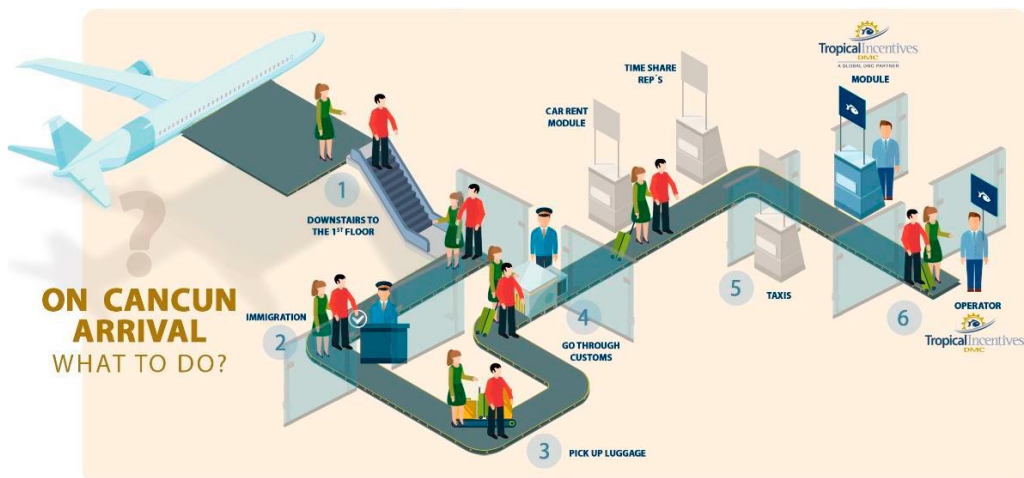


CREATING **UNIQUE EXPERIENCES**



**AIRPORT PROCEDURES:**

Upon arrival to the airport is very important that you carefully read our suggestions for a faster and safer access to your transportation.

**1.- IMMIGRATION:**

Upon arrival at the Cancun airport, you will pass through Immigration and present your Passport, the Mexican immigration agent will give you back your passport with a raised seal and a tourist card, you must keep this document safe and return it to the Mexican Immigration official upon departure.

**2.- LUGGAGE CLAIM:**

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.

**3.- CLEAR CUSTOMS:**

After you have cleared customs, proceed to walk outside the terminal through the exit labeled with "Ground Transportation".

**4.- WALK OUT:**

As you walk, you may find "tourist advisor" trying to stop travelers by "offering information about Cancun and Riviera Maya". Be aware, what these people really do is to sell timeshare by offering free or discounted tours, keep walking until you exit the terminal, you will find Tropical Incentives DMC staff holding a sign with the Group logo.

**5.- 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/>

**For flights arriving at terminal 4,  
please tell people to take the  
GROUND TRANSPORTATION EXIT.  
There they will find our airport staff  
holding a sign with the group's logo.**



# Hygiene & Care By Tropical Incentives

## SANITIZATION PROTOCOL COVID19

Tropical Incentives DMC cares equally of our collaborators, clients, and business partners. Therefore, we have reinforced our safety and hygiene measures when providing any service, we deliver. E.g., Airport pick up, transfers, hotels, tours, excursions, activities, dine arounds, etc.

### Sanitation process will take place in each vehicle prior boarding



1.- Cleaning of grab handles and boards



3.-Drivers are required to wear face masks and face shield



2.-Disinfection of seats with spray with 7% chlorinated water



4.- When passengers suitcases are handed over to driver, he will disinfect luggage with a disinfecting towel.

### Upon arrival at the Airport, the established protocols will be followed, as described below:



- Temperature taking upon arrival in international lounges. (Subject to the discretion of the corresponding authorities).



- Tropical Incentives DMC staff will welcome customers on the line established for passengers pick up wearing uniform, face mask and face shield.



- There are currently sanitation filters in different points of the airport. (These in turn have a digital thermometer and disinfectant gel). The number of filters varies based on each destination / airport.



- TI Airport staff will have an antibacterial gel bottle for continuous personal and client hand disinfection.



- TI staff will welcome clients with non-physical greeting.

This protocol follows guidelines and recommendations of the Quintana Roo Government and International Health organizations; WHO (OMS), SSA, CDC (Center for Disease Control and Prevention).

<https://www.mexicancaribbean.travel/covid-19/>



Scan our COVID protocols

## Important information when visiting Cancun and Riviera Maya

### AIRPORT

#### **REDUCE TOUCHPOINTS**

Download the airplane app to your phone for a touchless travel experience.

#### **FACE COVERINGS**

Face coverings are always required throughout the entire duration of your flight and at all airports.

#### **SOCIAL DISTANCING**

Be sure to stand at least six feet apart from fellow travelers and airport staff. Follow the floor decals for proper spacing.

#### **LIQUID HANDS SANITIZING**

One 12 bottle of liquid hand sanitizer is permitted through airport checkpoints

#### **UPON ARRIVAL TO MEXICO**

Currently, there are no Covid-19 related restrictions arriving to Mexico. Upon arrival at the airport a camera takes the temperature of all visitors. Should the temperature screening indicate a temperature of 100.4 degrees or above, the visitor will be taken to a holding location of the airport where they will be screened by a doctor to determine the cause of the temperature. If appropriate, the doctor will advise the visitor to take a COVID test and then they will be escorted to the hotel.

#### **UPON DEPARTURE TO YOUR COUNTRY**

All travelers are required to get a COVID test within 3 days before their return flight departs and provide written documents of the negative test results. **(The negative COVID test no longer needs to be presented to travel to the US)**

If documentation is not provided, the airline will deny boarding. Most of hotels are offering Antigen tests at no cost for clients (restrictions may apply). Please contact your host hotel for more details

#### **In preparation for your departure:**

Your driver from Tropical Incentives DMC will be waiting for you at the hotel main lobby and will escort you to your transportation to the airport. You may identify your driver by the uniform: dark blue pants and blue shirt.

**Please be at the hotel main lobby 05 minutes before your pick-up time.**



**Statement issued by the State Ministry of Finance and Planning (SEFIPLAN) N ° 373: VISITAX**



- As of April 1, 2021, VISITAX comes into force to facilitate the payment of the foreign tourist usage fee.
- Payment can be done through the web portal <http://visitax.gob.mx/>
- Foreign tourists can pay before or during their stay in Quintana Roo.

**Cancun, Quintana Roo, March 31, 2021.** - The State Ministry of Finance and Planning (SEFIPLAN), through the Quintana Roo State Tax Administration System (SATQ), announces the entry into force as of April 1, 2021, of the payment of the usage fee for those foreign tourists who have vacationed in the State.

The VISITAX web portal is a technological tool that allows foreign tourists to make the payment of \$245.00 Mexican pesos before and/or during their stay. Proof of payment (exemplified below) must be downloaded to be presented 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.

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

**Luis Hoil**  
Group Design & Planning Manager  
[luis.hoil@tropicalincentives.com](mailto:luis.hoil@tropicalincentives.com)  
Mobile: +52 1 (998) 151 5178



Scan for more info.