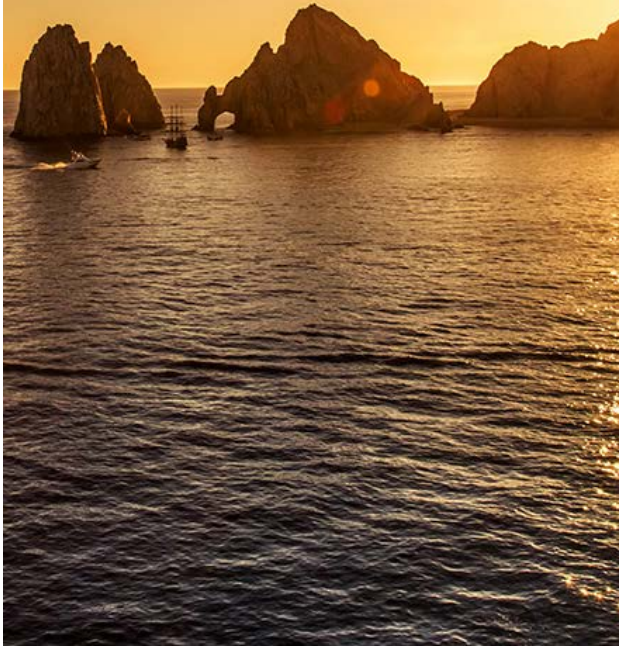


MÉXICO



JOURNESE®

CURATORS of FINE TRAVEL®



## THE JOURNESE® EXPERIENCE

Welcome to Journese – Curators of Fine Travel®. When you travel with us, you not only receive superior service and an exquisite vacation, you also enjoy peace-of-mind and the assurance of a luxury brand serving travelers since 1977. We make sure your journey is memorable and seamless – from beginning to end. Enclosed you'll find tips, contact numbers and helpful details to accompany you on your vacation. Enjoy fine travel made easy – enjoy the Journese experience.

## PREPARING FOR THE JOURNEY

The perfect journey starts with being prepared. That's why we created a list of tips and reminders to help:

- Ensure your passport is signed, valid at least six months past your return date and your name matches your boarding pass. If you need a new passport, you may choose expedited service. Call 877.487.2778 or visit [travel.state.gov/passport](http://travel.state.gov/passport) for more information
- Review and prepare required travel protocol documents and forms; information can be found at [journese.com/travelersupport](http://journese.com/travelersupport)
- Check your flight seating and contact your travel advisor if you need to request changes
- Talk with your travel advisor to add activities
- Leave a copy of your ID and itinerary with family
- Prepare small bottles for carry-on – the TSA only allows 3.4 oz. bottles, fitting in a quart-size bag

## 24 HOURS UNTIL DEPARTURE

- Confirm your flight's time with your airline, and if possible, check in online, paying any baggage fees
- Call your travel advisor or airline if you have questions about check-in times (generally three hours before flight), baggage limits or other regulations
- Check against your packing list to include:
  - Valid passport (details above)
  - Valid driver's license (if renting a car)
  - Confirm required travel documents or forms (including online forms) are prepared
  - Power adapter, cell phone and charger
  - Wallet, credit cards and cash (spread among multiple locations)
  - Toothbrush, toothpaste, make-up, toiletries
  - Layered clothing for diverse weather
  - Swimsuits, sandals, sunglasses and sunscreen
  - Paper and pens, magazines or reading material
  - Vitamins and snacks
  - Medications and doctor information

## TRAVEL DOCUMENTS

American citizens need a passport valid at least six months after their return, plus a Mexico tourist card, provided by the airline. \*See note at the bottom of this page regarding link to download tourist card. You'll need the tourist card to enter and depart Mexico. Non-U.S. citizens should ask their embassy or consulate what travel documentation is needed. Ask your travel advisor about special laws for minors traveling without both parents, if applicable. COVID-19 Mexico Traveler risk factors questionnaire instructions.

## CUSTOMS

Your bags will go through customs upon entry and return. Each country has its own customs laws, but generally travelers may not bring plants, seeds or produce. Upon return to the U.S., you'll declare the goods you acquired; the duty-free exemption per traveler is usually \$800, plus there are limits on importing alcohol and tobacco products. For details, visit [cbp.gov/travel](http://cbp.gov/travel), call 877.227.5511 or speak with your travel advisor. Allow at least three hours to clear customs when connecting to another flight.

## IMMIGRATION PROCESSING

You will be given a tourist card and customs declaration form during your flight to complete before you deplane. When you arrive at your destination you will first process through Immigration Control where your paperwork will be inspected and stamped. The immigration officer will return the tourist card to you as you will need to submit it to Immigration when you depart Mexico. Keep your tourist card with your passport in a safe place throughout your stay.\* Next, continue to baggage claim to get your luggage, then proceed through customs where your luggage will be scanned and a customs officer will obtain your customs declaration form. Once you have cleared customs, proceed to the exit.

## SEAT ASSIGNMENTS

Whenever possible, our system will assign your airline seats in advance. Please contact the air carrier directly if you wish to change your seat assignments. Airline seats are subject to change and may not be available in advance.

## TRANSFERS

If you confirmed a private transfer, please refer to your itinerary for details. Generally a driver will greet you with a Journese sign at the airport's exit. As you leave baggage claim, you may be approached by others not affiliated with Journese, so continue past them to your Journese representative. In Cancun, Riviera Maya, Tulum and Cozumel, a World2Meet representative will greet you at the airport and collect your email address to send you your return transfer voucher electronically.

\* If you lose your tourist card, make an appointment with an immigration office at the airport to get a new form. Please be aware you may need to pay a fine of up to \$60 USD to replace it.

You can fill out your tourist card online now so you don't delay your immigration process when you arrive in Mexico.  
<https://www.mexicotouristcard.com/fmmeerf-mesiv-anoxviii.html>

## CAR RENTALS

Present your itinerary, valid driver's license and a major credit card to the rental desk. The driver must be 21 or older. Adding navigation and car rental insurance is recommended. Please allow sufficient time to return your car.

## WATER & TOBACCO

All major resorts use purified water in the restaurants and most provide bottled water in guestrooms. At some hotels it is fine to drink from the tap – if so, there will likely be a note in your room. Effective January 2023, smoking is banned in all public places in Mexico.

## HOTELS

Simply show your itinerary and photo ID to the front desk. Your room and taxes are prepaid, though hotels require a credit card for incidentals. The standard check-in time is 3pm and check-out is 11am. Please consult your travel advisor if you need to request early check-in, late check-out, or a day room.

## ACTIVITIES

Don't just visit Mexico – fully experience it. We offer everything from snorkeling and sailing to dinner cruises, dolphin encounters and private options to historical sites such as Chichén Itzá and Tulum. Plan your activities with your travel advisor before you travel, so you can enjoy your vacation to the fullest once you arrive. Visit [journese.com/experiences](http://journese.com/experiences) for a sample of the options available to you.

## CELL PHONES

Please contact your cell phone carrier to determine whether your cell phone service extends to Mexico. If you have an unlocked phone that takes a SIM card, you may be able to purchase a SIM card for use abroad.

## CURRENCY & EXCHANGE RATES

Mexico's currency is the peso, but U.S. dollars and major credit cards are widely accepted. You can obtain local currency through an ATM or exchange dollars at the airport currency exchange facility, bank or most hotels. Find the latest exchange rates at [xe.com](http://xe.com).

## ATMS & CREDIT CARDS

Contact your bank before departure for information on using your ATM and credit cards while abroad. Notify your bank of your travel dates so your cards will not be suspended due to "suspicious" charges. You may want to leave a photocopy of your cards with someone at home.

## ELECTRICITY

Electrical outlets in Mexico output 110-120 volts and are similar to U.S. outlets. Some electrical sockets do not accept three-prong or polarized plugs so it is recommended to bring an adapter on your vacation.

## BAJA CALIFORNIA SUR ENVIRONMENTAL TAX AND EMBRACE IT CONTRIBUTION

Mexico's Municipality of Baja California Sur (Los Cabos, Loreto) has implemented an Environmental Sanitation Tax effective September 8, 2022. Hotels in the region will collect 36.30 Mexican Pesos (approximately \$1.93) per room, per night upon check out. Effective February 1, 2022 visitors will be offered the opportunity to make a one-time voluntary Embrace It Contribution in the amount of 400 Mexican pesos. Visitors can make this additional contribution through the state's website [www.embracebcs.gob.mx/registro](http://www.embracebcs.gob.mx/registro) or at the kiosks installed at the Los Cabos airport. Prices are subject to change at any time, without notice.

## QUINTANA ROO ECO-TAX

Quintana Roo (Cancun, Cozumel, Isla Mujeres, Puerto Morelos, Riviera Maya and Tulum) has implemented an Environmental Sanitation Tax. Hotels in this region will collect up to 72.62 Mexican pesos per room, per room, per night from guests upon check-in. The funds will be deposited into an environmental trust to fund local projects to maintain and preserve the natural beauty of the area. Price is subject to change at any time, without notice.

## TERMS & CONDITIONS

Please visit [Journese.com](http://Journese.com) or reference your itinerary for full terms and conditions.

## ABOUT JOURNESE

The Luxury Brand of Pleasant Holidays

Journese is a boutique travel provider, creating customized vacations to more than ten countries on four continents. As the luxury brand of Pleasant Holidays, Journese embodies the promise of an immersive vacation experience, with fine travel made easy through world-class concierge service and innovative travel planning. Our vacationers enjoy the world's top resorts, villas, luxury homes, cruises and trains through an unforgettable journey of the senses.

*Thank you for choosing Journese.*

## CUSTOMER SERVICE

From start to finish, we want to make your vacation seamless and memorable. If there are questions before your vacation, your travel advisor will assist you. The day of your journey we are available anytime at 800.247.4958. While in Mexico, including after hours, call 805.744.6251, email [last.minute@journese.com](mailto:last.minute@journese.com) or our local representatives below can assist you. Local representative daytime hours are approximately 9am – 7pm.

CANCUN, RIVIERA MAYA, TULUM, ISLA MUJERES & COZUMEL  
World2Meet 998.980.0356  
After hours 998.980.0356

GUADALAJARA  
Viajes Copenhagen 333.673.6642  
After Hours 333.662.8835

HUATULCO  
Bahias Plus 958.587.0216 or 958.587.0932  
After hours 999.133.6163

IXTAPA & ZIHUATANEJO  
Constellation Services 744.484.1988  
After hours 744.500.1060 or 744.102.0289

LOS CABOS  
Terramar Los Cabos 624.142.9210 or 624.142.9212  
ext. 1252  
After hours 624.151.5386

MÉRIDA  
Yucatan Plus 999.133.6154  
After hours 999.351.2233

MEXICO CITY  
Viajes Copenhagen 333.673.6642  
After hours 333.662.8835

PUERTO VALLARTA & RIVIERA NAYARIT  
Tropical Incentives DMC 322.225.2400 ext. 123  
After hours 322.105.4612

*Please have your booking number available.*

**Visit [Journese.com/travelersupport](http://Journese.com/travelersupport) for more information.**

Travel to the Mexican Caribbean easily, comfortably and safely with the Guest Assist app, where you can find information, assistance and guidance 24/7 in case of any issue or emergency during your visit to the State of Quintana Roo. Download it now, available on both iOS and Android devices or visit: [www.guestassist.mx](http://www.guestassist.mx).