



MEMBER FIRSTSM

Mexico

TRAVEL TIPS



Thank you for booking your vacation with Member First. This guide contains helpful information and answers to many of the questions you may have as you prepare to travel. Enjoy your Member First vacation!

IMPORTANT CONTACT INFORMATION

Member First Customer Service
866-602-8631

Or email last.minute@memberfirsttravel.com

DURING YOUR STAY

For assistance with excursions or transfers, please call:

CANCUN, ISLA MUJERES,
RIVIERA MAYA & COZUMEL

World2Meet 998-980-3304

Mon. – Fri. 8:00 A.M. – 7:00 P.M.

Sat. – Sun. 8:00 A.M. – 2:00 P.M.

After hours/Emergencies: 998-980-3304

HUATULCO

Bahias Plus 958-587-0216 & 958-587-0932

9:00 A.M. – 5:00 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

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 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.

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. Fines must be paid in pesos, at a bank. Banks are not normally



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Mexico Travel Tips

DURING YOUR STAY (CONTINUED)

Immigration Processing

open on weekends. 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. Member First 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 Local Representative

If your vacation package includes transfers, as you exit the airport, look for your representative, who will be holding a Member First 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

Hotels and resorts in Mexico's Municipality of Baja California Sur (Los Cabos, Loreto) must collect an Environmental Sanitation Tax of 79.20 Mexican Pesos (approximately US \$4.30) per room, per night from visitors upon check out. Visitors also will be offered the opportunity to make a one-time voluntary Embrace It Contribution in the amount of 470 Mexican pesos (approximately US \$25.00). Visitors can make this additional contribution through the state's website 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 tax supports investments in environmental infrastructure, sustainability practices, safety and security programs.

Quintana Roo Environmental Fee

Each county in Quintana Roo, Mexico charges an environmental fee for international visitors ranging from 34.00 Mexican pesos to 79.20 Mexican pesos (approximately US \$1.85-\$4.30) per room per night payable to hotels upon check-out. 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 are subject to change without notice.

Riviera Maya Eco Tax

Hotels in Mexico's Municipality of Solidaridad in Riviera Maya must collect 34.00 Mexican pesos (approximately US \$1.85) 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 accepted*. 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 120 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 Member First 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 Member First 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 MEMBER FIRST

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

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