



TRAVEL ASSISTANCE
PLAN

PROTECTION • ASSISTANCE • DISCOUNTS

POWERED BY



Welcome to the exclusive TRAVEL ASSISTANCE PLAN!

Our commitment is to provide you with the best benefits and well-being during your ferry journey.

To request any assistance, it is **ESSENTIAL** that you contact us at: **55 906 33557**.

This way, our team can coordinate your request; otherwise, no refund will be issued for any amount paid.

Discover the benefits of the **Travel Assistance Plan**:

TRAVEL ASSISTANCE PLAN	LIMITS
 Online medical consultation	Unlimited, no cost
 Doctor dispatch to hotel	1 event at no cost
 Concierge assistance	Unlimited, no cost
 Discounts and experiences network	Unlimited, no cost

TRAVEL ASSISTANCE PLAN	LIMITS
 Repatriation in case of death	1 event, up to \$6,000 USD
 Assistance for document loss	Unlimited, no cost

Remember, to request any service, call:

 **55 9063 3557** 

and provide the number located below the barcode on your purchase ticket.



The program is valid for 24 hours starting from the beginning of the transfer on the Ultramar Ferry

TERMS AND CONDITIONS OF THE ASSISTANCE PLAN

The purpose of the program is to protect Assistance Plan users and make their journey safer, providing specially designed assistance services for them.

Below is the definition of terms that are frequently used in the provision of assistance services, as well as the General Conditions and obligations of the 'USER' entitled to the service.

GLOSSARY OF TERMS

DEFINITIONS

- a) **User:** any person who has access to the services described in these general terms.
- b) **Services:** the activities provided by iké to Users under the terms of these general conditions.
- c) **Coordinator:** person who is part of the Telephone Assistance Cabin (CAT).
- d) **Assistance situation:** any accident or illness of a User and/or beneficiary that occurs under the terms and limitations established in these general conditions, as well as other described situations that entitle the provision of services.
- e) **Illness:** any alteration in the health of the User and/or beneficiary that occurs, originates, or manifests during the validity of this contract.
- f) **Serious illness:** defined as the sudden and unexpected appearance of manifestations with or without loss of consciousness, the severity of which gives the impression of imminent death.
- g) **Urgency:** any situation that, in the opinion of the patient, their family, or whoever makes the decision, requires immediate medical attention.
- h) **Emergency:** defined as an injury or illness that poses an immediate threat to a person's life and whose assistance cannot be delayed.
- i) **Medical referrals with discounts:** any information or data provided to the User and/or beneficiary from iké's network of medical providers with discounts or preferential cost.
- j) **Specialists:** a person who practices a specific branch of science.
- k) **Telephone Assistance Cabin:** physical space where coordinators handle assistance services.

TERRITORIALITY

Assistance services are provided within the territory of the State of Quintana Ro

INDIVIDUALS PROVIDING SERVICES

The individuals providing the service are mostly independent contractors of iké; therefore, iké, while being responsible for providing the services as stipulated in these general conditions, will

not be liable in any case for the opinions and conclusions provided by such individuals.

VALIDITY

The program is valid for 24 hours from the departure time of the Ultramar ferry.

COVERAGE

Primary Beneficiary.

TRAVEL ASSISTANCE PLAN

SERVICES

1.1 Discounts and Experiences Network

The User can unlimitedly download discount coupons for various commercial establishments and experiences through the viveplus.com platform during the validity of their subscription.

Limitations:

This service will be provided at no additional cost and without any event limit during the program's validity.

Exclusions:

- a) Different rates or discounts from those offered to the public are not guaranteed.
- b) Iké is not responsible for any non-compliance or deficiency committed by the contacted provider or referenced establishment, or for the services and/or products sold by them.
- c) Iké is not liable for information provided that may differ from reality due to any circumstances, as long as there is a reliable source from which such information was obtained (e.g., advertising or promotional errors)

1.2 Concierge

Upon User's request, specialized service will be provided, and information related to:

- Life & Style:

- **Restaurants:** recommendations and reservations at the finest restaurants worldwide.
- **Nightlife:** recommendations and reservations at the top nightclubs worldwide.
- **Entertainment:** recommendations, reservations, and ticket purchases for the best shows and special events worldwide.

- **Cinema:** locating and recommending movie theaters and films, along with reservations/ticket purchases at theaters offering this service.
- **Museums and art galleries:** recommendations for temporary and permanent exhibitions, as well as museums or galleries anywhere in the world.
- **Golf courses:** recommendations and reservations at the finest golf courses worldwide.
- **Spas and beauty salons:** recommendations and reservations at the best spas and salons worldwide, with the most suitable treatment for each User.
- **Real estate:** locating, quoting, and leasing properties to meet temporary or permanent accommodation needs anywhere in the world.
- **Recommendations:** gym recommendations, sports facilities.
- **Special services referrals:** personal shopper, pet walking references, pet boarding, interior design, image consultation, event planning, photographers, security, car cleaning services.
- **Luxury transportation:** private jets, helicopters, or yachts in most cities around the world.

-Travel Services:

- **Airline Tickets:** information, reservations, and ticket purchases for flights on any airline worldwide.
- **Hotels:** information, recommendations, and reservations.
- **Train Tickets:** information, reservations, and ticket purchases for train travel.
- **Tours:** recommendations, reservations, and ticket purchases for national and international tours.
- **Cruises:** recommendations, reservations, and ticket purchases for cruises worldwide.
- **Travel:** recommendations, reservations, and ticket purchases for any tourist destination nationally and internationally.
- **Car Rentals:** reservations for any type of vehicle.
- **Transportation:** from taxi service to luxury car rentals, including Pick-Up service at any airport worldwide.
- **Limousines:** information and reservations for limousines.
- **International Sports Events:** Super Bowl, Formula One Grand Prix, US Open, Roland Garros, NASCAR, figure skating, sailing, regatta, and any other event requested by the User.
- **Weather Information:** climatic information, seasonalities, and weather forecasts.
- **Location References:** locations and opening hours of any point of interest at the traveler's destination.
- **Pre-travel Assistance:** embassy and consulate office information, pre-travel information such as vaccinations, measures the User must take before their trip, as well as procedures and requirements such as visas, passports, etc.
- **Schedule Information:** schedules and reservations at the most exclusive museums in major cities worldwide, sports events, and shows, airports, bus terminals, and offices for procedures with relevant authorities.

- **Consular Information:** addresses of embassies, consulates, and/or representative offices of the Mexican government in the city or country where the User is located, to report the loss, theft, or misplacement of their official documents. If possible, it will coordinate an appointment with the appropriate Mexican authority to report the loss.

-Shopping:

- **Flowers and Gifts:** recommendations and coordination of delivery.
- **Hard-to-Find Items:** from unique gifts and collectibles to imports, wines, and much more.
- **Store Locating:** information about the locations of the most prestigious global brands.
- **Purchase and Delivery of Gifts and Goods:** researching and comparing products, purchasing, and home delivery.
- **Domestic or International Shopping:** searching, purchasing, and delivering any item.

-Personal Service:

- **Business Logistics:** coordination of any type of event for executive meetings.
- **Banquets and Private Events:** your personal concierge will recommend the perfect provider based on your needs.
- **Document Delivery:** sending documents anywhere in the world, in case of forgetfulness, loss, or theft, with cost to the User.

-Executive Service:

- **References:** referrals for interpreters, temporary secretarial or protection services in major cities worldwide. Assistance in locating computer equipment and phones.
- **Executive Transportation:** upon client's request, coordination of executive taxi services for their transfers.
- **Local Customs:** local customs and etiquette, protocol and etiquette for international business.
- **InfoCard Protection:**
 - a) Registration of credit, debit, and commercial cards; allowing for a single call to: the customer can be connected to the issuing companies to proceed with the cancellation
 - b) of these cards in case of loss or theft.
Driver's license, military service card, professional identification, etc., so that in case of loss or theft of these documents, the customer can be linked with Mexican embassies or consulates anywhere in the world; as well as with governmental institutions within the national territory where the documents need to be reported.

Note: all costs incurred for information, reservations, purchases, or any other activity will be charged to the User, and Concierge does not charge a fee to the User for providing its services.

Limitations:

This service will be provided at no additional cost and without any event limit during the program's validity.

1.3 Doctor to Hotel

When the User is unable to travel for a medical appointment, and the situation can be addressed at home by a general practitioner without requiring emergency room care, a doctor will be sent to the user's residence subject to medical assessment and availability within iké's medical network in major cities and locations in the Mexican Republic. In other places, iké will do its best to assist the User in contacting a doctor or hospital as quickly as possible.

Limitations:

This service is limited to 1 (one) event at no cost during the program's validity.

Exclusions:

- a) When the User does not provide truthful and timely information, preventing proper inquiry, or provides false information.
- b) When the User fails to authenticate themselves.
- c) When the User is under the influence of alcohol, substances related to drug dependency, is in an aggressive state, or does not allow for treatment.
- d) When the User uses profanity.
- e) When the iké doctor determines, through directed questioning, that the patient's current condition requires emergency care or ambulance dispatch, and the patient is not suitable for home treatment.
- f) The consultation fee does not include the administration of medications or any other type.
- g) Such as procedures (casting, catheterization, sutures, solutions, dressings, etc).
It does not include the dispatch of specialized doctors to the residence.

1.4 Online Medical Consultation

The medical team at iké will provide unlimited 24/7 service to Users through a qualified general practitioner via video conference. The doctor will provide personalized care, initiate the relevant inquiry, and conduct a basic visual assessment of the patient. However, definitive diagnosis or pharmacological treatment will not be provided; only general recommendations or basic symptomatic advice will be given.

Limitations:

This service will be provided at no additional cost and without any event limit during the program's validity.

Exclusions:

- a) When the User does not have internet access or does not wish to connect via video.
- b) When the User does not provide truthful and timely information, preventing proper inquiry.
- c) When the User is under the influence of alcohol, substances related to drug dependency, and their call becomes aggressive, offensive, or inappropriate.
- d) The iké medical team does not provide definitive diagnoses, treatments, or changes to treatments.

1.5 Assistance for Lost Documents

Iké will guide you on the necessary documentation and national procedures to follow in case of theft or loss of documents.

Limitations:

Unlimited, no cost

Exclusions:

- a) When the "USER" fails to identify themselves as such.
- b) When the "USER" intentionally commits or attempts to commit a crime.
- c) When the "USER" does not provide truthful and timely information that prevents proper assistance or provides false statements due to the nature of the situation.
- d) When the "USER" fails to comply with any of the obligations indicated in these General Conditions.
- e) Situations of assistance that are a direct or indirect consequence are also excluded.
Strikes, war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), rebellion, civil war, insurrection, terrorism, uprisings, earthquakes, demonstrations, popular movements, radioactivity, or any other cause of force majeure and/or fortuitous events are also excluded.

1.6 Repatriation in Case of Death

•**International:** If the User were to pass away while traveling, all necessary formalities (including any legal procedures) will be carried out, and iké will handle the coordination and expenses related to the repatriation of the deceased remains to the burial or cremation site

indicated by the beneficiary, including the costs of transportation from the airport to the User's place of residence. If the beneficiary decides that the User's remains be buried or cremated at the location of death, iké will manage the coordination and costs of such burial or cremation, up to a maximum responsibility limit equivalent to the cost of repatriation.

Note: Crypt or grave is not included, and it will be a basic service. No reimbursement applies. Applicable for illness or accident.

•**National:** if the User passes away while traveling, iké will perform all necessary formalities (including any legal procedures) and cover the coordination and expenses related to the transportation of the deceased remains to the burial or cremation site indicated by the beneficiary, including the costs of transportation from the airport to the User's place of residence. If the beneficiary decides that the User's remains be buried or cremated at the location of death, iké will manage the coordination and costs of such burial or cremation, up to a maximum responsibility limit equivalent to the cost of repatriation.

Limitations:

This service is limited solely to the death of the User during the validity of the program and, up to \$10,000.00 USD (ten thousand US dollars). In the event of any excess, it must be covered by the responsible party.

Exclusions:

- a) Iké will determine the appropriate timing for repatriation and will decide the suitable dates and means for it. It is essential that the User's family contacts iké once the death occurs to receive the corresponding guidance. In the absence of such notifications, iké will consider the beneficiary responsible for the incurred costs and expenses.
- b) No ransom or reimbursement applies.
- c) The following situations do not qualify for the services: emergencies that occur during trips or vacations against medical advice or during trips abroad exceeding 60 (sixty) calendar days.
- d) The User's participation in any kind of race, competition, or exhibition (cars, horses, bicycles).
- e) Situations that are a direct or indirect consequence of: strikes, war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), rebellion, civil war, insurrection, terrorism, uprisings, earthquakes, pandemics, epidemics, radioactivity, or any other cause of force majeure.
- f) Self-inflicted injuries.
- g) When the beneficiary does not provide truthful and timely information that would allow us to properly provide the service.

h) Service subject to local regulations.

The Travel Assistance Plan service agreement is entered into by Kerena Pleno Reposo, S.A DE C.V, its subsidiaries, or affiliates, with a registered address at Alcázar de Toledo 560, Colonia Real de las Lomas, Miguel Hidalgo Borough, Postal Code 11920, CDMX.

In the event that the user requires a covered assistance service, Kerena Pleno Reposo, S.A DE C.V undertakes to manage the assistance service with the independent providers within its network of service providers.

The assistance service is not an insurance contract. Therefore, Kerena Pleno Reposo, S.A DE C.V commits solely to fulfilling the agreed-upon obligation, without the possibility of compensating any damage or providing cash benefits.

Consumer rights are safeguarded by the Federal Consumer Protection Law and/or the Law for the Protection and Defense of Financial Services Users, as applicable to each benefit.

Please refer to the Terms and Conditions at ultramarferry.com.