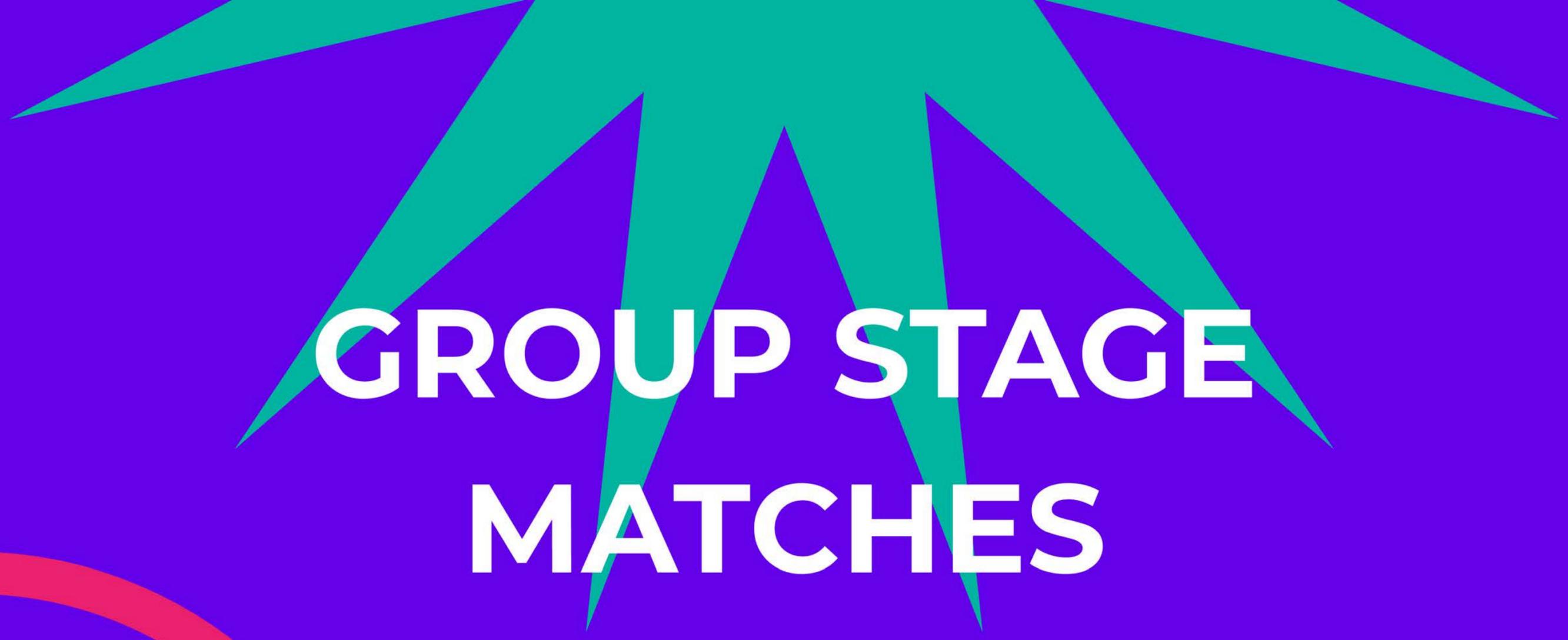
*All venue series tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

The series includes all matches to be played at the stadium.

The attendees for each of the four matches may be the same or different individuals, depending on the client's preference.

The background is a solid pink color. In the top right corner, there is a blue starburst shape with several sharp points. In the bottom left corner, there is a thick green arc that curves upwards and to the right.

SINGLE GAME TICKETS



GROUP STAGE MATCHES

JUNE 11 - JUNE 27

TICKETS

GUADALAJARA JUNE 11

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	8
Pitchside Lounge	Refer to the note above	50 +
Trophy Lounge	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

TICKETS

MONTERREY

JUNE 15

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	8
Pitchside Lounge	Refer to the note above	50 +
FIFA Pavilion	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

TICKETS

MEXICO CITY

JUNE 17

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
VIP	For updated pricing, email us or check current rates on the On Location website.	50 +
Champions Club	Refer to the note above	50 +
FIFA Pavilion	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

TICKETS

MONTERREY

JUNE 20

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	8
Pitchside Lounge	Refer to the note above	50 +
Trophy Lounge	Refer to the note above	50 +
VIP	Refer to the note above	50 +
FIFA Pavilion	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

TICKETS

GUADALAJARA JUNE 23

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	9
Pitchside Lounge	Refer to the note above	21
Trophy Lounge	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

TICKETS

MONTERREY

JUNE 24

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	8
Pitchside Lounge	Refer to the note above	50 +
Trophy Lounge	Refer to the note above	11
Champions Club	Refer to the note above	50 +
FIFA Pavilion	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

TICKETS

GUADALAJARA JUNE 26

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	9
Pitchside Lounge	Refer to the note above	18
Trophy Lounge	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.



ROUND OF 32

JUNE 28 - JULY 03

TICKETS

MONTERREY

JUNE 29

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
Private Suite	For updated pricing, email us or check current rates on the On Location website.	8
Pitchside Lounge	Refer to the note above	50 +
Trophy Lounge	Refer to the note above	50 +
VIP	Refer to the note above	50 +
FIFA Pavilion	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

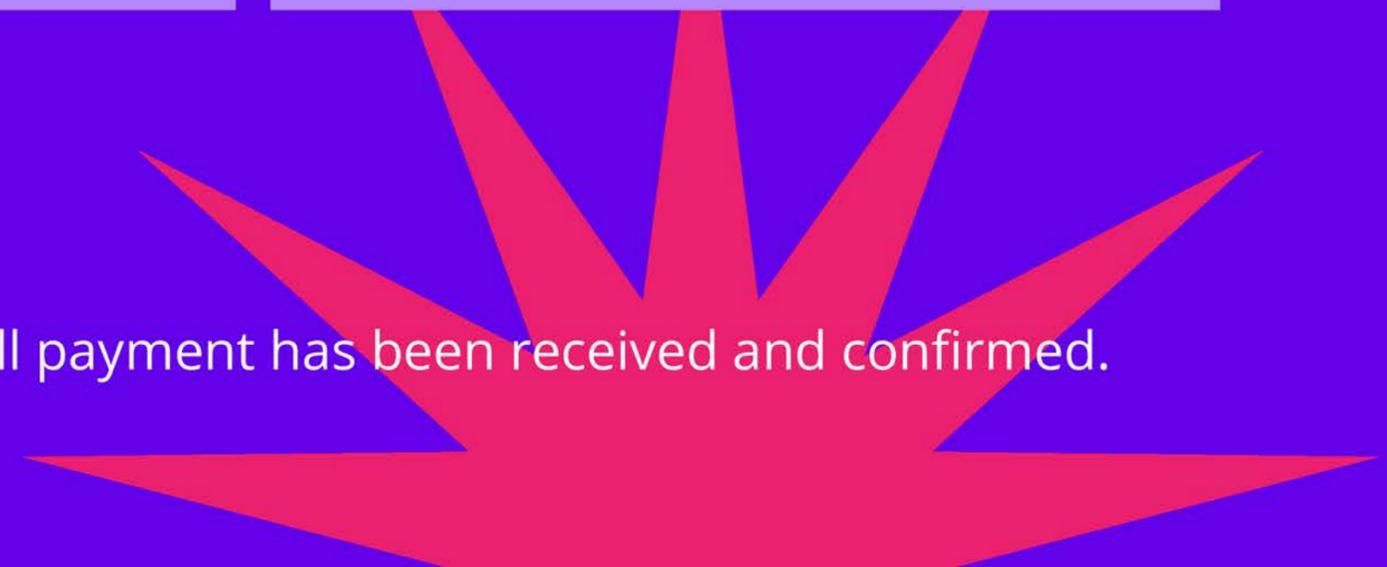
TICKETS

MEXICO CITY

JUNE 30

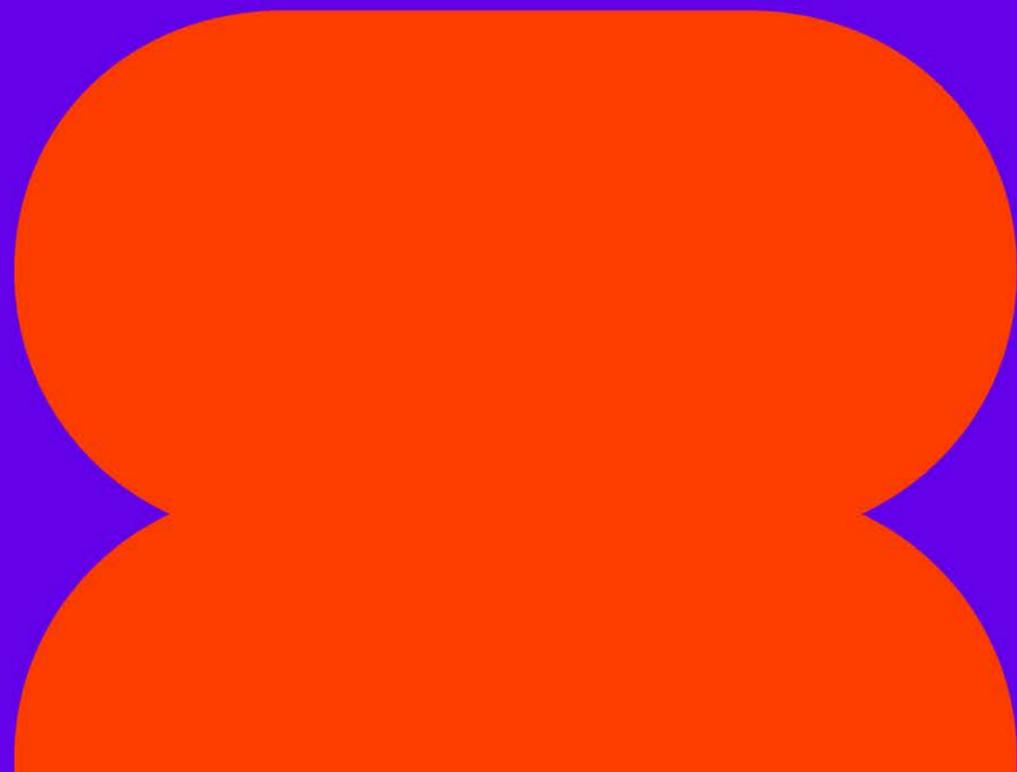
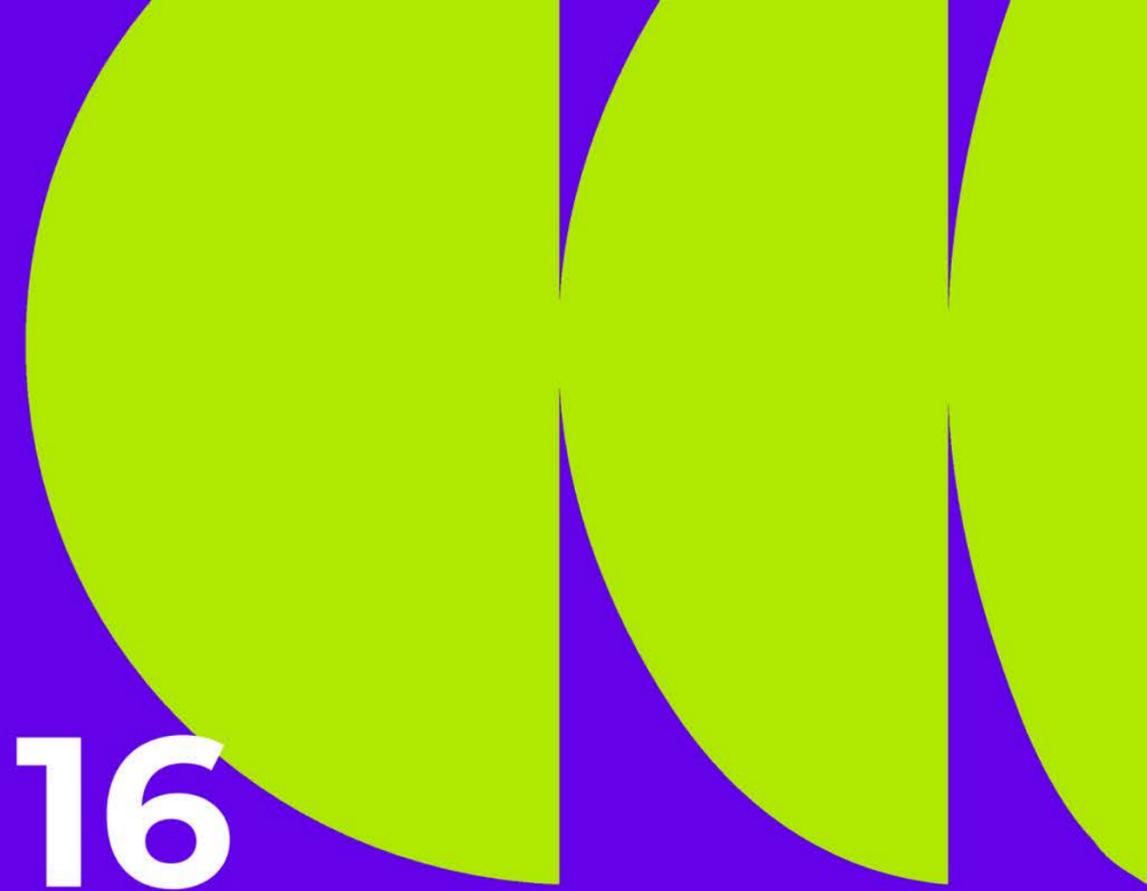
CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
VIP	For updated pricing, email us or check current rates on the On Location website.	25
Champions Club	Refer to the note above	50 +
FIFA Pavilion	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.



ROUND OF 16

JULY 04 - JULY 07



TICKETS

MEXICO CITY

JULY 05

CATEGORY	PRICE PER TICKET	TICKETS AVAILABLE
VIP	For updated pricing, email us or check current rates on the On Location website.	50 +
Champions Club	Refer to the note above	50 +
FIFA Pavilion	Refer to the note above	50 +

*All match tickets are subject to availability and price changes until full payment has been received and confirmed. Availability and pricing are subject to change without prior notice.

HOTELS



HOTEL OPTIONS BY CATEGORY

Ultra Luxury 5 Star

Luxury 5 star

Standard 5 star

Superior 4 star

Standard 4 star

Four Seasons or similar

JW Marriott or similar

Mondrian or similar

NH Collection or similar

City Express Plus or similar

MEXICO CITY

HOTEL	ROOMS AVAILABLE	PRICE PER NIGHT	MIN. STAY
Ultra Luxury 5 Star	117	from \$3,500 USD	4 to 7 nights
Luxury 5 Star	228	from \$1,700 USD	3 to 5 nights
Standard 5 Star	219	from \$850 USD	3 to 5 nights
Superior 4 Star	313	from \$500 USD	3 to 5 nights
Standard 4 Star	349	from \$400 USD	3 to 5 nights

The rate shown is a starting from price, corresponding to the entry-level room type for hotels in this category. Prices are net per category, per room, per night, expressed in U.S. Dollars (USD), and based on a European Plan. The quantity of rooms shown represents the total number of rooms allocated to BALAM DMC across all partner hotels within the same category.

The minimum stay indicated reflects the average required among hotels in that category.

The final quotation will be prepared according to the selected hotel and category, room type, meal plan, and occupancy, and will be subject to availability. Rates and availability are subject to change without prior notice.

GUADALAJARA

HOTEL	ROOMS AVAILABLE	PRICE PER NIGHT	MIN. STAY
Ultra Luxury 5 Star	N/A	N/A	N/A
Luxury 5 Star	80	from \$1,600	3 to 4 nights
Standard 5 Star	388	from \$800 USD	3 to 4 nights
Superior 4 Star	270	from \$630 USD	3 to 4 nights
Standard 4 Star	50	from \$550 USD	3 to 4 nights

The rate shown is a starting from price, corresponding to the entry-level room type for hotels in this category. Prices are net per category, per room, per night, expressed in U.S. Dollars (USD), and based on a European Plan. The quantity of rooms shown represents the total number of rooms allocated to BALAM DMC across all partner hotels within the same category.

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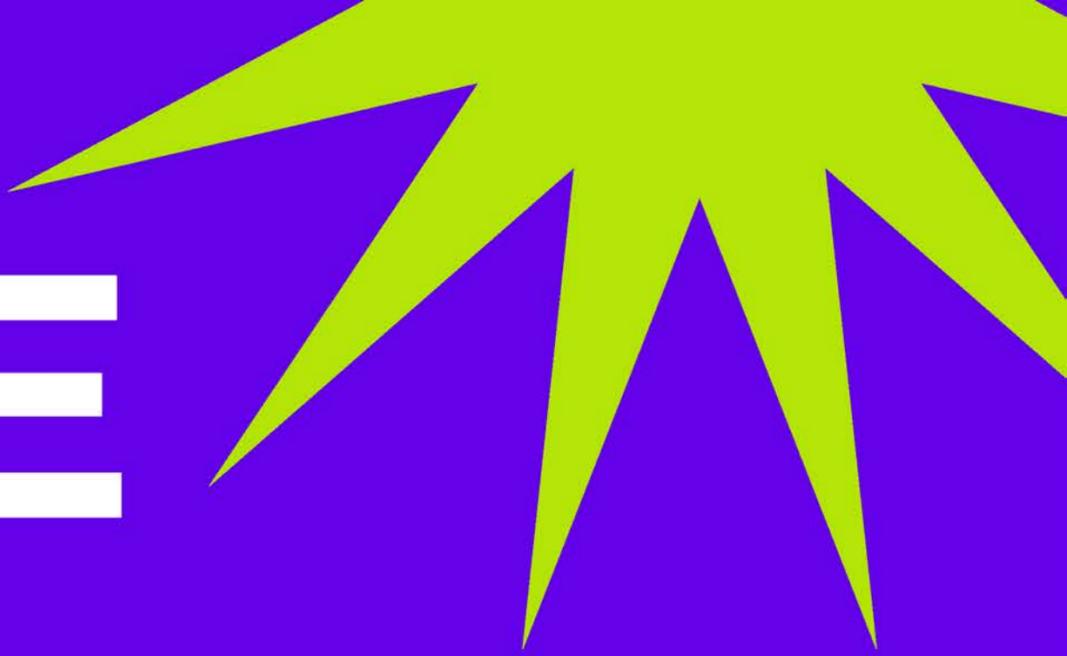
MONTERREY

HOTEL	ROOMS AVAILABLE	PRICE PER NIGHT	MIN. STAY
Ultra Luxury 5 Star	N/A	N/A	N/A
Luxury 5 Star	100	from \$1,200 USD	3 to 4 nights
Standard 5 Star	180	from \$800 USD	3 to 4 nights
Superior 4 Star	110	from \$665 USD	3 to 4 nights
Standard 4 Star	50	from \$460 USD	3 to 4 nights

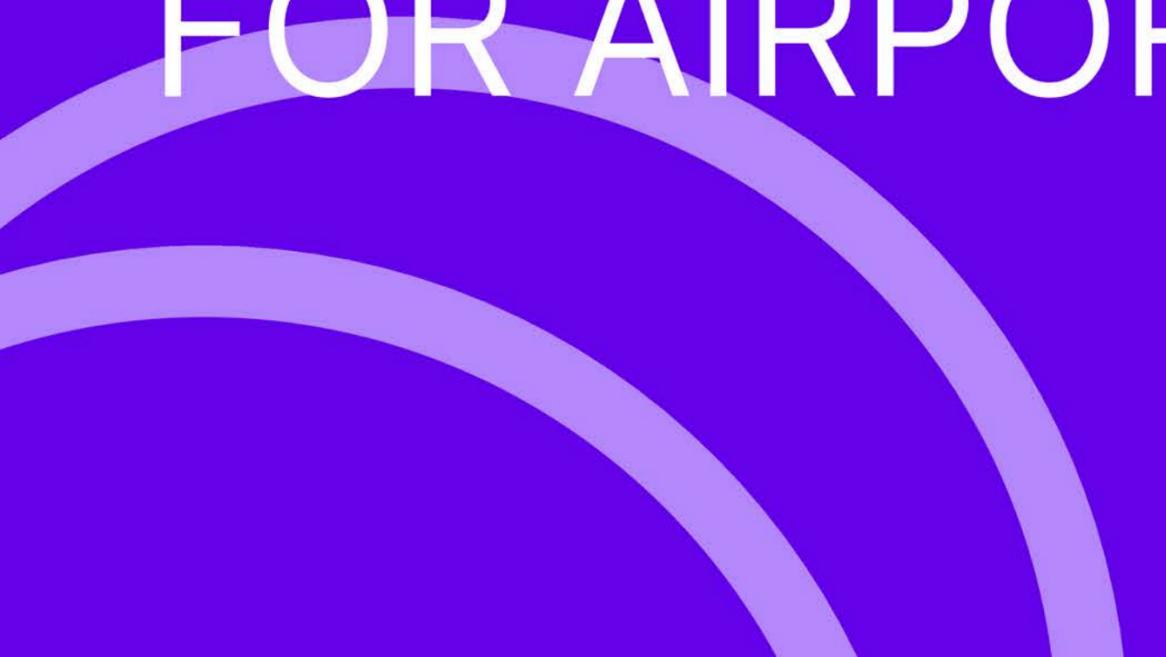
The rate shown is a starting from price, corresponding to the entry-level room type for hotels in this category. Prices are net per category, per room, per night, expressed in U.S. Dollars (USD), and based on a European Plan. The quantity of rooms shown represents the total number of rooms allocated to BALAM DMC across all partner hotels within the same category.

The minimum stay indicated reflects the average required among hotels in that category.

The final quotation will be prepared according to the selected hotel and category, room type, meal plan, and occupancy, and will be subject to availability. Rates and availability are subject to change without prior notice.



VEHICLE CATEGORIES



FOR AIRPORT-HOTEL TRANSFERS



Vehicle availability is subject to change and can only be confirmed once full payment has been received and verified.
The image shown is for illustrative purposes only and does not necessarily represent the exact model that will be used for the service; a similar vehicle will be provided according to the selected category.



VEHICLE CATEGORIES

FOR MATCH-DAY, TOURS & EVENT-
DAY TRANSPORTATION





MB Sprinter
1 - 17 pax



Minibus
1 - 33 pax



Bus
1 - 52 pax

Vehicle availability is subject to change and can only be confirmed once full payment has been received and verified.

The image shown is for illustrative purposes only and does not necessarily represent the exact model that will be used for the service; a similar vehicle will be provided according to the selected category.

EVENTS





Balam VIP Gathering

From June 10 to June 30, join our exclusive Balam VIP Gathering in Mexico City, available on select dates throughout this period.

Immerse yourself in a vibrant yet refined atmosphere featuring giant HD screens to watch the matches, local gastronomy, a premium open bar, and signature cocktails — the perfect way to enjoy every moment in style.

Advance booking required.
Pricing and specific dates will be announced on December 17, 2025.

The images are for reference purposes only and are representative; they do not depict the event exactly as it will take place. In the event that the minimum number of participants required for the operation of the event is not met, the event will not take place, and a 100% refund will be issued accordingly.



Balam Private Soirées

During select days in Mexico City, Guadalajara, and Monterrey, we invite our clients to our Balam Private Soirées, hosted in stunning venues across each city.

These elegant gatherings, running from morning until evening, are curated to elevate the match experience in Mexico with authentic local flavors, a premium open bar, and live performances in an atmosphere where sophistication meets celebration while avoiding the traffic.

Advance booking required.
All events are subject to a minimum number of confirmed participants in each host city for the event to take place.

The images are for reference purposes only and are representative; they do not depict the event exactly as it will take place. In the event that the minimum number of participants required for the operation of the event is not met, the event will not take place, and a 100% refund will be issued accordingly.



Private Events

We can create fully personalized events tailored to your clients' needs, style, and expectations in any of Mexico's three host cities.

From private dinners, viewing parties, and corporate gatherings to luxury experiences, every detail is designed to deliver unforgettable moments that reflect your brand's identity.



TOURS & EXPERIENCES



MEXICO CITY

- Xochimilco & Anahuacalli
- San Angel & Coyoacán
- Chapultepec Castle & Anthropology Museum
- CDMX Historic Center
- Teotihuacán Pyramids & Guadalupe's Basilica



TEXTO



GUADALAJARA

- Guadalajara Historic Center
- Charrería Experience
- Visit to Tequila
- Guachimontones Ruins
- Tlaquepaque



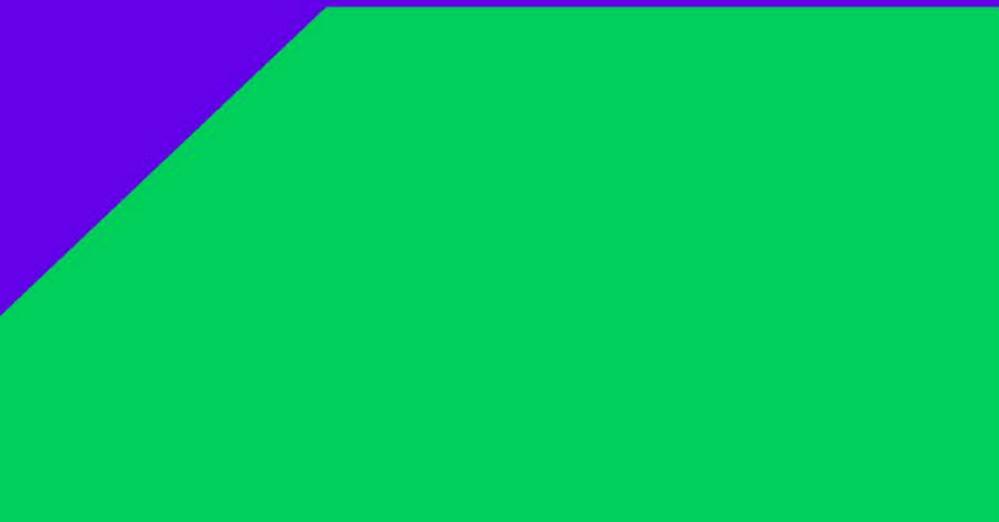
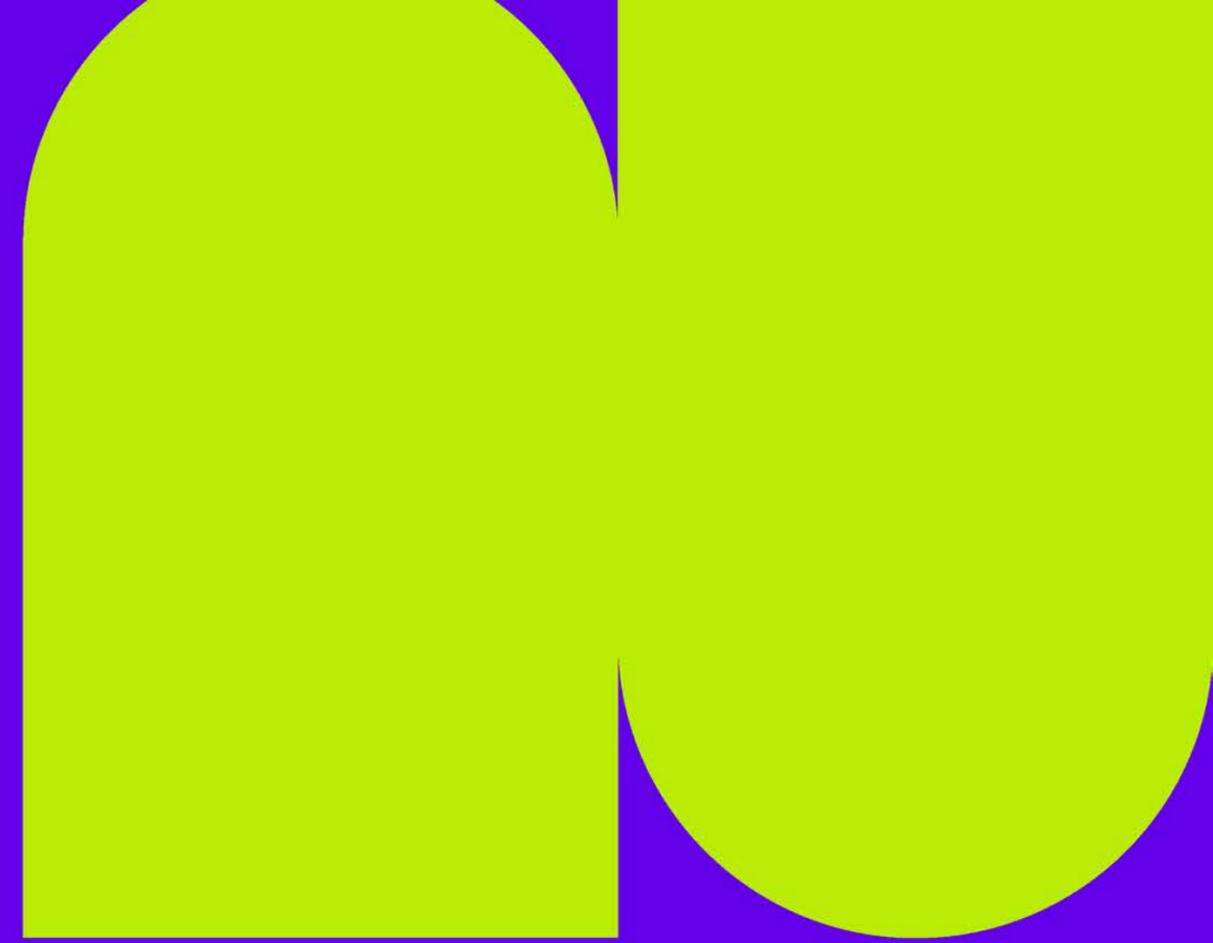
TEXTO



MONTERREY

- Visit to Parque Fundidora
- Hiking
- Carnita Asada Experience

Optional Add-Ons



Branded Promotional Products



The designs and concepts of promotional items are not limited to the images displayed and may include a variety of products, such as national team football shirts, fan kits, and other related items.



Add Ons for the Transportation Services

The add-ons for transportation services are not limited to alcoholic beverages and may also include a variety of additional items, such as fan kits, flags, and other themed accessories designed to enhance the experience.

PRE- AND POST DESTINATIONS

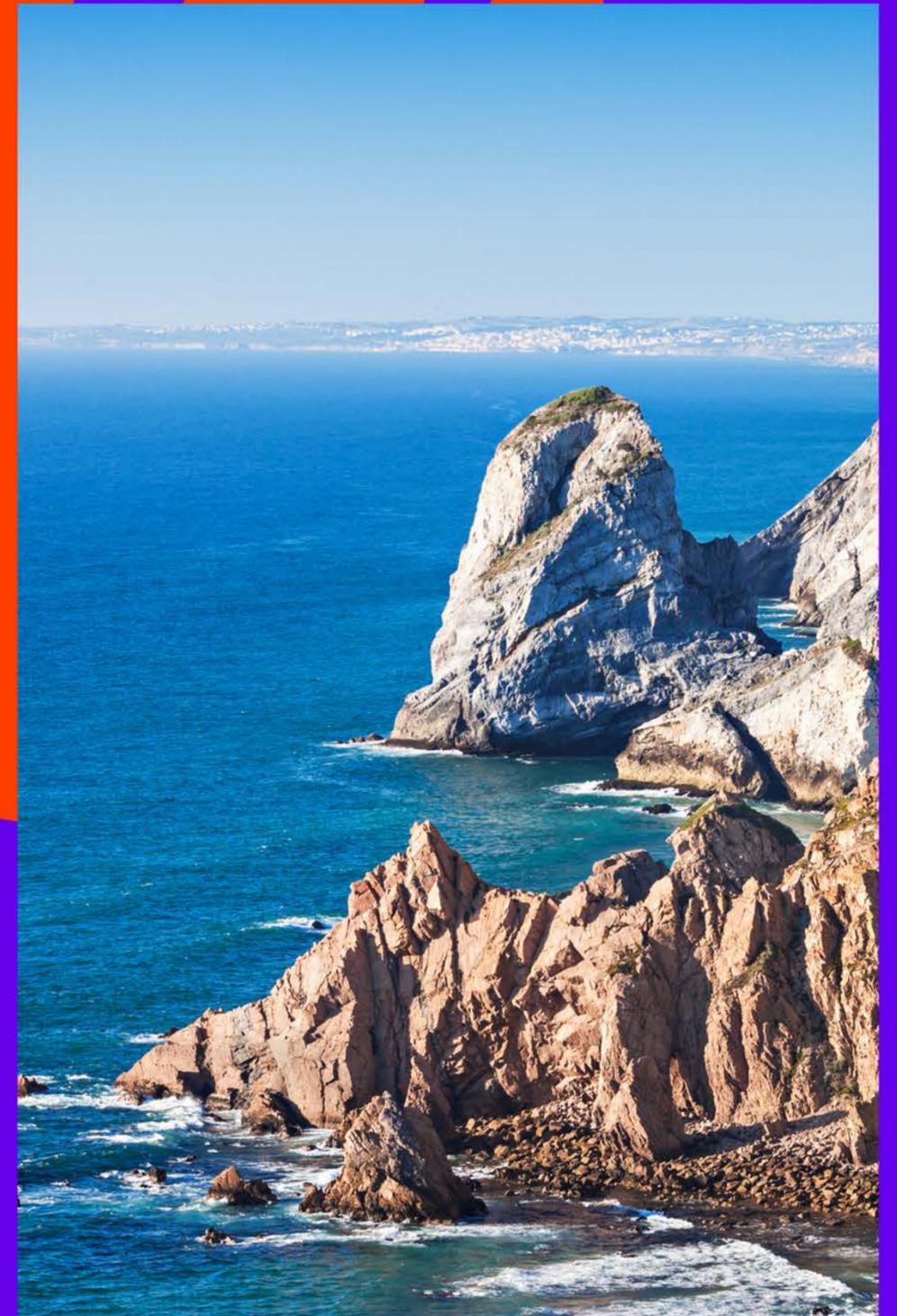




**San Miguel de
Allende**



Oaxaca



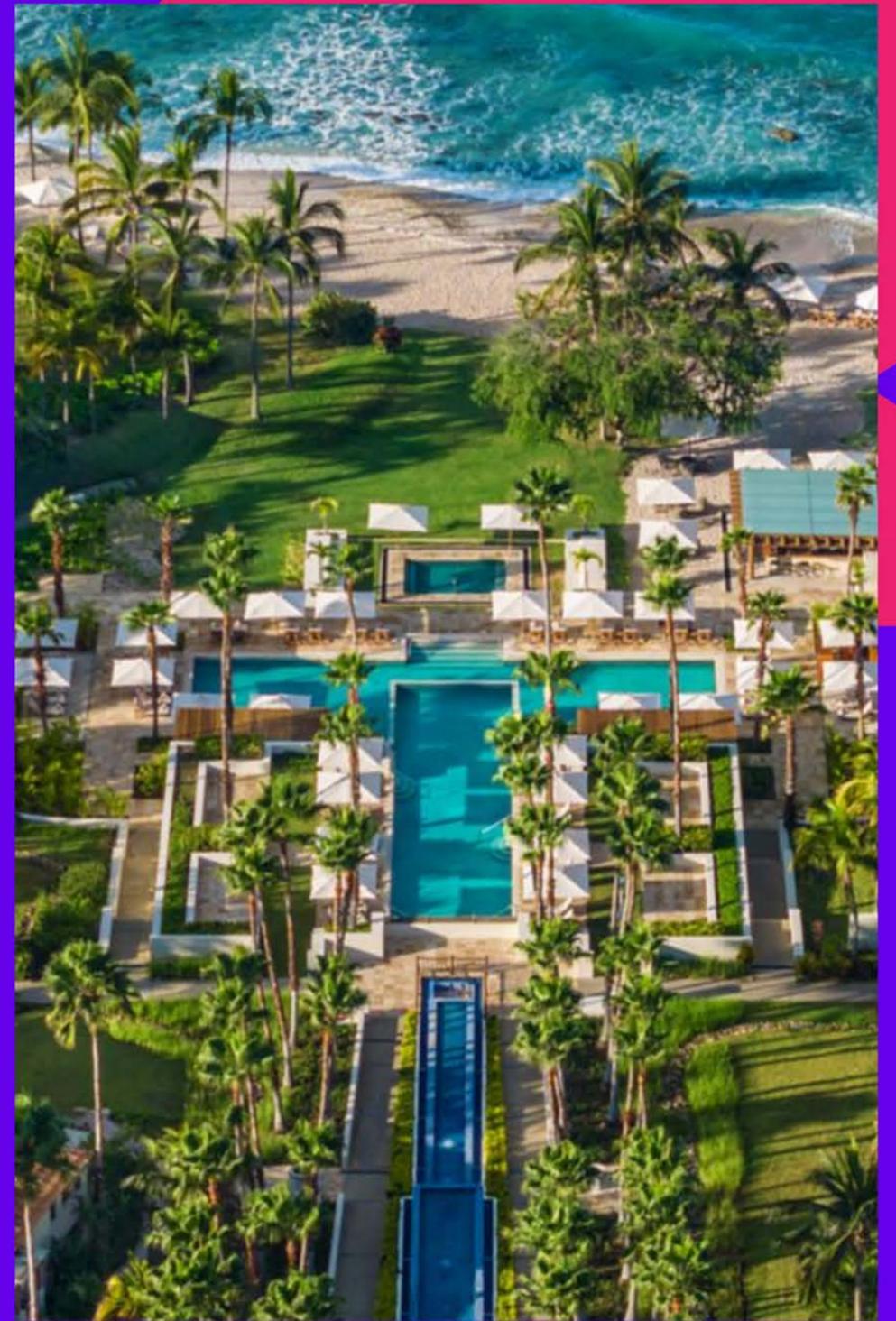
Los Cabos



**Cancún &
Riviera Maya**



Mérida



**Puerta Vallarta
& Punta Mita**



Querétaro



Puebla



Tepoztlán

Booking

Rules

1. Tickets Sales

- Tickets are sold only as part of a package that includes accommodation and match-day transfer services.

2. Clients with Existing Tickets

- If you already have your match tickets, Balam DMC can assist you with accommodation, match-day transfers, private events, tours, and exclusive experiences.

3. Service Bundling

- Accommodation, transfers, tours, experiences, or events cannot be purchased separately as individual services.
- All services must be booked as part of a complete package that includes multiple products or experiences.

4. Availability & Customization

- All services are subject to availability and are customized based on each client's preferences and travel plans.

TERMS &

CONDITIONS

Prices and Availability

All prices are net and expressed in U.S. Dollars (USD) unless otherwise specified in writing.

For all World Cup–related services, prices and availability are only guaranteed once full (100%) payment has been received, and this payment is non-refundable.

Prices and availability may change at any time without prior notice, as they depend on third-party providers, market conditions, and event demand.

Rates are confirmed only after full payment has been received and verified by Balam DMC Mexico.

A written confirmation will be issued once funds have cleared.

Local Currency Payments

Balam DMC Mexico accepts bank transfers in the following currencies, subject to exchange rates provided by Balam DMC on the date the payment is made:

AED, AUD, CAD, CHF, CNY, EUR, USD, MXN, GBP, HKD, JPY, NOK, NZD, SEK, SGD, TRY, and ZAR.

Currency Fluctuations and Exchange Rates

All quotations in foreign currency are subject to exchange rate variations.

If payment is made in a different currency, Balam DMC Mexico's exchange rate on the payment date will apply, and the company reserves the right to adjust the final price accordingly.

Payment Methods

Payments may be made via:

- Bank Transfer (in USD or local currency)
- Credit Card, subject to an additional 4.2% processing fee

Payments are considered complete only once funds are effectively received in Balam DMC's bank accounts.

Bank Fees

All quotations include bank receiving fees. Any additional fees charged by the client's bank (e.g., sending or intermediary bank fees) are the client's responsibility.

Late Payments and Non-Compliance

Failure to make payment within the specified time limits may result in automatic cancellation of services without prior notice. No refund or reinstatement will be guaranteed, and inventory may be reassigned to other clients.

Availability and Waiting List

Availability for accommodations, tickets, transportation, tours, experiences, and events in Mexico is currently open.

Clients not ready to confirm may request to be added to a waiting list.

This list operates on a first come, first served basis for priority; however, it does not guarantee availability, price, or reservation holds.

Later bookings will be subject to current availability and prices.

Representation of Third Parties

Balam DMC Mexico primarily acts as an intermediary between clients and suppliers (including hotels, airlines, ground transportation companies, event organizers, and others).

Most services are provided through third-party suppliers, and therefore all bookings are subject to the terms and conditions of each provider.

However, certain services are directly operated by Balam DMC Mexico, in which case our own terms and operating policies will apply.

Documentation and Entry Requirements

Clients are responsible for valid passports, visas, and entry documentation for Mexico.

Balam DMC Mexico is not liable for denied entry or related expenses due to invalid or missing documents.

Health and Fitness Requirements

Clients must ensure they are physically and medically fit to participate in booked services.

All medical, hospitalization, or evacuation costs are the traveler's responsibility.

Travel Insurance Recommendation

All travelers are strongly advised to purchase comprehensive travel insurance covering their entire stay in Mexico before arriving to the country.

Client Responsibility and Behavior

Clients must act responsibly throughout their trip.

Any damage caused to property, vehicles, or venues will be charged to the client.

Balam DMC Mexico may terminate services without refund in cases of misconduct or unlawful behavior.

Please note that prostitution, the use or distribution of drugs — including marijuana — and the consumption of alcohol in public streets are strictly prohibited under Mexican law.

Transfer of Services

Confirmed services may be transferred to another person or company subject to each provider's policies.

Balam DMC Mexico assumes no responsibility if a provider rejects a transfer of services.

Changes to Itineraries or Services

Balam DMC Mexico may modify itineraries, accommodations, or transportation as needed for safety or operational reasons.

Changes will always be made in good faith.

Unused Services

No refunds or credits will be issued for unused services, voluntary cancellations, or no-shows.

Limitation of Liability

Balam DMC Mexico's total liability shall not exceed the total paid by the client for the affected service.

The company is not liable for indirect, incidental, or consequential damages.

Force Majeure

Balam DMC Mexico is not responsible for delays or non-performance caused by force majeure: natural disasters, pandemics, wars, strikes, government restrictions, etc. No refunds or compensation are guaranteed in such events.

Event Cancellations or Postponements

If a FIFA match or event is postponed, relocated, or canceled, the official FIFA or provider policy will apply. Balam DMC Mexico shall not be liable for resulting losses.

Safety and Local Regulations

Clients must comply with local laws, safety instructions, and FIFA stadium rules. The company is not responsible for fines, penalties, or legal issues due to client misconduct. Please note that prostitution, the use or distribution of drugs — including marijuana — and the consumption of alcohol in public streets are strictly prohibited under Mexican law.

Chargebacks

Any chargeback or payment dispute must be covered by the client, including any penalties or administrative fees. All credit card payments imply full acceptance of this condition.

Dispute Resolution and Mediation

Both parties agree to seek amicable resolution before legal action. Unresolved disputes shall be submitted to the competent courts of Mexico City.

Governing Law and Jurisdiction

These Terms are governed by the laws of Mexico, and all disputes fall under Mexico City jurisdiction.

Fraud Prevention

Balam DMC Mexico reserves the right to cancel bookings if fraud, card misuse, or false information is suspected. Legal action may be pursued.

Communication and Official Channels

All official communication with Balam DMC Mexico must be made in writing via email to wc26@balamdmc.com.

Messages sent through WhatsApp or similar channels will be non-binding unless confirmed in writing by an authorized representative.

Data Protection and Privacy

Balam DMC Mexico complies with the Federal Law on the Protection of Personal Data (Mexico).

Personal information will only be used for operational and promotional purposes and will not be shared with unauthorized third parties.

Hotel Check-in / Check-out Policies

Hotel check-in and check-out schedules are governed by each establishment.

Early check-ins or late check-outs are not guaranteed and may incur additional charges.

Special Requests

Requests such as dietary needs, bedding preferences, or accessibility requirements must be made in writing during booking.

Balam DMC will make reasonable efforts to accommodate them but cannot guarantee fulfillment.

Photography and Marketing Use

By booking with Balam DMC Mexico, clients grant consent for photos or videos taken during activities to be used for marketing purposes, unless written objection is provided before the trip.

Complaints Procedure

Any complaint must be submitted in writing within 48 hours of the incident.

Complaints after departure or after the event will not be accepted.

Balam DMC will mediate in good faith with providers.

Intellectual Property

All itineraries, proposals, and materials are intellectual property of Balam DMC Mexico and cannot be copied or used without authorization.

Amendments to Terms and Conditions

Balam DMC Mexico reserves the right to modify or update these Terms at any time without prior notice.

The version in effect at the time of payment confirmation shall prevail.

Acceptance of Terms

By confirming and paying for any service with Balam DMC Mexico, the client acknowledges having read, understood, and accepted these Terms and Conditions in full.

These Terms prevail over any previous communication unless otherwise agreed in writing.

Service Contract and Annex

Once the client decides to proceed with the booking, a formal contract will be signed between the client and Balam DMC Mexico.

This contract will include an Annex listing all services contracted and to be delivered by Balam DMC.

The signing of this contract constitutes the final confirmation and legal commitment for all services detailed in the annex.

CONTACT

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