



Capitolio Plaza
Suite 301
San Juan PR, 00901
www.borikartspr.com
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RESERVATION POLICY

We understand the importance of transparency and clear communication, which is why we encourage all our customers to become familiar with our policies. Doing so will provide you with all the necessary information to make informed decisions and avoid surprises.

I. TERMS AND CONDITIONS

1. Office hours are from **10:00 a.m. to 6:00 p.m.**, Monday through Sunday. Our staff will not be able to assist you immediately outside of these hours. You may email us at info@borikartspr.com and our team will get back to you as soon as possible.
2. Departures for the routes begin at 11:00 a.m., with the last departure at 4:00 p.m.
3. All times are local (Puerto Rico). We are not responsible for confusion or schedule changes related to other means of transportation.
4. Prices are based on the local currency (USD) and are subject to change without prior notice. Taxes are not included. Accepted payment methods: Visa, Mastercard, Discover & ATH Móvil.
5. The meeting and end point for all tours is 100 Calle del Muelle Capitolio Plaza Suite 301, San Juan, PR. Each customer is responsible for arriving at this location on their own. For groups of five (5) people or more, you may request pick-up within Old San Juan at least one hour prior to your scheduled route.
6. Rates are calculated based on the time slots offered (one and a half [1.5] hours). The customer is responsible for specifying the time of their booking. We do not offer credit for unused time, nor are we responsible for the tour duration selected by the customer in the reservation system.
7. Full payment is required to confirm your reservation.
8. Each seat has a rate of \$120 + Tax, including for minors. Children under 4'9" in height must use a car seat or booster seat according to their height and weight. You may bring your own, or rent one from us for \$15 per child, as required by law and safety regulations.
9. There must be an adult (21+) present at all times with minors under 18 years old.
10. The ride includes refreshments (water/soft drinks).
11. **Historic Route:** Enjoy an informative ride through iconic landmarks in Old San Juan with several short stops for photos, including a gastronomic stop that includes an alcapurria appetizer and a small piña colada. With this route, you'll experience the most iconic sights and breathtaking views of Old San Juan from the comfort of a golf cart, without the physical effort and in a reasonable amount of time.

12. **Traffic laws:** All customers must comply with safety and traffic regulations. Seat belts must be worn at all times while the vehicle is in motion. No legs, arms, or any body parts may be extended outside the vehicle while in motion. Standing or engaging in any other activity that puts your safety or that of other passengers at risk is prohibited.

13. **Pets:** For the safety and comfort of our passengers, pets are not allowed during the ride. If you wish to bring a pet, you must book a minimum of five seats, all of which must be occupied by members of your same group.

14. **No smoking:** Smoking is not permitted inside the vehicle. You may do so only during designated stops.

15. **Alcoholic drinks:** Alcohol consumption is not allowed on board the vehicle.

16. **Cleanliness:** Please do not leave trash or personal belongings inside the vehicle. BoriKarts is not responsible for lost items.

17. **Cancellations:** Reservations may be canceled at any time; however, the following terms apply:

- Cancellation with 24 hours or more in advance — 100% refund.
- 23 hours or less — No refund.

18. **No-show:** If the customer does not show up for the ride and fails to contact our office before the scheduled time, the reservation will be canceled, and the total amount paid will be forfeited.

19. **Late arrivals:** We do not offer credit for unused hours. We strongly recommend selecting a time that fits your arrival and departure schedule. Please arrive at least 15 minutes before your scheduled ride time, as departures are punctual.

20. **Force majeure:** In the case of natural events or situations beyond our control, the ride must be canceled, and a refund or rescheduling will be offered. Rides will not be canceled for light or passing rain.

21. **Scheduled stops:** Each stop has a designated time for taking photos or exploring nearby. You must be ready when the driver returns to pick you up. We are not responsible for delays caused by distractions or lateness. The ride has a fixed duration and should not be extended beyond the allotted time. The route has a set duration of one and a half hours (1h 30min). This time may vary slightly due to traffic.

22. Each cart has a maximum capacity of 5 passengers. Groups larger than 5 will be accommodated in more than one vehicle.

II. LIABILITY WAIVER

1. I acknowledge that boarding the vehicle will be done at my own risk, and BoriKarts is not responsible for any physical injuries incurred during the ride.

2. Passengers must comply with all applicable laws regarding the use of motor vehicles.

3. Seat belts are mandatory for all passengers.

4. Child safety seats or booster seats are required for minors under 4'9" (145 cm). If you do not bring your own, rental of one will be mandatory in order to comply with traffic and safety laws.

5. The customer agrees to indemnify, defend, and hold harmless BoriKarts and its affiliates from any loss, damage, or legal action resulting from the operation of the vehicle.

6. We are not responsible for items left in the vehicle or on our premises. Please make sure to keep your belongings secure during the ride, as we cannot stop the vehicle if something falls off.

7. If you have back or knee conditions, please consider this before booking.

8. We provide a step to assist passengers who may need help boarding the vehicles.

III. EMERGENCY PROTOCOL

Mechanical failure: In the event of a mechanical issue, the route may be delayed while a replacement vehicle is brought in. No refunds will be issued in this case, as the ride will still be completed.

I understand and accept BoriKarts' Reservation Policy as a primary condition for receiving their services.