



VISA REWARDS PROGRAM TERMS AND CONDITIONS

1. The *Visa Rewards Program* (the "Program") is available for the holder of a Visa card (the "Cardholder") issued by a Visa Member financial institution in the Latin America and Caribbean Region, as defined by Visa International Service Association ("Visa International"). The Cardholder is automatically enrolled in the Program when a Visa card is issued in his name, without being subject to additional fees on the part of Visa. Any additional fee for participating in the Program, to the extent applicable, would be established by the issuer financial institution.
2. The Program is based on a points system that allows Cardholder to earn one point for each dollar or eligible equivalent amount in local currency charged to his Visa card, provided the Cardholder's account is current. The Member financial institution which issued the card will determine, at its exclusive discretion, whether or not the Cardholder's account is current to earn points entitling Cardholder to receive certificates to redeem product, hotel, car rental and/or air tickets rewards (the "Reward(s)").
3. Points for Rewards may be redeemed at any time by the Cardholder or a person duly authorized by the Cardholder, provided Cardholder has earned a sufficient number of points to obtain said Reward and Cardholder's account is current. Only the Cardholder or a person who has been duly authorized by the Cardholder may access Program account information.
4. Eligible charges that earn points to redeem Rewards under the Program are charges for purchases paid with the Visa card. Transactions that are not eligible to earn reward points under the Program include, without limitation, card service fees, additional card fees, cash advances, currency conversion fees, insurance fees, returned items for which a credit was issued, purchases that for any reason are in violation of the law or the Cardholder Agreement, unauthorized charges and other types of fees. Visa International, at its exclusive discretion, may modify the list of eligible charges and transactions from time to time.
5. Cardholder must call the Program Administrator at his financial institution for information regarding the Program or point redemption. The issuer financial institution, at its exclusive discretion and based on the terms and conditions outlined in this brochure, shall resolve all matters, disputes or controversies in connection with the Program, including, without limitation, those related to transaction eligibility to earn points and Program eligibility.
6. The Program Administrator will be available to receive Cardholder requests Monday through Friday from 7:00 a.m. to 7:00 p.m. (Eastern Standard Time). Visa International reserves the right to modify customer service hours at any time and without notice.
7. Points for purchases posted during a calendar month shall be eligible for immediate redemption. All points will expire on December 31 of the third year after the date they were obtained through an eligible purchase. (The financial institution may modify expiration years).
8. The points that accumulate in the Visa Rewards Program account are not the Cardholder's property. Program points do not have monetary or cash value. Redeemed points shall be immediately deducted from the balance of points in the Cardholder's rewards account.
9. The number of points available for redemption of a Reward at the time the Reward is issued may be different than the number of points quoted by the Program Administrator due to its being subject to availability and changes by the participating merchant. The Cardholder may purchase additional points if he has not yet earned a sufficient number of points to obtain the desired Reward. Purchase of additional points may only be done through a charge to Cardholder's Visa card.
10. All reservations must be booked through the Program Administrator. No reservations made directly by Cardholders will be accepted. The Cardholder has to accept or reject any quotation provided to Cardholder by the Program Administrator by the response date and time indicated on the quotation, or Cardholder's quotation, along with any reservation already made, will be cancelled, and the related Reward forfeited.
11. Rewards must be redeemed in accordance with these Terms and Conditions. Once a Reward is issued, redemption is considered final; no changes will be accepted and points are not reimbursable. Once redeemed, points and rewards may not be replaced, reimbursed or exchanged for cash, credit or other Rewards under any circumstances. This also applies in the event merchant refuses to provide the Reward due to the submission of inappropriate documentation as proof of eligibility. If the hotel, rental car company or airline imposes any penalty for cancellation or changes, the Cardholder shall pay said charges and may not do so using Program points.
12. Cardholder is advised that travel rewards are granted based on travel within 90 days of redemption. Travel beyond such 90 day period may result in unavailability of the Reward, or the imposition of additional charges to the Cardholder, which will be Cardholder's sole responsibility.
13. Neither Visa Inc., Visa International, the issuer financial institution nor participating merchant shall be responsible for replacing lost, stolen or damaged certificates or air tickets.



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14. If more than one card was issued in the account (additional cards), all purchases charged to said cards will earn points in the same rewards account. If the Cardholder has more than one Visa account, each account will earn points individually. Points earned under different Visa accounts may be combined to redeem Rewards.
15. Credits applied to the Cardholder's account, including those resulting from returned goods or services, shall reduce or eliminate the number of points available to select Rewards in the same proportion in which charges earn said points.
16. Visa International reserves the right to modify or cancel any Reward, and to modify the Program's terms and conditions at any time. The participation of affiliated merchants in the Program (for example, hotels, car rental companies, airlines and others) is subject to change at any time, with or without notice. Published point levels are also subject to change due to fluctuations in currency exchange rates, customs charges, taxes, charges and fees imposed by governments, and fuel surcharges.
17. The Visa Travel Accident Insurance shall apply to flights booked using Program points. Additional charges, taxes or fees related to the Reward must be charged to the Visa card.
18. If the Visa card includes collision damage (CDW) or loss of vehicle (LDW) insurance in the country where the car is rented, the Cardholder is required to decline this insurance coverage prior to signing a car rental agreement. The insurance requires reservation and rental to be made with the Visa card, as well as the final payment when the car is returned. For any questions regarding this coverage the Cardholder may call the customer service telephone number indicated on the reverse of his Visa card.
19. Upon requesting delivery of Rewards to an address other than the address in his Account Statement, the Cardholder accepts full responsibility for delivery of said Rewards. Delivery of certificates or air tickets via mail shall take approximately two weeks. Delivery by faster means will be subject to an additional charge. For merchandise deliveries refer to the Merchandise section at the end of these Terms and Conditions.
20. Rewards shall not generate additional commissions for any travel agent.
21. Issuance of a certificate does not constitute a reservation or booking. The Program does not guarantee the availability of the Rewards described in the catalog, website or other program-related materials, at specific locations or on specific dates. All reservations are subject to availability and must be booked through the Program Administrator.
22. Terms and conditions for each Reward are specified in communication materials. **Additional terms and conditions applicable to merchandise will be specified under the separate Merchandise section at the end of these Terms and Conditions.** The use of any certificate or air ticket is subject to the additional restrictions indicated thereon. Some Rewards will be available only on the dates indicated on Program communication materials. Due to their exclusive nature, availability of some Rewards is limited.
23. **"Reward Points"** are value only to redeem individual Rewards, and do not apply to groups, conventions or companies. Guests, destinations and travel arrangements that are additional to those indicated in Program offers may be added only through your financial institution. Otherwise, all additional arrangements will be the exclusive responsibility of Cardholder. The Cardholder also accepts full responsibility for all costs related to said additional arrangements.
24. The Program does not include the delivery to Cardholder of information related to documentation, visas, immigration documents, or any type of service to fill out and submit forms required by the authorities in each country. Obtaining and maintaining in his possession valid proof of citizenship or naturalization, immunization certificates and/or visas required to travel or enter another country are the sole responsibility of Cardholder.
25. By participating in the Program, accepting and using Rewards, the Cardholder releases and holds Visa Inc., Visa International, and their respective subsidiaries, affiliates and employees harmless from any and all liability, claims or damages arising from the use of any Reward, including, without limitation, physical injury or death as a result of travel related to this Program. Neither Visa Inc., Visa International, the issuer financial institution nor the Program Administrator shall be liable for any act or omission by hotels, car rental companies, airlines or any other provider; any loss or penalty incurred by Cardholder in the event the hotel, car rental company or airline is sold or ceases to operate, or for natural phenomena or acts of God; or any services, amenities and/or facilities that are not available due to seasonal closings, renovation, natural phenomena or other similar causes.
26. Rewards are valid only at participating locations until the expiration date printed on the certificates. Reward certificates have no value, except when used under the terms and conditions specified thereon. Unless otherwise specified in the corresponding certificate, Rewards do not include transportation.
27. Reward certificates are not valid to pay previous purchases and may not be used as a form of payment for balances payable to participating merchants or the issuer financial institution.



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28. The original Reward certificates must be submitted to the merchant at the time they are used. No certificate photocopies or reproductions will be accepted.

29. Rewards are void where prohibited by applicable law.

30. Visa Inc. and Visa International reserve the right to cancel the Program at any time, and the issuer financial institution reserves the right to cancel its participation in the Program at any time. This may result in the cancellation of any existing point balance for which neither Visa Inc. nor Visa International shall be liable.

31. If for any reason the issuer financial institution cancels the Cardholder's linked account, the points in said Program account(s) will be immediately annulled. Similarly, if the Cardholder cancels his Visa card, all Program points in said account shall be automatically and immediately annulled.

32. Any fraud or abuse relating to the accumulation of points or redemption of Rewards might result in the annulment of all points earned under the Program, as well as in the immediate cancellation of the Cardholder's account. The purpose of the Program is to provide a service to an individual Cardholder, not to a company.

33. The Cardholder accepts full responsibility for the determination of fiscal or tax liabilities in connection with any federal, state or local tax that might be applicable or result from the accumulation, conversion or redemption of Rewards under the Program, including, without limitation, charges, merchandise taxes, international entry or departure taxes, customs charges, airport fees or surcharges, related to receiving or using any reward redeemed under the Program. The Cardholder is fully and exclusively responsible for the payment of said charges and taxes.

34. Issuance and entitlement to a Reward is subject to Cardholder's strict compliance with these Terms and Conditions, as well as any additional terms and conditions of Participating Merchants, including any separate Merchandise section, as specified below. Cardholder is also subject to the terms and conditions issued by his issuer financial institution. In the event of a discrepancy between these Terms and Conditions and those of a participating merchant or issuer financial institution, these Terms and Conditions shall govern and supersede such other inconsistent terms and conditions.

35. Every possible effort has been made to guarantee that the information contained in these terms and conditions is correct. However, Visa Inc., Visa International and the issuer financial institution disclaim all liability due to errors or omissions in this information.

PARTICIPATING MERCHANTS TERMS AND CONDITIONS

1. Ritz-Carlton Hotel Company, L.L.C.

- Ritz-Carlton reward certificates are for Deluxe accommodations and are subject to availability at the hotel.
- All certificates include taxes applicable to hotel room and breakfast for two.
- If certificates are used for fewer days, there will be no credit, bonus or reimbursement for unused nights.
- Other terms and conditions, including locations, are indicated on the certificate. The information on the certificate supersedes the information in this brochure.
- Participating properties are subject to change without notice.

2. Marriott Hotels, Resorts, y Suites

- "Weekend" means Friday, Saturday, and Sunday.
- All Marriott certificates include taxes applicable to hotel room and breakfast for two the following morning.
- Reservations may be booked directly with Marriott Hotels, Resorts y Suites.
- If certificates are used for fewer days, there will be no credit, bonus or reimbursement for unused nights.
- Other terms and conditions, including locations, are indicated on the certificate. The information on the certificate supersedes the information in this brochure.
- Participating properties are subject to change without notice.



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3. Hertz

- This special offer is valid only in the U.S. at participating Hertz corporate locations, and is subject to blackout dates.
- The person who rents the vehicle must meet all Hertz standard requirements regarding driver's license and ability to operate a motor vehicle, and shall be at least 25 years old. Said person must also meet all Hertz credit requirements and return the vehicle to the location where it was rented.
- Benefits related to the CDP# on the Hertz certificate apply only to the use of said reward or "Award Voucher". Using the CDP# of another certificate, coupon, voucher, discount or special rate in conjunction with the reward certificate is prohibited.
- Only one reward certificate may be used for each rental transaction.
- Rewards are valid only for the vehicle class and number of days specified in the reward certificate.
- All reservations must be booked through the Program Administrator (Aviatur Travel).
- There is a charge for each additional authorized driver per rented vehicle, except in the State of California, where there is no charge for additional drivers.
- The reward certificate may not be redeemed for cash in whole or in part. There is no cash return or reimbursement of any kind. No credit will be issued for any unused portion of the reward.
- The person who rents the vehicle will not receive credits or bonus frequent flyer miles for using the reward certificate.
- Eligibility to use the reward certificate will expire on the date indicated on certificate.
- The person who rents the vehicle will be required to sign the reward certificate in the presence of the Hertz representative at the time of rental.
- The holder is responsible for the reward certificate. Hertz will not replace any voucher that is lost or stolen.
- The participant is required to submit the reward certificate at the time of rental.
- The participant is required to quote the CDP# and IT# on the reward certificate when booking the reservation.
- Reservation must be booked at least eight (8) days in advance.
- Other terms and conditions are indicated on the certificate. The information on the certificate supersedes the information in this brochure.

4. Alamo

- This special offer is valid only in the U.S., Latin America and the Caribbean, at participating Alamo corporate locations, and is subject to blackout dates.
- The person who rents the vehicle must meet all Alamo standard requirements regarding driver's license and ability to operate a motor vehicle, and shall be at least 25 years old. Said person must also meet all Alamo credit requirements and return the vehicle at the time and place indicated on certificate.
- Benefits related to the CD# on the Alamo certificate apply only to the use of said reward or "Award Voucher". Using the CD# of another certificate, coupon, voucher, discount or special rate in conjunction with the reward certificate is prohibited.
- Only one reward certificate may be used for each rental transaction.
- Rewards are valid only for the vehicle class and number of days specified in the reward certificate.
- All reservations must be booked through the Program Administrator.
- There is a charge for each additional authorized driver per rented vehicle.
- The reward certificate may not be redeemed for cash in whole or in part. There is no cash return or reimbursement of any kind. No credit will be issued for any unused portion of the reward.
- The person who rents the vehicle will not receive credits or bonus frequent flyer miles for using the reward certificate.
- The holder is responsible for the reward certificate. Alamo will not replace any voucher that is lost or stolen.
- The participant is required to submit the reward certificate at the time of rental.



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- The participant is required to quote the CD# and BA# on the reward certificate when booking the reservation.
- Reservation must be booked at least three (3) days in advance.
- Other terms and conditions are indicated on the certificate. The information on the certificate supersedes the information in this brochure.

5. Airlines – General Terms and Conditions

- **Flights must be booked at least five (5) business days in advance.**
- All airlines are participating airlines provided the flight is registered in the main airline reservation systems (Sabre, Apollo, Amadeus, etc.).
- Tourist class air tickets might require a maximum and a minimum number of days of stay, may be limited to certain days or flights, and may be subject to restrictions imposed by the airline.
- Air tickets are not reimbursable, endorsable or transferable, and no name changes are permitted.
- Air tickets may not be annulled after they have been issued.
- No show air tickets are not reimbursable.
- All air tickets obtained as a reward may be subject to departure taxes, depending on the country.
- If Cardholder wishes to redeem points to travel on a route that is not defined, the points required will be determined at the time of the redemption.
- Flights must be booked at the time points are redeemed, and said bookings do not include seat assignments.
- All airline rewards are subject to rate changes, availability and any other requirement or condition imposed by the chosen airline.
- A penalty is applied for each change made to an air ticket after booking, and the Cardholder must make any such change directly with the airline.
- Air tickets are valid for one year after their issuance date and subject to payment of a penalty and the difference to update the rate to that of a new travel date, which the Cardholder shall arrange and book directly with the airline.
- The dollar value quoted by the Administrator may vary slightly, due to the fact that the transaction amount is posted to the account statement by the issuer Bank at the currency exchange rate on the date the transaction was charged, which might be different from the day the transaction is confirmed as an international transaction.
- A **90-Day Fare** is the applicable rate for roundtrip travel in which the number of days before the return leg exceeds ninety (90) days.
- The **Maximum Day Stay** allowed will be ninety (90) calendar days. If a Cardholder requests an air ticket for a longer stay or if the air fare chosen does not allow for the application of this rule, the Visa Rewards Program may handle the Cardholder's request as an **Undefined Airline Reward**, meaning that the air fare quotation must be calculated according to the **90-Day Fare**.
- **One-way Air Tickets** are Air Fares and specific routes which do not have a **Maximum Day Stay** and in general are valid for one year. In such cases the Program Administrator will reserve the lowest fare available at the moment of issuing the air tickets.
- **Stopovers** cannot be authorized as a defined airline ticket reward, due to the fact that these defined rewards are only authorized for "point to point" air tickets and routes. Stopovers will be authorized as an undefined airline ticket reward in as many instances in which the air fare asked by the Cardholder allows. Stopover(s) will be included in the fare quotation and the Cardholder will cover the fare with Reward Points.

6. Lodging – General Terms and Conditions

- **Reservations must be booked at least five (5) business days in advance.**
- All hotels are participating hotels provided they are registered in the main hotel reservations systems (Amadeus, Sabre etc).
- Hotel rewards include the value of the room accommodations and taxes only. Cardholder will be responsible for any additional charges for meals, beverages, telephone calls, and other charges incurred.



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- Penalties apply in case of a no show.
- The Cardholder may request preferred rates for the following hotels: Hyatt Regency Coral Gables, Hyatt Regency Bonaventure, Hyatt Regency Grand Cypress, and Hyatt Regency Coconut Point. These rates are subject to availability at participating hotels.
- The Cardholder may request preferred rates for the following hotels: Disney's Grand Floridian Resort and Spa, Disney's Contemporary Resort, Disney's Animal Kingdom Lodge, Disney's Wilderness Lodge, Disney's Polynesian Resort, Disney's Coronado Springs, Disney's Caribbean Beach, Disney's Port Orleans Riverside, Disney's All Star Music, Disney's All Star Movies, Disney's All Star Sports, Disney's Pop Century. These rates are subject to availability at participating hotels.

7. Car Rental – General Terms and Conditions

- **Reservations must be booked at least five (5) business days in advance.**
- The person who rents the vehicle must meet all car rental company standard requirements regarding driver's license and ability to operate a motor vehicle, and shall be at least 25 years old. Said person must also meet all credit requirements and return the vehicle at the same location and time specified on reward certificate.
- Rewards are valid only for the vehicle class and number of days specified in the reward certificate; the make of the car cannot be guaranteed.
- If there is a charge for each additional authorized driver per rented vehicle then the Cardholder must pay this charge directly to the car rental company using his Visa card.
- The Cardholder is required to submit the reward certificate at the time of rental and prior to signing the car rental agreement.
- A copy of the car rental agreement must be submitted for any claim.
- The Cardholder is responsible for the reward certificate. The car rental company or the Program Administrator will not replace any certificate that is lost or stolen.
- Certificates obtained as a reward may be subject to fees or taxes, and the Cardholder is responsible for paying these charges at the time he takes possession of the vehicle.
- If at the time of the car rental the Cardholder purchases any additional product, such as an upgrade, fuel, additional driver, infant seat or other products, the Cardholder is responsible for paying this daily additional charge with his Visa card.
- Other terms and conditions are indicated on the certificate. The information on the certificate supersedes the information in this brochure. Additionally, the terms and conditions described in this section 7 supplement the specific terms and conditions that the car rental company may have, such as the terms and conditions for Hertz and Alamo described above, and in the event of any inconsistency between these section and the more specific terms and conditions of the car rental company, the specific terms and conditions of the car rental company shall prevail over any inconsistent term or condition in this section.
- We cannot guarantee the make of the vehicle, since it is subject to the car rental company's availability at the time pickup.
- The Cardholder needs to present his international Visa credit card associated with the Visa Rewards program as well as the certificate, before signing the contract with the car rental company.



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Merchandise Terms and Conditions for Mexico only

The following terms and conditions apply only to a Reward consisting of merchandise, and are in addition to all other terms and conditions described in this document:

- **The merchandise will be delivered in a term of six (6) weeks.**
- In the event the desired item of merchandise is not available, the Merchandise Program Administrator reserves the right to substitute it with a similar item.
- In the event of receipt of a non-solicited item in error, the Cardholder shall contact the Merchandise Program Administrator within ten (10) business days to file a report, at which time he or she will be informed of the steps to take in order to return the item delivered in error and receive the item originally requested.
- Defective merchandise may be returned. The Cardholder shall contact the Merchandise Program Administrator within a maximum of ten (10) business days from the date of receipt of the defective merchandise to make a claim, if any, and file a report, at which time he or she will also be informed of the process to follow in order return the merchandise.
- Once returned merchandise is confirmed to be defective by the Merchandise Program Administrator, the cardholder will be able to exchange it for identical, non-defective merchandise, or, should identical merchandise not be available, for merchandise determined to be worth an equal number of points by the Merchandise Program Administrator.
- Neither Visa Inc., Visa International nor the issuer financial institution will be responsible for defective merchandise, except as provided under this Merchandise Terms and Conditions section, and only as long as and to the extent the cardholder has complied with all the foregoing conditions.
- The Merchandise Program Administrator will be available to receive Cardholder requests Monday through Friday from 9:00 a.m. to 6:00 p.m. (Mexico City Time). Visa International reserves the right to modify customer service hours at any time and without notice.