



## TERMS AND CONDITIONS OF THE TREN MAYA TRANSPORTATION TICKET

These Terms and Conditions apply to the provision of passenger railway transportation services operated by **Tren Maya S.A. de C.V.**, in accordance with Article 42 la Ley Federal de Protección al Consumidor LFPC (Federal Consumer Protection Law), which establishes that the provider is obligated to supply the service under the offered terms and conditions, unless otherwise agreed or with the written consent of the consumer, as well as Article 60 from Reglamento del Servicio Ferroviario. (Railway Service Regulations).

Tren Maya may make changes and/or modifications to these Terms and Conditions. Such changes will be notified on the website and will enter into force only after the express consent of the passenger who has purchased a ticket.<sup>1</sup>

In the event of any dispute arising from these rules, Agencia Reguladora del Transporte Ferroviario ARTF (the Railway Transportation Regulatory Agency shall address the matter accordingly).

### 1. VALID DOCUMENTS TO VERIFY THE PURCHASED FARE

To ensure safety and compliance with fare policies, all passengers must present a valid official identification both at the time of ticket purchase and during travel, as well as when entering the train boarding area. The valid documents are as follows:

#### A. International Fare:

- a. A valid passport is mandatory; or
- b. A Mexican residence card.

No other forms of identification will be accepted for this fare.

#### B. National or Local Fare (applicable only to Mexican citizens):

Mexican nationality must be proven with one of the following documents:

- a. Professional license (Cédula Profesional).
- b. INE Instituto Nacional Electoral. (National Electoral Institute Voter ID).
- c. Mexican passport.
- d. Naturalization certificate.
- e. INAPAM card. Instituto Nacional de las Personas Adultas Mayores. (National Institute for Older Adults).
- f. If the ticket holder is a child under 3 years old, CURP Clave Única de Registro de Población (Unique Population Registry Code) and/or birth certificate must be presented.
- g. Infants from 0 to 2 years old travel free of charge; however, they must be accompanied by one adult at a 1:1 ratio and are not entitled to a seat. If the minor requires a seat, a ticket must be purchased.
- h. Children from 3 to 13 years old must identify themselves through CURP or any of the legal documents mentioned above.

No other forms of identification will be accepted for this fare, except those listed above.





### C. Special Fare (Applicable only to national users, except PRM users):

- a. Mexican senior citizens (INAPAM cardholders).
- b. Persons with disabilities (PRM).
- c. Students and teachers (nationals). This fare will be verified at boarding with a valid official ID, valid proof of enrollment, or report card issued by the Ministry of Public Education (SEP).

Presentation of the required documents is an essential condition for ticket purchase and boarding. Forgery or misuse of documents may result in ticket cancellation and, where applicable, legal action.

### 2. TICKET PAYMENT METHODS

Passengers must pay for tickets in Mexican national currency (Mexican Peso) and/or by credit or debit card. No other currency is accepted. American Express cards are not accepted.

### 3. TRAVELER INSURANCE

Traveler insurance is included in the ticket price and covers the passenger from the moment they enter the station until they exit the destination station.

Any incident must be reported immediately to Tren Maya staff for proper claim processing; otherwise, the traveler insurance will be invalid.

### 4. TICKET VALIDITY

The ticket is the legal contract between Tren Maya and the passenger. Use of the ticket implies tacit acceptance of the adhesion contract and these Terms and Conditions; therefore, it must be kept for any claim or clarification.

- The ticket is valid for a single use and a single journey, origin to destination.
- The passenger must verify that the ticket contains the correct information during the purchase process. Any further modifications must be made at that time. Tren Maya will not be responsible for refunds or cancellations once the passenger leaves the ticket office or accepts the terms and conditions on the website.
- The ticket is personal and non-transferable.
- If the passenger presents a ticket with a name different from their identification, boarding will be denied. Tickets may not be resold and/or altered. Any alteration or modification will render the ticket invalid.
- To board the train, the passenger must present the ticket either printed or in digital format (tablet, cellphone, laptop, etc.). If neither is available, the passenger may request reprinting at the station ticket office by providing the required information.





Tren Maya reserves the right to deny service without liability in the following cases:

- a. Use of a ticket not corresponding to the passenger.
- b. Use of counterfeit, false, or altered tickets.
- c. Use of tickets subject to resale.

## 5. TICKET CHANGES AND CANCELLATIONS

Tickets for a specific date and time may be changed to **later dates or times**, subject to the commercial conditions of each product, except where changes are expressly not permitted.

- A. Unused tickets are non-refundable, regardless of the reason.
- B. Changes may be made **up to 48 hours before scheduled departure**. After this period, modifications will not be allowed.
- C. To request a change, send an email to [info@ventaboletoestrenmaya.com.mx](mailto:info@ventaboletoestrenmaya.com.mx) including:
  - Digital image of the ticket (jpeg, jpg, pdf)
  - Digital image of proof of payment
  - Phone number
  - Email address
  - Reason for the change
- D. All changes are subject to availability.
- E. If the new ticket has a higher price, the passenger must pay the difference. If it is lower, no refund of the difference will be issued.
- F. Seat changes must be made through: <https://reservas.ventaboletoestrenmaya.com.mx> and will be considered a ticket modification.
- G. If the cause is attributable to Tren Maya, a 100% refund of the unused service will be issued.
- H. The passenger has up to 30 days from the original travel date to request a refund via email.
- I. In cases of force majeure (natural disasters, armed conflicts, strikes, demonstrations, governmental restrictions, pandemics, etc.), Tren Maya shall not be obligated to compensate passengers in accordance with applicable law.
- J. If a passenger voluntarily ends their trip before the destination station, no refund will be granted for the unused segment.



J. If passengers arrive late for boarding, their reservation will be canceled automatically without refund or change.

- ✓ Regular ticket passengers must arrive at least 60 minutes before departure.
- ✓ Long-distance ticket passengers must arrive at least 90 minutes before departure.

## 6. BAGGAGE/LUGGAGE

- Passengers are responsible for their baggage at all times. In case of loss or damage due to railway accident, traveler insurance will cover up to 20 times the daily value of the Unit of Measurement and Update (UMA).
- All baggage is subject to random inspection by station authorities in the passenger's presence. Refusal will result in denial of boarding or continuation.
- Passengers may transport free of charge:
- One checked suitcase (max. 66x42x26 cm, up to 23 kg)
- One carry-on suitcase (55x40x25 cm, up to 10 kg) and one personal item
  - Personal items include: backpack, briefcase, handbag, musical instruments (max. 30x120x38 cm), etc.
  - Cargo or oversized baggage exceeding limits will incur an additional fee.

## 7. PETS / COMPANION ANIMALS

Transportation of animals will be permitted. The following pets shall be considered domestic or companion animals: dogs, cats, hamsters, and rabbits. Such pets may travel provided they meet the following requirements: they must weigh no more than 10 kg and must travel inside a carrier with maximum dimensions of 60x35x35 cm, without occupying a seat, and placed at the passenger's feet or on the passenger's lap. Only one pet per passenger is allowed. Pets must remain under the control of the person transporting them at all times and throughout all stages of the journey. If other passengers object to traveling with animals or if the pets cause any disturbance, onboard staff will seek the most suitable alternative to allow continuation of the journey in another area of the train.

All pets must be documented prior to boarding (60 minutes before departure) and may not, under any circumstances, move onto seats or walk without a leash in the train aisles.

Requirements:

- A. Signed liability waiver (Form CR-CMZ-001).
- B. Veterinary certificate and vaccination record.
- C. Dogs must be hygienic; sick or nursing dogs are not accepted.
- D. Service animals must wear identification tag and leash.
- E. Aggressive dogs must wear a muzzle.





F. No pets allowed in restaurant area (except service animals).

G. Passenger is responsible for any damages caused.

Guide dogs and assistance animals are those trained to assist persons with disabilities.

Emotional support animals trained for diabetic, epileptic, or emotional conditions may travel in contact with their owners.

## **8. BICYCLE TRANSPORTATION**

A. Only one bicycle per passenger is allowed, with a maximum of six bicycles per train. Bicycles must be distributed throughout the train, with no more than two bicycles per car.

B. Bicycles must be carried in protective covers from the access control point, throughout the entire journey, and until exiting the station. Pedals must be removed and the handlebars turned 90 degrees.

C. Bicycles must be placed in designated areas only and must not obstruct luggage storage spaces, aisles, or seating areas.

D. If, due to train occupancy, it is not possible to transport a bicycle, passengers may choose to travel on another train. Tren Maya reserves the right to deny admission, subject to space availability.

## **9. PROHIBITED ITEMS**

Strictly prohibited:

1. Hazardous materials (fuel, gas, solvents, paint, oils, batteries, etc.).
2. Any Firearms.
3. Sharp objects (knives, scissors, machetes, etc.).
4. Dangerous substances or defective batteries.
5. Prohibited or illegal substances. In the event that the use or possession of narcotics or any illegal chemical substance, or substances prohibited by federal authorities, is detected, the individuals involved will be turned over to the appropriate authorities.

## **10. LOST AND FOUND**

**Tren Maya shall not be responsible for items lost or forgotten within our facilities.**

If a user reports the loss or misplacement of an item and requests information or assistance to recover it from Tren Maya, they will be required to provide the date and



location of the loss, as well as a description of the item, in order to obtain as much relevant information as possible.

If the item is found in Tren Maya's records, the owner may recover it by claiming its delivery, providing proof of ownership or lawful possession, and paying any applicable charges, if any, prior to its release. The claimant will be required to present proof of the item's contents, purchase invoice, and official identification (INE or Passport). In the case of electronic devices (cell phone, tablet, computer, laptop, PC, etc.), the device must be unlocked using the access password to verify ownership.

## **11. TRAVEL CONDITIONS**

A. Tren Maya stations are 100% smoke-free and emission-free environments. Smoking is strictly prohibited inside Tren Maya facilities and inside train cars, including electronic cigarettes and vaping devices. Any person found in violation will be referred to the appropriate authorities.

B. Inappropriate and/or abusive behavior or language toward Tren Maya station staff or onboard personnel, as well as damage to facilities, will not be tolerated. Any person found engaging in such conduct will be referred to the appropriate authorities.

C. Passengers must complete ticket verification and/or check-in and enter the platform no later than 15 minutes prior to the train's departure. After this time, access will not be permitted, and the passenger shall not be entitled to request a refund or claim reimbursement for the unused trip.

D. It is not permitted to board the train with outside food or beverages not purchased at Tren Maya stations. Bottles containing alcoholic beverages may only be transported if they are sealed, unopened, and remain inside the passenger's luggage.

E. The sale of products onboard that are not authorized or directly commercialized by Tren Maya is strictly prohibited. Likewise, passengers are not permitted to prepare food inside the train, except in the case of infants or individuals with a medical condition.

F. Passengers may not move about the facilities without proper clothing or footwear and must refrain from any conduct that disturbs the peace and rest of other passengers (e.g., shouting, loud mobile device noise, disruptive sounds, etc.). Failure to comply with these instructions may result in being turned over to the National Guard personnel.

G. Tren Maya reserves the right to deny access to stations and boarding of trains to:

✓ Persons who are visibly intoxicated.

✓ Persons under the influence of drugs or narcotics, unless they have a valid medical prescription. Onboard supervisors will take appropriate measures to prevent risks or disturbances to other passengers. When deemed necessary by the onboard supervisor and station manager, such individuals may be referred to the appropriate authorities at the nearest terminal.



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- ✓ Unaccompanied minors.
- ✓ Women who are seven months pregnant or more. If such condition is not disclosed, the company shall not be liable for any contingency or situation related to the passenger's pregnancy during the journey.
- ✓ Persons intending to travel alone who have a disability requiring accompaniment. Please note that staff are not authorized to assist with eating, restroom use, attending physiological needs at their seat, or providing medical services.
- ✓ Passengers with special medical conditions must carry medical certificates if they have a health issue that reasonably calls into question their ability to complete the journey without medical assistance.
- ✓ Passengers with terminal illness or similar condition. In addition to a medical certificate, such passengers must travel accompanied.
- ✓ Passengers with contagious or infectious diseases. Travel will not be permitted if the illness is transmissible in enclosed environments. If accepted under special conditions, travel is under the passenger's sole responsibility.

1Artículo 42 de la Ley Federal de Protección al Consumidor (LFPC). 2Reglamento del Servicio Ferroviario: los artículos 176, 177 y 180. 3Artículo 61 del Reglamento del Servicio Ferroviario: "Si el peso, tamaño o naturaleza del equipaje, o su empaque o embalaje lo hace inadecuado para transporte, de conformidad con las disposiciones que, en su caso, emita la Agencia, Tren Maya podrá negarse a transportarlo hasta en tanto no se modifiquen tales condiciones y en ningún caso será responsable de aquellos artículos que no estén debidamente empaquetados o embalados". 4Artículo 63 del Reglamento del Servicio Ferroviario. 5Artículo 450 fracción II del Código Civil para el Distrito Federal en Materia Común y para toda la República en Materia Federal: "Los mayores de edad que por causa de enfermedad reversible o irreversible, o que, por su estado particular de discapacidad, ya sea de carácter físico, sensorial, intelectual, emocional, mental o varias de ellas a la vez, no puedan gobernarse, obligarse o manifestar su voluntad, por sí mismos o por algún medio que la supla". 6Artículo 64 del RSF. 7Ley General de Protección Civil publicada en el Diario Oficial de la Federación el 16 de junio del 2012, la NOM002-STPS-2010 y la NOM-003-SEGOB-2011