Mexico
Destination Guide

ARRIVING IN MEXICO

1) A week or two before your trip, fill out your Mexican immigration form—also called a tourist card—which is available online at **MexicoTouristCard.com**. Each passenger should complete and print a form, including children.

2) If you do not complete and print the tourist card in advance online, you will be given a paper form to fill out during the flight or upon arrival. Keep a pen, passports, and travel documents easily accessible. Use blue or black ink to COMPLETE and SIGN the form.

3) After deplaning, you will enter the Immigration line. Have your passport and completed forms in hand, answer any questions from the officer. The officer will return part of this document. Keep this exit form with your passport and don't lose it before you leave Mexico, or you may be subject to a fine!

4) Go to the luggage carousel and claim all of your checked bags.

5) Take all of your belongings to the Customs line. Your bags may be x-rayed, or selected for additional inspection.

EXITING THE AIRPORT

Once you leave the Customs area, proceed past the lineup of timeshare sales reps, and continue to the transportation pickup area.

PLEASE BE AWARE

Offers of transportation INSIDE the airport are almost always connected to a timeshare sales presentation. While INSIDE the airport do not answer any questions like "Which hotel are you going to?" or "What company are you looking for?"Ignore them and keep walking.

FINDING YOUR HOTEL TRANSFER

Your travel documents provide instructions for how to locate your transfer company. The representative will be wearing the proper uniform and 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.Findtherepresentativeaslistedinyourtraveldocuments. 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 applies to the state of Quintana Roo, which includes Cancun, Playa del Carmen, Riviera Maya, Tulum, and Cozumel. Actual cost in US dollars will vary, based on current currency exchange rates.

Tourism Tax – Visitors (age 4 and older) are required to pay a mandatory tax of $224 Mexican pesos (~$11 US dollars.) Although this tax can be paid in cash at the Cancun airport, **it is highly recommended to pay online before or during your trip using the official website: visitax.us.** You will need your passport(s), a credit card or PayPal account, and email address. Bring your payment confirmation to the airport for your returning flight.

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 – You may wish to bring some small bills to use for tipping. Shuttle drivers, airport porters, and tour guides generally receive tips. Ask your Travel Specialist whether your resort may also allow tipping for the bellman, bartenders, wait staff, housekeepers, spa staff, or other hotel employees.

TIMESHARE/VACATION CLUB – Offers of discounted tours, promotional items, or other "freebies" are most likely connected with a timeshare or vacation club company. Their presentations often take up considerable time and can be high-pressure sales pitches. Firmly say no if you do not wish to be approached about this. If you do attend, USE EXTREME CAUTION before entering into a contractual agreement in a foreign country.

CURRENCY

US dollars are widely accepted for small purchases in tourist areas. Larger purchases may require the use of Mexican pesos (MXP), which can be obtained from an ATM or exchange bureau. Use caution when carrying or storing any amount of cash, and a credit card is often the safest bet.

DRESS CODE

Your resort may have a dress code for restaurants. Most will require a bathing suit cover-up or shirt for midday meals. Dinner dress codes vary by resort and restaurant. Some may require collared shirts or closed-toed shoes for men, and flip-flops, shorts, or tank tops may be prohibited. Ask your Travel Specialist if you have questions about your resort's policies.

STAYING HEALTHY

SUN – Be sure to apply plenty of sunscreen in a higher SPF than normal, even on cloudy days. The sun in the tropics is more intense and can be reflected by the water and sand.

WATER – Do not drink or otherwise consume tap water. The resort will provide bottled water for drinking, and you may wish to use it for brushing your teeth. Use extra caution if eating or drinking outside of your resort.

LANGUAGE

Many resort employees will speak some English, especially those that interact with guests more often. Learning a few basic Spanish phrases is a nice gesture. A free app such as Google Translate may be helpful.

RETURN TRANSFER TO THE AIRPORT

Your transfer company should notify you of your airport pick-up time via a phone call to your room or by requesting you to stop at their lobby desk. YOU MUST CONFIRM YOUR AIRPORT TRANSFER TIME WITHIN 24 – 48 HOURS OF YOUR DEPARTURE.

Once you receive your scheduled pick-up time, compare it to your flight's departure time. Make sure to have adequate time for the drive to the airport, airline check in, and security screening. (Lines often move slowly, especially at peak travel times!) If you are not comfortable with the time scheduled, contact your transfer company.

The night before checkout, contact the bell staff to schedule assistance with your luggage for the next day.

Arrive in the hotel lobby at least 20 minutes before your scheduled pick-up time to complete your checkout.

ARRIVAL STEPS

1) You may be given immigration forms to fill out during your flight. Keep a pen, your passports, travel documents, and receipts from anything you purchased during your trip easily accessible from your seat.

2) After deplaning, you will enter the Immigration line. Have your passport and completed forms in hand, answer any questions from the officer. NOTE: Some airports no longer collect paper forms. They offer automated kiosks to collect immigration and customs information.

3) Go to the luggage carousel and claim all of your checked bags.

4) Take all of your luggage to the Customs line. You may be asked questions about what you are bringing back into the country, and your belongings may be subject to search.

5) For connecting flights or to reach the final airport exit, you may need to pass your checked luggage back to the airline. This is usually done at a counter outside of the Customs area.

6) DUTY FREE REMINDER: If you have to pass another security checkpoint before proceeding to the next gate or to the airport exit, you will not be able to carry your liquid duty-free purchases with you. These need to be placed in your checked bags before handing them over to the airline.

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