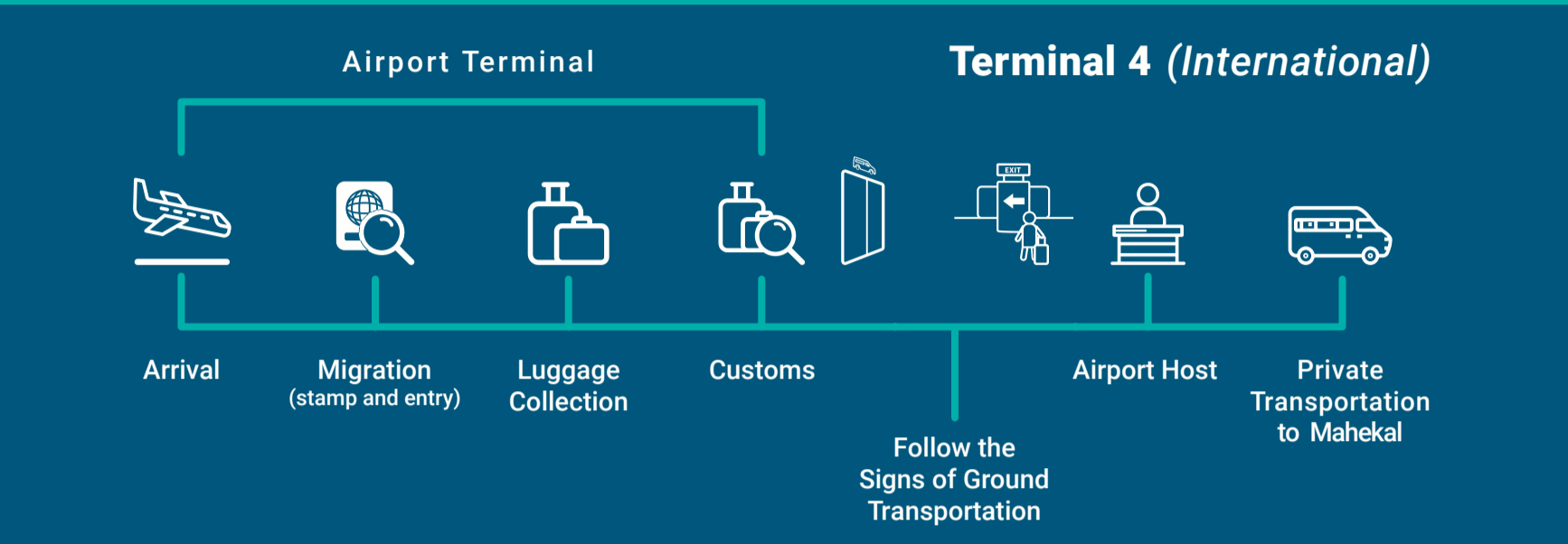
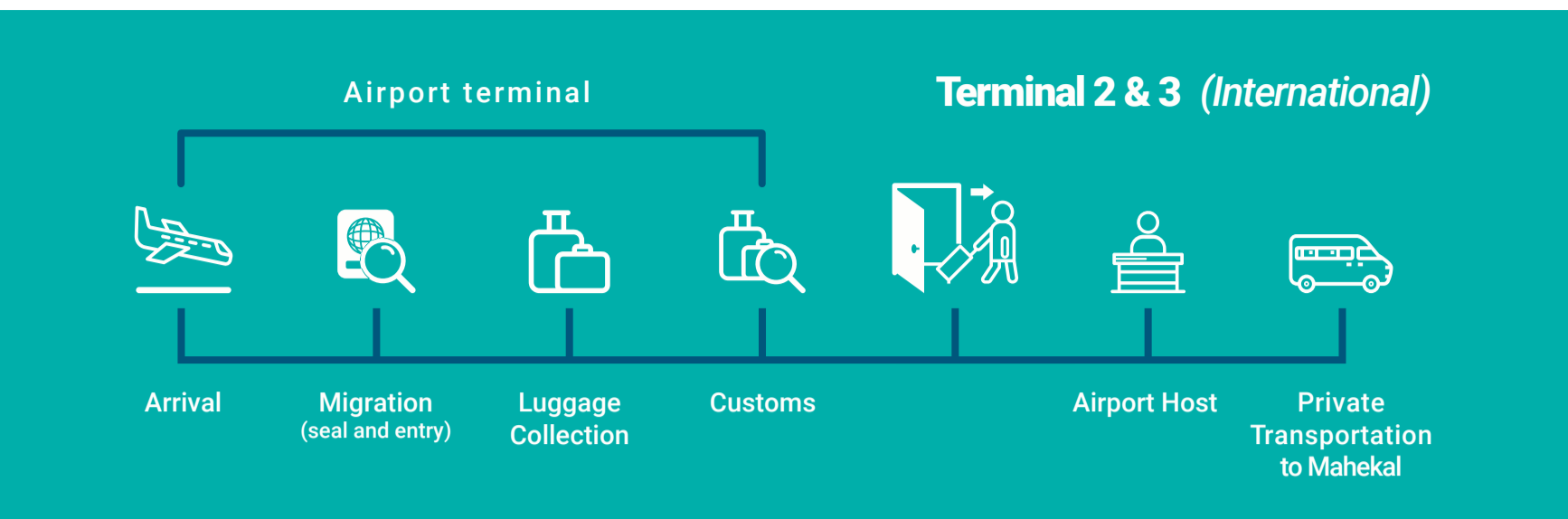


# KNOW our protocols



### Arrival Procedure:

Upon arrival at the Cancun airport, you will pass through immigration and present the Mexican immigration agent with your tourist card and your passport with a raised seal.

### Travel Advisory:

Most commercial airlines no longer hand out immigration forms; we highly recommend you fill out your form(s) online now so you do not delay your immigration process when you arrive in Mexico. <https://www.mexicotouristcard.com/>

You will then claim your luggage. After passing customs, please keep walking to the outside of the airport building and disregard all people trying to sell transportation and time-shares.

The **Airport Host** will welcome you (outside the terminal) with a hand-held Welcome Sign prominently displaying SLS Playa Mujeres and will escort you to your transportation to the resort. You may identify our staff by the uniform: light beige pants and dark blue shirt.



**It is not possible to have staff at the luggage claim area, please, walk outside the terminal.**

### Departure Procedure:

Your driver will be waiting for you at the Hotel Lobby, please contact the concierge coordinator of transportation at the Hotel to escort you to your transportation.

*Please be at the hotel main lobby 15 minutes before your pick-up time.*

### Before Departing:

If you would like the bellmen to pull your checked luggage, please contact the concierge to arrange this. If possible, settle all additional charges with the front desk one night before your departure. Keep all medicine, valuables, and passports in your carry-on luggage. Double-check the breakfast location and time the morning of departure if you would like to eat before departing. Before departing the resort, you must settle all incidentals with the front desk.

## COVID - 19



Cleaning of grab handles and boards.



Disinfection of seats with spray with 7% chlorinated water.



Drivers are required to wear face masks and face shield.

### Sanitation filter by Tropical Incentives staff before addressing participants:



1 Anti-bacterial gel will be given.



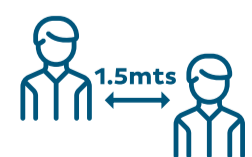
2 Temperature taking (in case of showing temperature data from greater to the normal range), it will coordinate with the group contact to send it to where they decide (hotel, hospital) in a vehicle only for the passenger.



3 Cover mouth pieces in case the passenger does not have.



Decrease in passengers in the capacities of private vehicles, leaving a seat between each person.



Passengers must be boarded to the units with 4 ft. (1.5 mts) between each person.

# TAX for foreign tourist

## VISITAX



*Visitax is the State Government application for the payment of contributions from foreign tourists.*

The VISITAX web portal is a technological tool that allows foreign tourists to make the payment before and/or during their stay.

Proof of payment (exemplified below) must be download to be present at the airport prior to departure.

In case of not having completed the process in advance, tourists will receive assistance at the airport to do it at that time.

To make the payment, tourists must fill out a simple form at <http://visitax.gob.mx/> with the following information:

**Number of People Traveling.**  
**Name, Age, and Passport Number – Individually.**  
**Departure Date.**  
**Make Electronic Payment Safely.**

It is important to note that, if traveling with family or in a group, the payment can be made in a single exhibition with individual receipts, as long as the required information is fully loaded into the portal.

In addition, visitors crossing the southern border with Belize by land will have a 100% fiscal stimulus; therefore, will not have to make the payment.



# LLEGADA NACIONAL A LA TERMINAL DOMESTIC ARRIVALS AT TERMINAL

# 2

AEROPUERTO INTERNACIONAL DE CANCÚN INTERNATIONAL AIRPORT



**TROPICAL  
ELITE TRAVEL**  
BY TROPICAL EXPERIENCES GROUP



## 01 BANDAS DE EQUIPAJE BAGGAGE CLAIM



## 02 BIENVENIDOS WELCOME

# LLEGADA INTERNACIONAL A LA TERMINAL INTERNATIONAL ARRIVALS AT TERMINAL

# 2

AEROPUERTO INTERNACIONAL DE CANCÚN INTERNATIONAL AIRPORT



# LLEGADA INTERNACIONAL A LA TERMINAL INTERNATIONAL ARRIVALS AT TERMINAL

# 3

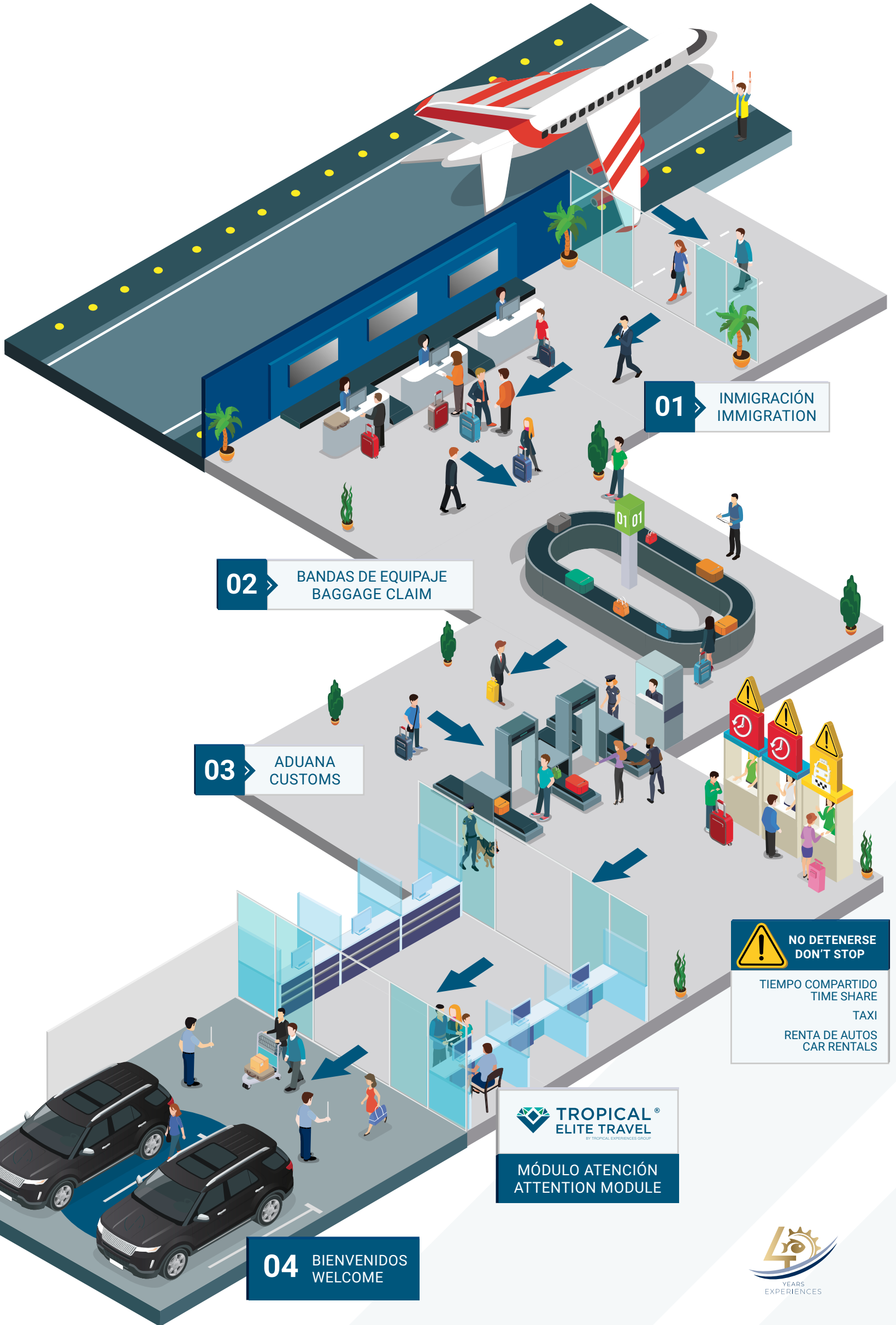
AEROPUERTO INTERNACIONAL DE CANCÚN INTERNATIONAL AIRPORT



# LLEGADA INTERNACIONAL A LA TERMINAL INTERNATIONAL ARRIVALS AT TERMINAL

# 3

AEROPUERTO INTERNACIONAL DE CANCÚN INTERNATIONAL AIRPORT



# LLEGADA INTERNACIONAL A LA TERMINAL INTERNATIONAL ARRIVALS AT TERMINAL

# 4

AEROPUERTO INTERNACIONAL DE CANCÚN INTERNATIONAL AIRPORT

