



MEXICAN CARIBBEAN

VACATION GUIDE



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PRE-DEPARTURE



Scan this QR code, or click [HERE](#) to confirm entry and exit requirements to Mexico



Take your passport out and make sure it's not expired, and is not damaged or has any torn pages.



Download WhatsApp to your phone. This is a common messaging service in Mexico and you'll find that it gets used for resort, transfer and excursion communications. Check if your resort has an app, and download that as well.



Check for anything on you that will set off a metal detector and slow you down. And make sure your carry-on does not have any banned items or liquids or gels over 3.4 oz.



Many airports require you to remove your shoes, so make sure your shoes are not only comfortable, but that you can get in and out of them easily and quickly.



Keep yourself hydrated - it's common to get dehydrated while flying, so bring a refillable water bottle to fill after security, or purchase a bottle of water after security for your flight.



Prior to your trip, please scan this QR code or click [HERE](#) to pay the tourism Visitax and download the QR code voucher to your phone. Please only purchase from this official website.

AIRPORT ARRIVAL



The Cancun airport arrival process has been simplified, and you no longer need to fill out an immigration form prior to or on arrival.



After you deplane, you will be directed to (or choose) one of two options for going through immigration:



1) The standard immigration lines where you will speak to an **immigration agent** and have your passport stamped. Please keep your physical or digital boarding pass handy until you clear immigration in case it is needed.



2) The **electronic passport control machines** (available for 18 years old and up, in terminals 3 & 4 only). If you go through these machines, please enter and scan your passport. Wait for your photo to be taken and collect your receipt with the QR code. Make sure to retain your receipt as you may be asked for this upon departure from Mexico.



After immigration, you will pick up your checked bags at the carousel.



On your way out of the terminal, you may be selected by customs to have your bags searched.



TRANSPORTATION



After you proceed out of the secured baggage area, the hallway is full of people who will try to sell you airport transfers and time share resorts. Please keep walking, and ignore everyone inside the building. Do not stop and talk to anyone **INSIDE** the airport. **THESE ARE NOT YOUR PEOPLE.**



We have all of your arrangements made and paid for already (unless you are set up to pay your driver). All airport transfer companies will be waiting **OUTSIDE** the terminal. Do not stop until you are outside.



After you are outside the terminal, you will find many representatives holding up name signs, signs of their company, or signs of the hotel. Please refer to your itinerary to see who your transfers are booked with, and locate them.



Note: Tips are not included in your airport transfer. If you are satisfied with the service, please tip the driver.

The recommended amount is between **\$10-\$20USD.**



If you require a car seat for your transfer, please let me know ahead of time so this can be arranged. Car seats are not mandatory in México.



BEWARE: There may be individuals that say "Your transportation company isn't here! Use my cellphone and call them. I will dial for you!" They will call a friend pretending to be the company. **DO NOT** allow others to call on your behalf. They should simply point you in the direction of your transfer company.

AT THE RESORT



Check-in at your resort will be between 3 - 4 pm. If your room isn't ready, the hotel will give you a place to change/store your luggage so you can enjoy the facilities right away.



Checkout is between 11 am - 12 pm. The resort will also store your luggage on this day so you can enjoy the facilities until your transfer pick up time.



Most resorts have a Time Share/Club program. They are typically pushy and will try to get you to join them for a meal or resort tour and will offer freebies (such as spa treatments or excursions) in exchange for a short amount of time. This is never the case; it is a high pressure lengthy sales pitch. Do not hesitate to be firm with them and let them know you are not interested.



Wear reef-safe sunscreen and reapply often. Take breaks from the sun. Drink lots of water in between cocktails.



If you have problems with your resort or room, please speak to the hotel management as soon as possible so they can work to rectify the problem for you and you can get on with enjoying your vacation. Don't wait until you get home — give them a chance to fix the issue while you are there and let you enjoy your vacation. They will be your first stop as they are on property. If your issues do not resolve quickly, please loop me in, I'm here to help!



Smoking is illegal in Mexico in all public areas. Each resort will have it's own rules on this, but most have designated smoking areas. Be sure to ask a staff member where they are located.





If you are booking an excursion, I recommend using a reputable company that your tour operator or the hotel recommends (my top recommendation is to book with me in advance).



If you do not already know your transfer time, please find your rep at the resort or call your transfer company to reconfirm 24 hours prior to departure.



While you cannot drink tap water in Mexico due to the high mineral content, rest assured that all water and ice served at your resort and excursions is filtered.



Sargassum is a free-floating seaweed that can wash up on beaches and be present in the ocean in front of your resort. The amount of sargassum fluctuates based on the time of the year, ocean, currents, weather, wind, tides, and location. Resort staff do their best to keep the beach clean.



If your resort requires dinner reservations for a la carte restaurants, please try to make them on arrival to secure your preferred restaurants and times. Not all restaurants require dinner reservations.



You should expect a clean and tidy room. That being said, you are in the Caribbean and the air conditioning may not work or combat the humidity exactly like it does at home. An occasional mosquito, bug or small lizard may sneak in, as well.



Please use the safe in your room for all your valuables.



Make a point to chat to and be friendly with the staff. They work hard and do a fabulous job in the heat and sun everyday. Friendliness goes a long way.

TIPPING

& CURRENCY



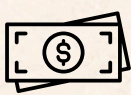
As minimum wage in México is around \$8.50 USD per day, tipping goes a long way and can really make a difference in a staff member's life. **I highly recommend tipping for good service while on your vacation.**



US Dollars or Mexican Pesos are both accepted and appreciated for tips.



If you do plan to leave the resort for any meals, shopping, or excursions, I recommend bringing and using Mexican Pesos (MXN) as that is the country's currency.



Please bring lots of \$1, \$5, and \$10 bills if USD, and \$20mxn, \$50mxn, \$100mxn, and \$200mxn if using pesos.



The front desk can likely get you change, but it is easier to bring it from home.



Obtaining pesos: for the best rates you can exchange money at your bank or Currency Exchange at home, or take money out of an ATM at the airport. ATMs at the resorts typically only provide USD.

TIPPING



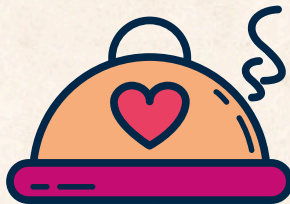
Drinks at the pool or beach
USD: \$1-2 per drink or \$3-4
per round



Waitstaff at a served
breakfast or lunch
USD: \$2-3 per guest



Waitstaff at the buffet meals
USD: \$1-3 per guest



Waitstaff at served dinner
USD: \$5-10 per guest



Luggage handlers
USD: \$5-10



Drivers/Transportation
USD: \$5-10 per guest



Room Service
USD: \$5-10 per order



Housekeeping
USD: \$5 per day



Butler
USD: \$20 per day

**These are just suggestions, please feel free to tip more for exceptional service

PACKING

LIST & ADVICE

IN YOUR CARRY-ON

- ☐ Passport / Driver's licence
- ☐ Credit cards (Visa and Mastercard are most widely accepted) and currency
- ☐ Hotel / Flight / Activity confirmations
- ☐ Photos of the above on your phone & emailed to yourself, plus related medical, and/or trip insurance coverage and prescriptions
- ☐ Prescription medicine (in the original bottle)
- ☐ Light sweater and socks (for the plane, which can get cold)
- ☐ Valuable jewelry (only if necessary to bring)
- ☐ Small set of earphones with a headphone jack that can plug into the airline's system, as well as your normal headphones to watch movies in flight

GENERAL ITEMS

- ☐ Camera
- ☐ Cellphone
- ☐ Chargers (bring an external phone charger) with extra cords
- ☐ Extra memory and batteries for digital camera
- ☐ Reef-safe sunscreen
- ☐ Sunglasses
- ☐ Sun hat or baseball cap
- ☐ Books or e-reader
- ☐ Lip balm
- ☐ Bug spray
- ☐ Canvas beach bag or lightweight backpack
- ☐ Watershoes
- ☐ Towel clips
- ☐ Pool floats



THINGS TO PACK

- ☐ Sundresses
- ☐ Nice cardigan style sweater (for chilly restaurants)
- ☐ Swimsuit cover ups (pareos / sarongs work great and can double as a shawl in the evening)
- ☐ Comfortable walking shoes / sandals (incase you go sightseeing!)
- ☐ Evening shoes / sandals
- ☐ Evening purse
- ☐ Accessories (scarves and jewelery to "stretch" your wardrobe)
- ☐ Jeans or khakis (some restaurants require pants for men at dinner)
- ☐ Polo or button down short sleeve shirts
- ☐ Closed-toe shoes for dinner (some restaurants require for men)
- ☐ Extra socks and underwear

BASIC TOILETRIES

USE TRAVEL-SIZED CONTAINERS IF POSSIBLE

- ☐ Toothpaste
- ☐ Toothbrushes
- ☐ Deodorant
- ☐ Cosmetics
- ☐ Makeup remover
- ☐ Comb / brush
- ☐ Hair gel / spray
- ☐ Nail file / clippers
- ☐ Shaving cream and razors
- ☐ Contact lenses (solution and case)
- ☐ Hair accessories (elastics, headband, etc)
- ☐ Cotton balls and swabs
- ☐ Shower cap



BUY OR PACK A SMALL FIRST-AID KIT WITH

- ☐ Anti-itch cream
- ☐ Band-Aids (fabric or waterproof)
- ☐ Aspirin / Ibuprofen
- ☐ Antacid
- ☐ Antihistamine
- ☐ Diarrhea medication
- ☐ Anti-nausea medication

CONVENIENT EXTRAS

- ☐ Extra pair of glasses / contacts
- ☐ Ziploc bags (all sizes, use for packing wet swimsuits, etc)
- ☐ Waterproof phone case
- ☐ Reusable straw
- ☐ Instant stain treater towelettes
- ☐ Anti-bacterial liquid or lotion
- ☐ Compact umbrella or rain poncho
- ☐ Earplugs
- ☐ Sewing kit
- ☐ Insulated cup

VERY IMPORTANT

LEAVE THESE WITH FAMILY OR CLOSE FRIENDS BEFORE YOU GO

- ☐ Your itinerary and hotel phone numbers
- ☐ Photocopies / photos on your phone and in your email of your passport
- ☐ A sealed copy of your wills, life insurance policy numbers and pertinent financial info



PACKING ADVICE



Bring an underwater camera or waterproof phone case, or buy a disposable waterproof camera for snorkelling, kayaking, or any water-related trips.



Pack versatile shoes: dressy sandals for dinners, good walking shoes (with socks that wick away the moisture), and a pair of water shoes for kayaking or other watersports (Texas, reef booties, etc.)



Pack a full extra outfit in your carry-on in case your bag gets lost. Also pack flip-flops, bathing suit, and cover up in your carry-on. In case your room is not ready at your check in, you can find those items quickly and hit the beach right away.

DO NOT PACK

- * E-cigarettes
- * CBD oil/CBD infused products/any cannabis or related products
- * Drugs of any kind
- * Medications that contain pseudoephedrine (like Sudafed & Vicks inhalers) or codeine
- * Weapons or ammunition
- * Any sharp objects in your carry-on
- * Anything valuable
- * More than 10 packs of cigarettes
- * Anything of financial or sentimental value (can be lost in the ocean, on excursions, or taken out of luggage while traveling)



Please scan this QR code or click [HERE](#) to review all customs information as to what you can bring into Mexico.

SPANISH TIME



ENGLISH	SPANISH	PRONUNCIATION
Hello	Hola	Oh-lah
Good Morning	Buenos Días	Bway nos dee ahs
Good Afternoon	Buenas Tardes	Bway nas tar days
Good Evening	Buenas Noches	Bway nas noh chays
Yes	Si	See
No	No	Noh
Please	Por Favor	Por Fah Vohr
Thank You	Gracias	Grah See Ahs
You're Welcome	De Nada	Day NAH thah
Excuse Me!	Discúlpeme	Dees cool pay may
Where is the bathroom	¿Donde está el baño?	DON-day-ess-TAH ell BAN-yo
Do you speak English?	¿Hablas inglés?	Ah-blah een-GLAYS
Goodbye	Adios	Ah-dee-OHS