

Guest Essentials



Mexico

THE EVOKE | INSPIRE EXPERIENCE

Welcome to EVOKE | INSPIRE. Every remarkable journey begins with a moment, sometimes small, sometimes unexpected, that quietly shifts the way we see the world. At EVOKE | INSPIRE, we believe those moments are what transform travel into something far more meaningful. To that end, we ensure your entire journey is memorable and seamless. Enclosed you'll find tips, contact numbers and helpful details to accompany you on your journey. Enjoy fine travel made easy – enjoy the EVOKE | INSPIRE 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 for more information
- Review and prepare required travel protocol documents and forms – ask your travel advisor for guidance on what is required
- Check your flight seating and contact your travel advisor if you need to request changes
- Talk with your travel advisor to add destination experiences
- 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
 - › 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. You can fill out your tourist card online any time at mexicotouristcard.com/fmmeerf-mesiv-anoxviii.html so you don't delay your immigration process when you arrive in Mexico. 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.

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, 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. If you lose your tourist card, make an appointment with the 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 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.

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 an EVOKE | INSPIRE sign at the airport's exit. As you leave baggage claim, you may be approached by others not affiliated with EVOKE | INSPIRE, so continue past them to your EVOKE | INSPIRE 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. You can fill out your tourist card online now at mexicotouristcard.com/fmmeerf-mesiv-anoxviii.html so you don't delay your immigration process when you arrive in Mexico.

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. Smoking is banned in all public places in Mexico.

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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 3:00 P.M. and check-out time is 11:00 A.M. Please consult your travel advisor if you need to request early check-in, late check-out, or a day room.

EXPERIENCES

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.

CELL PHONES

Please contact your mobile 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.

TIPPING

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.

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 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 83.00 Mexican Pesos 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. Visitors can make this additional contribution through the state's website embrace.bcs.gob.mx or at the kiosks at the Los Cabos airport.

QUINTANA ROO ENVIRONMENTAL FEE

Each county in Quintana Roo, Mexico charges an environmental fee for international visitors ranging from 35.19 Mexican pesos to 87.98 Mexican pesos 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.

RIVIERA MAYA ECO TAX

Hotels in Mexico's Municipality of Solidaridad in Riviera Maya must collect 34.00 Mexican pesos 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.

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.

We are available any time at **866.602.8650** or email last.minute@evokeinspire.com.

Our local representatives below can assist you. Local representative daytime hours are approximately 9:00 A.M. – 7:00 P.M.

CANCUN, RIVIERA MAYA, TULUM, ISLA MUJERES & COZUMEL

World2Meet 998.980.3304
After hours 998.980.3304

HUATULCO

Bahias Plus 958.587.0216 &
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 624.142.9212 Ext. 1252
& 624.142.9210
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.

TERMS & CONDITIONS

Please visit evokeinspire.com or reference your itinerary for full terms and conditions.

ABOUT EVOKE | INSPIRE

At EVOKE | INSPIRE, we craft journeys shaped by memorable moments, tailored experiences designed with intention, sophistication, and a deep understanding of what moves today's discerning traveler. Because luxury isn't found in extravagance alone; it's found in meaning, in authenticity, and in the details that elevate every step of your journey. Thank you for choosing EVOKE | INSPIRE.