Mexico

Destination Guide

ARRIVING IN MEXICO

1. Mexico has phased out the requirement for immigration forms for visitors. **You will no longer need to fill out a Forma Migratoria Multiple (FMM) before your departure.** Just in case your airline still passes out the form, keep a pen, passports, and travel documents easily accessible during your flight.
2. Upon disembarking, you will join the Immigration line. Present your passport and respond to any queries from the officer. **NOTE: If you are given a stamped paper form (FMM), keep it with your passport and be ready to present it when leaving Mexico.** Misplacing these forms may lead to a fine.
3. Proceed to the luggage carousel to claim all your checked bags.
4. Take all your belongings to the Customs line. Your bags may undergo X-ray scans or be chosen for further inspection.

LEAVING THE AIRPORT

After exiting the Customs area, walk past the line of timeshare sales representatives, and head towards the transportation pickup area.

PLEASE BE AWARE

Transportation offers within the airport are typically linked to timeshare sales presentations. When inside the airport, avoid responding to inquiries such as "Which hotel are you heading to?" or "What company are you seeking?" Simply ignore these questions and continue walking.

LOCATING YOUR TRANSFER

Your travel documents will contain guidance on finding your transfer company. The representative will be identifiable by their appropriate uniform and will have your name on their reservation list.

CANCUN

Official transfer company representatives will be **OUTSIDE** the airport doors and under the carport. Find the representative as listed in your travel documents.

PUERTO VALLARTA

The first room you enter after clearing Customs is filled with timeshare reps. Walk past them and through the glass doors to the arrivals reception lobby. Find the representative as listed in your travel documents.

CABO SAN LUCAS

Take the EXIT TO THE RIGHT that reads, “Ground Transportation, Taxis & Bus.” Waiting just outside of this exit will be a representative holding their company sign. Find the representative as listed in your travel documents. It is very important that you take the right-hand exit otherwise you won’t be able to find your transportation!

IMPORTANT TAX INFORMATION

This information pertains to Quintana Roo, including Cancun, Playa del Carmen, Riviera Maya, Tulum, and Cozumel. Costs in US dollars are subject to change based on currency exchange rates.

Tourism Tax – A tourism tax of $360 Mexican pesos (~$21US dollars) is charged per person including infants and children. Beware of imposter websites that add additional fees. The official site is https://www.visitax.gob.mx/sitio/

Environmental Tax – Your stay is subject to an environmental tax of $20-$30 Mexico pesos (~$1-$2 US dollars) per room per night, depending on the area. This tax is not included in your vacation price and will be collected at your hotel.

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DURING YOUR STAY

TIPPING

It may be convenient to have small bills on hand for tipping purposes. Shuttle drivers, airport porters, and guides typically receive tips. tipping is also customary for bellmen, bartenders, wait staff, housekeepers, spa employees, or other hotel staff.

TIMESHARE/VACATION CLUB

Be cautious of offers for discounted tours, free items, or other promotions, as they are often linked to timeshare or vacation club companies. These presentations can be lengthy and involve high-pressure sales tactics. Politely decline if you are not interested. Exercise extreme caution before entering into any contracts while in a foreign country.

CURRENCY

US dollars are commonly accepted for small purchases in tourist areas. However, larger transactions may require Mexican pesos (MXP), which can be obtained from ATMs or currency exchange offices. When carrying cash, take precautions, and consider using a credit card for added security.

DRESS CODE

Resorts may have specific dress codes for their restaurants. Cover-ups or shirts are typically required for midday meals. Dinner attire regulations vary among resorts and restaurants, with some establishments mandating collared shirts or closed-toed shoes for men, and prohibiting flip-flops, shorts, or tank tops. Consult your resort's website for specifics.

STAYING HEALTHY

SUN

Apply sunscreen liberally, especially with a higher SPF, even on overcast days. The tropical sun is intense and can be reflected by water and sand. Keep in mind, some areas require reef safe sunblock.

WATER

Avoid consuming tap water. Your resort will provide bottled water for drinking, which can also be used for brushing your teeth. Exercise caution when eating or drinking outside the resort premises.

LANGUAGE

Many resort staff members speak some English, particularly those who frequently interact with guests. Learning a few basic Spanish phrases can be a thoughtful gesture. Consider using a free translation app like Google Translate for assistance.

RETURN TRANSFERS TO THE AIRPORT

Your airport transfer company will inform you of your pick-up time either by calling your room or asking you to visit their lobby desk. It is crucial to confirm your airport transfer time 24-48 hours before your departure.

Upon receiving the pick-up time, compare it with your flight's departure time. Ensure you allocate enough time for the journey to the airport, check-in, and security screening, as queues can be long, especially during peak travel periods. If the scheduled time doesn't suit you, reach out to your transfer company.

The night before your departure, arrange with the bell staff for luggage assistance the next day. Be in the hotel lobby at least 20 minutes before your pick-up time to complete the checkout process.

WHEN RETURNING TO THE US

1. You may receive immigration forms during your flight. Keep a pen, passports, travel documents, and receipts easily accessible.
2. Upon disembarking, proceed to the Immigration Line with your passport and completed forms, and respond to any officer's inquiries. Note: Some airports use automated kiosks instead of paper forms.
3. Collect your checked bags from the luggage carousel.
4. Move to the Customs line, where you may undergo questioning about your items. Your belongings might be inspected.
5. For connecting flights or to exit the airport, you may need to return your checked luggage to the airline at a counter beyond the Customs area.
6. DUTY-FREE REMINDER: If you have to pass through another security checkpoint before reaching your gate or exiting the airport, liquid duty-free purchases must go into your checked bags before handing them to the airline.

It's a Snap TRAVEL