

I hope you're as excited as we are about your upcoming trip to Mexico! Thank you so much for booking your vacation with me. I truly appreciate your trust in letting me help create your next amazing adventure. As you prepare for your holiday, please review the detailed tips below to ensure a smooth and enjoyable travel experience:

- **Flight Arrival & Passport Requirements:**

- Please arrive for your flight a minimum of three hours before departure.
- Make sure you have your valid passport with you. We recommend that your passport be valid for at least six months after your return.
- Ensure your first and last names exactly match your airline and resort confirmations.

- **Travel Essentials:**

- Keep your passport, important travel documents, keys, and medicine with you during your flights rather than placing them in your checked luggage.

- **Transfers & Custom Clearing:**

- Upon arrival and clearing customs, please see only the agents listed in your documents for your transfers to the resort.
- Twenty-four hours before your return, contact the agents listed in your documents for your pick-up time or see only guest service agents at the resort.
- Please note that you should be checked out of your room at least 30 minutes before your scheduled return pick-up time.

- **Agent Interactions at the Resort:**

- While at the resort and during your transfers, please only see the agents listed in your documents.
- Mexico resorts have time-share agents who may offer transfers or packages not associated with your vacation, sometimes including free tours, spa treatments, or even dinner offers that are not part of your itinerary. To avoid any confusion regarding transfers, spas, and tours while at the resort, please interact only with the guest service agents at the front desk or those specifically listed in your documents. If you are ever unsure, please ask us for guidance.

- **Credit Card Hold for Incidentals:**

- At the time of check-in at the resort, they may temporarily hold your credit card for possible incidentals, such as spa services or other upgraded services you choose to purchase.
- If you have no additional charges, this hold will typically disappear from your credit card about 10 days after you depart.

- **Travel Assistance:**

- Your travel documents include our 24-hour phone numbers, we are happy to assist you with any travel concerns. Of course, before or during your trip, don't hesitate to reach out to me directly if you need assistance.

- **Dress Code & Dining Tips:**

- Some restaurants may have dress codes. Please note that gentlemen should avoid open-toe shoes and shorts in some restaurants for dinner, and remember, there are no tank tops in restaurants, men.
- Breakfast and lunch are typically casual, but smart dinner wear is recommended.

- **VISITAX Requirement:**

- For travel to Cancun and Quintana Roo only, guests must complete the VISITAX before arrival. Please visit [this link](#) for more information. Please note this is only for Cancun and airport arrivals.

## **Don't Forget Your Sunscreen!**

This detailed guide helps you feel completely prepared for your adventure. Have a fantastic vacation filled with relaxation, fun, and unforgettable memories. If you have any questions or need additional details, please don't hesitate to contact me.

Wishing you safe travels and an amazing vacation in Mexico!