

AIRPORT TERMINALS & PROCEDURES

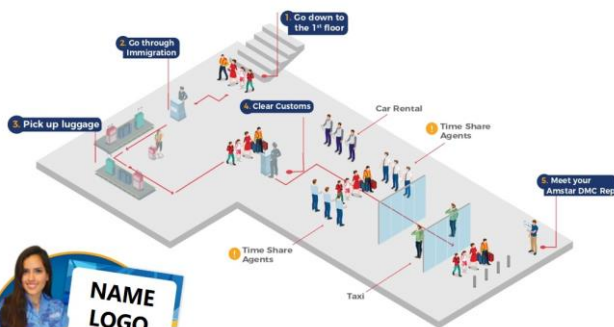
Welcome to Cancun & Riviera Maya



What to do **on arrival?**

Cancun International Airport Terminal 3, Mexico

1 Follow this step-by-step arrival guide for a quick, hassle-free start to your vacation.



Our Amstar staff will be holding a sign with your **name** or **logo**

At the airport, following Immigration, you may retrieve your luggage and proceed to Customs to hand the form to the Customs Agent, for terminal 2 international (T2 Int) and terminal 3 (T3) the revision is lottery-based with passengers pressing a button on the “traffic light” which flashes a red or green light: green means “go”, red means “inspection”. For terminal 4 (T4) you will have to pass to the inspection if your bag has a sticker, at the time you pick it up of the baggage claim. Officials perform a quick, courteous inspection and you will be on your way.

Procedures by terminal:

Terminal 1 (T1) Once you have picked up your luggage, please keep walking straight to the parking area where you will meet our Amstar Staff.

Terminal 2 (T 2 Domestic) After passing the revolving door keep walking to the baggage claim area and pick up your luggage, continue and do not stop to speak with any promoter inside the terminal Our Amstar staff will be waiting outside the first glass door on your right-hand side after the time share corridor

Terminal 2 (T 2 International) Once completed the immigration and customs process, keep walking straight till crossing the second glass door and do not stop with the time share promoters at any time Our Amstar staff will be waiting for you outside

Terminal 3 (T3): After the immigration check point, keep walking to pick up your luggage and clear customs. Once finalizing this process walk, straight to the **second glass door where you will find the "meet & greet area"**. One of our Amstar staff will be waiting for you.

Terminal 4 (T4): After immigration and customs, please keep walking and **take the left corridor that says, "Hotel Shuttles & Tour Operators"**.



What to do **on arrival?**

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WELCOME TO OUR MEXICAN CARIBBEAN

Amstar DMC recommends to be prepared in advance with documents required by the Mexican and/or Quintana Roo's Government to enter and depart the destination:

In preparation for your ARRIVAL:

Multiple Immigration Form (FMM)

The FMM is the document that accredits your legal stay in the country. For this reason, once it is stamped by Immigration, it is very important to keep this document and present it when you leave Mexico. This Format is given by airlines crew onboard your flight and you must fill one form per passenger, it must be signed and kept with your passport(s) to present to Mexican officials upon arrival.

The applicant understands that Immigration Form (FMM) for entry by air does not guarantee his or her entry into Mexico.

In preparation for your DEPARTURE:

Quintana Roo, Mexico Tourist Usage Fee*

This Tourist Usage Fee went into effect on April 1st, 2021. It applies to all foreign travelers over 4 years old departing the state of Quintana Roo. This electronic payment can be made upon arrival or at any time prior to the traveler's departure and they must show their resulting proof of payment (QR) at the airport prior to get to the boarding area.

The payment portal link is: <https://www.visitax.gob.mx/sitio/> it provides the process to pay the fee for up to 10 travelers at the same time. If a party has more than 10 passengers, a 2nd payment will need to be processed for the remaining people in the group.

Step by Step

1. Enter to the official link.
2. Select - Make your payment.
3. On second page, please register your return date and number of visitors you are paying for.
4. "Next", you will get to the third page to fill blank spaces: age, names and correct passport number are required per person, after this please continue.
5. See the breakdown your payment: Concept (in Spanish Quintana Roo, Mexico Tourist Usage Fee), name of visitor, number of visitors and amount shown in pesos (224MXN per person). If everything is correct, please confirm.
6. Enter your cc information** and submit payment.

****Note:** It is in Spanish: numero de tarjeta (CC number), Expira (expiration date), CVV (security code) and Correo Electronico (Email). Hit the button Pagar (Payment).

7. Obtain your QR of the transaction (one per person) which will be required at security filters at the airport on your departure and before entering to the waiting room.

Note: The resulting QR code might be requested at the airport by authorities of Quintana Roo's state, we highly recommend you to be prepared and avoid any surprise that can delay your departure.

Keep your cellphones always charged!!