



Arrival

REMINDERS

All travelers to Mexico must present proof of citizenship with a valid passport.

- After showing the necessary documents at immigration, travelers will then proceed to the baggage claim area. After claiming luggage, the Customs Declaration Form (filled out on the plane) will be given to the Official where you will press a button to proceed. If the light is green, you proceed to the outside of the terminal. If the light is red, luggage will be checked for inspection.
- On terminal 2: After proceeding through the baggage claim in customs, all travelers must proceed to the OUTSIDE of the Airport Terminal where the group will be greeted by México Planners staff, they would be holding a sign with the group logo at Umbrella or Pavilion with the #9. (All travelers are to be instructed NOT to talk to anyone inside the terminal after passing through customs, as all people approaching the travelers are time share sales personnel, not part of México Planners DMC staff. After you contact our staff, the drivers will be called to enter the parking area. Due to airport policy, transportation vehicles are not allowed to enter the parking area until the passenger is outside the airport with the DMC representative. Transfer time from the airport to Hard Rock Hotel: 60 minutes

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Departure

REMINDERS

Be ready in the hotel lobby 10 minutes before your pick-up time.

Before you depart the hotel, please verify you have the following: Passport, phone, and computer chargers.

- We recommend getting a copy of your bill the night before your departure to ensure that everything is correct (the room account must be cleared before taking the transportation to the airport).
- It's important to be in the Lobby 10 minutes before pick-up time.
- Make sure that your luggage travels in the same vehicle in which you board. **Thank you for your visit and have a safe flight home!**

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