

Terms and Conditions Pandora Holbox

Events

Our events are held according to the days in which shows are published on the website www.pandoraholbox.com. Each published event /show takes place at 20:30 hrs. until 23:00 hrs. To access to the event / show, it's necessary to show up at least 15 minutes in advance at the main entrance of Pandora.

Pandora Location: C. Caguama, 77310, Holbox Q.R., Mexico.

Ticket holders must present their ticket when entering either it's printed version or it's digital version. In case of presenting a ticket that has already been previously registered, it will not be possible to enter the event.

Cost per ticket

The cost of each ticket will be the one stipulated in the purchase summary of each event.

Adult tickets.- refers to the cost of people over 12 years old.

Children tickets. – refers to the cost of people under 12 years of age.

What does my ticket include?

Each ticket includes Access to the show, dinner and depending on the type of ticket includes the following:

Children Ticket: includes 3-course children's menu, juices and soft drinks.

Single Adult Ticket: includes 5-course dinner with option to vegan or regular menu, water and soft drinks.

Adult Ticket with Open Bar: includes 5-course dinner with option to vegan or regular menu, water, soft drinks and open bar in selected drinks.

Adult Ticket with Wine Tasting: includes 5-course dinner with option to vegan or regular menu, water, soft drinks, open bar in selected drinks and wine pairing by time.

Open bar of selected drinks and wine pairing

The open bar and the wine pairing will only be served to persons of legal age (18 years) and if confirmation of age is required, the diner must identify themselves with the presentation of an official identification (IFE / INE, License and / or Valid passport). If it's not possible to present said identification, Pandora Holbox is released from the responsibility of serving said drinks.

What does my ticket not include?

The entrance to the event does not include tips or the consumption of drinks not included. All additional consumption to what is included in your ticket must be covered by the client at the end of each event and may be paid in cash or with a credit card and / or debit card.

Contact

If you wish to contact Pandora Holbox staff, you can do so by any of the following means:

Phone / Whatsapp: +52 (99) 8349-5901

Email: contacto@pandoraholbox.com

Website: www.pandoraholbox.com

Cancellations / No Show

There are no cancellations and no refunds will be made for no-show. If you wish to change the date, you can do so at no additional cost by contacting us through any of our means of contact. Any change must be made at least 24 hours prior to the event.

Refunds and Cancellations for Bad Weather, Storm and / or Hurricane

In the event that the event is not possible due to bad weather, Pandora offers a 100% refund of the cost per ticket as well as the option to change the day of the event To request a refund or exchange, call +52 (99) 8349-5901 or send us an email to contacto@pandoraholbox.com. The request or change of date must be made not later than 24 hours after the date on which your event has been canceled.

Legal and Contact

Company name: VOS SOLUCIONES, S. DE R.L. DE C.V.

Address: Calle Lisa SN, Localidad Isla de Holbox, Lazaro Cardenas, 77310, Quintana Roo, Mexico.

Contact: contacto@pandoraholbox.com

Phone: +52 (99) 8349-5901

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