

TRAVEL INFORMATION MEXICO



IMPORTANT CONTACT INFORMATION

Pleasant Holidays Customer Service

Prior to Departure Call 1-800-448-3333
Day of Travel Call 1-800-247-4958
In Destination Call 1-805-744-6251 Or email last.minute@pleasant.net

During Your Stay

To schedule activities and excursions, please call:

Acapulco Constellation Services 744-484-1988
9:00 A.M. – 6:00 P.M.
After hours/Emergencies (cell) 744-500-1060 & 744-102-0289

Cancun, Isla Mujeres, Riviera Maya & Cozumel World2Meet..998-980-0356
Mon. – Fri. 8:00 A.M. – 7:00 P.M. • Sat. – Sun. 8:00 A.M. – 2:00 P.M.
After hours/Emergencies: 998-980-0356

Guadalajara Viajes Copenhagen 333-673-6642
Mon. – Fri. 9:00 A.M. – 6:00 P.M. • Sat. – Sun. 9:00 A.M. – 2:00 P.M.
After hours/Emergencies (cell) 333-662-8835

Huatulco Bahias Plus958-587-0216 & 958-587-0932
8:00 A.M. – 7:00 P.M.
After hours/Emergencies (999) 133-6163

Ixtapa & Zihuatanejo Constellation Services 744-484-1988
9:00 A.M. – 6:00 P.M.
After hours/Emergencies (cell) 744-500-1060 & 744-102-0289

Loreto C and C Ground Services & Tours 613-135-0525
8:00 A.M. – 8:00 P.M.
After hours/Emergencies (cell) 613-109-4993

Los Cabos Terramar Los Cabos 624-142-9212 Ext 1252 & 624-142-9210
Mon. – Sun. 8:00 A.M. – 7:00 P.M.
After hours/Emergencies (cell) 624-151-5386

Manzanillo Hectours 314-333-1707
9:00 A.M. – 2:00 P.M. & 4:00 P.M. – 6:00 P.M.
After hours/Emergencies (cell) 314-357-4799 & 314-357-1410

Mazatlan Creston Tours 669-913-1377
Mon. – Sat. 9:00 A.M. – 6:00 P.M. • Sun. 9:00 A.M. – 1:00 P.M.
After hours/Emergencies (cell) 669-127-7295

Merida Yucatan Plus 999-133-6154
Mon. – Fri. 9:00 A.M. – 6:00 P.M. • Sat. – Sun. 9:00 A.M. – 3:00 P.M.
After hours/Emergencies 999-351-2233

Mexico City Viajes Copenhagen 333-673-6642
Mon. – Fri. 9:00 A.M. – 6:00 P.M. • Sat. – Sun. 9:00 A.M. – 2:00 P.M.
After hours/Emergencies (cell) 333-662-8835

Puerto Vallarta & Riviera Nayarit Tropical Incentives DMC 322-225-2400 Ext 123
Mon. – Fri. 9:00 A.M. – 5:00 P.M. • Sat. – Sun. 9:00 A.M. – 1:00 P.M.
After hours/Emergencies 322-105-4612

TRAVEL WISELY

U.S. Citizens

A valid U.S. passport is required for all U.S. citizens regardless of age. In addition, the airline will supply a Mexico Tourist Card, which is required to enter and depart Mexico.

Any person younger than 18 is considered a minor. Minors traveling with only one parent must have a notarized written permission statement from the other parent. In the case of deceased or divorced parents, legal proof of custody must be carried to accept just one signature on the letter. Minors traveling unaccompanied or with anyone other than their legal parents or guardians must obtain an original notarized letter of permission signed by both parents. Airlines will also require the name, address and phone number of the person meeting the unaccompanied minor upon arrival.

Non-U.S. Citizens

A valid passport is required. Green cards are not acceptable as a sole means of identification. Citizens of some countries may need a tourist visa. Check with your local consulate or visit <https://travel.state.gov>

Airport Check-In

Arrive at the airport at least three hours prior to departure to ensure a smooth check-in process.

Documentation

Travelers whose names on their airline tickets differ from the names listed on their passports must carry documentation showing their legal proof of name change.

Traveler Support Portal

Visit our [Traveler Support](#) portal for access to the latest information on destination travel guidelines, supplier health and safety protocols, traveler resources and more.

DURING YOUR STAY

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. 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.** 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.

Timeshare Representatives

Timeshare companies operate aggressively inside the airport's arrival area, offering many incentives to attend a sales presentation. Pleasant Holidays does not endorse these programs. It is in your best interest to proceed directly past them and follow the exit signs to your transfer.

Your Pleasant Holidays Representative

If your vacation package includes transfers, as you exit the airport, look for your representative, who will be holding a "Pleasant Holidays" sign. Your representative will assist you with your luggage, ground transportation and any other needs you may have, as well as confirm the pick-up time for your return transfer to the airport.

Rental Cars

Drivers must have a valid driver's license, be at least 21 years of age and have a major credit card for the deposit. Parking charges may apply. Any additional charges for late return must be paid by you directly to the car company.

Checking In to Your Hotel

Your accommodations are pre-paid. Please show your itinerary to the front desk staff. No hotel voucher is required. You will be asked to provide a credit card or cash deposit to cover any personal charges. Some hotels also ask to see and/or copy your passport at check-in.

Baja California Sur Environmental Sanitation Tax and Embrace It Contribution

Mexico's Municipality of Baja California Sur (Los Cabos, Loreto) implemented The Environmental Sanitation Tax effective September 8, 2022. Hotels and other lodging facilities will collect 36.30 Mexican Pesos (approximately US \$2.12) per room, per night from visitors 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 (approximately US \$23.41). Visitors can make this additional contribution through the state's website <https://embrace.bcs.gob.mx/registro> or at the kiosks installed at the Los Cabos airport. Tax, currency exchange rates and voluntary contribution amounts are subject to change without notice. This new government tax supports investments in environmental infrastructure, sustainability practices, safety and security programs.

Quintana Roo Environmental Fee

Effective February 2023, each county in Quintana Roo, Mexico will levy an environmental fee for international visitors ranging from 23.75 Mexican pesos to 72.62 Mexican pesos (approximately US \$1.39-\$4.25) per room per night payable to hotels upon checkout. This environmental fee allocates funds for beach maintenance, security and infrastructure improvements in Cancun, Playa del Carmen, Tulum, Isla Mujeres and other resort areas. This fee and currency exchange rates subject to increase without notice.

Riviera Maya Eco Tax

Effective February 1, 2022, hotels in Mexico's Municipality of Solidaridad in Riviera Maya will collect 28.87 Mexican pesos (approximately US \$1.69) per room, per night from guests upon check-out. The funds will be deposited into an environmental trust to fund local projects to maintain and preserve the natural beauty of the area. Tax and currency exchange rates subject to change without notice.

Valuables and Personal Items

Please refrain from packing medication, jewelry, cash, traveler's checks, passports, electronics and fragile items in your checked luggage. Most hotels provide in-room safes to store your valuables.

Dress Code

Although casual dress is the standard by day, many resorts and restaurants enforce a dress code in the evening. Before you pack, please check with your travel advisor for detailed dress code information pertaining to your hotel.

Smoking & Vaping Restrictions

Under Mexico law, people are prohibited from consuming any tobacco or nicotine products in outdoor locations where people gather, such as public squares, parks, beaches, schools, restaurants, and sports stadiums. The law also applies to hotels, which are also allowed to designate smoking areas outdoors.

VISITOR INFORMATION

Currency

Mexico's national currency is the peso, but U.S. dollars are widely accepted². Major credit and debit cards are widely accepted, particularly Visa, MasterCard and American Express. ATMs are available in most cities and are the most convenient way to get local currency.

Tipping

Tipping is not only customary, it is appreciated in return for good service. Service employees rely on tips as their wages are very low. Tipping guidelines are: 10 to 15 percent for restaurant and bar staff, \$1–\$2 (USD) per bag for porters, and \$5 per day or \$20 (USD) per week for housekeeping staff. Although gratuities are included at all-inclusive resorts, tips are still greatly appreciated for excellent service.

Water

All major hotels and restaurants use purified water throughout. Most hotels provide bottled water in rooms, and most hotels have potable water delivered through their taps using an on-site purification system; there will be a note in your room if this is the case.

Electricity

The standard electrical service in Mexico is 110 volts (same as the United States and Canada). Some electrical sockets do not accept three-prong or polarized plugs so it is recommended that you bring your own adapter.

RETURNING HOME

When you arrived in Mexico your Pleasant Holidays representative advised you of the pick-up time at your property for your return transportation to the airport.

Please check out of your room and be in the lobby by the time designated by your Pleasant Holidays representative.

Each U.S. citizen returning from Mexico is required to go through U.S. Customs when re-entering the country.

THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

We look forward to serving you again during your next vacation to Mexico. We also provide complete vacation packages for Africa (Egypt & South Africa), Asia, Canada, Caribbean, Central America, Europe, Hawaii, Maldives, Middle East (Jordan & United Arab Emirates), South America, South Pacific (Tahiti, Fiji & Cook Islands), United States and cruise vacations.

¹Subject to change.

²Some hotels do not accept U.S. dollars. Please check with the hotel, your travel professional or Pleasant Holidays to verify your hotel's acceptable forms of payment.