

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 & Riviera Maya BD Experience 800-522-3064
 (Outside Mexico, call 152-998-113-1814)
 7:00 A.M. – 11:00 P.M.
 After hours/Emergencies: 800-522-3064 & (cell) 998-168-9045

Cozumel BD Experience 800-522-3064
 (Outside Mexico, call 152-998-113-1814)
 7:00 A.M. – 11:00 P.M.
 After hours/Emergencies: 01-800-522-3064 & (cell) 998-168-9045

Guadalajara Viajes Copenhagen 333-673-6642
 Mon. – Fri. 9:00 A.M. – 6:00 P.M. • Sat. 10:00 A.M. – 1:00 P.M.
 After hours/Emergencies (cell) 333-662-8835

Huatulco Bahias Plus 587-0216 & 587-0932
 8:00 A.M. – 7:00 P.M.
 After hours/Emergencies (cell) 958-124-7539

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. – 7:00 P.M.
 After hours/Emergencies (cell) 613-109-4993

Los Cabos Terramar Los Cabos 624-142-9200 & 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 913-1377
 Mon. – Sat. 9:00 A.M. – 6:00 P.M. • Sun. 10:00 A.M. – 1:00 P.M.
 After hours/Emergencies (cell) 669-127-7295

Mexico City Viajes Copenhagen 333-673-6642
 Mon. – Fri. 9:00 A.M. – 6:00 P.M. • Sat. 10:00 A.M. – 1:00 P.M.
 After hours/Emergencies (cell) 333-662-8835

Puerto Vallarta & Riviera Nayarit

Tropical Incentives DMC 322-225-2400 Ext 122
 9:00 A.M. – 2:00 P.M.
 After hours/Emergencies 322-116-9882

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 www.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 Into 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.

Quintana Roo Eco-Tax and Tourist Tax

Mexico's Municipality of Solidaridad in Quintana Roo (Cancun, Cozumel & Riviera Maya) implemented an Environmental Sanitation Tax effective October 2017. Hotels in this region will collect up to 28.87 Mexican pesos per room, per night¹ 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. Effective April 2021, international visitors to Quintana Roo (Cancun, Cozumel & Riviera Maya), Mexico are subject to an \$11 per person¹ tourist tax. Payment can be made prior to arrival at <http://visitax.gob.mx/sitio/>, upon arrival, or during the stay. Every tourist departing the state of Quintana Roo must show proof of payment at the airport prior to boarding.

Fund for a Sustainable Baja California Sur

On November 9, 2019, the State of Baja California Sur Mexico, including Los Cabos, implemented a new Fund for a Sustainable Baja California Sur.

Visitors will be offered the opportunity to make a one-time voluntary contribution to the Fund in the amount of 350 pesos¹, or approximately USD \$18.50¹ per person, via various methods, including kiosks at Los Cabos International Terminal. While visitors to Los Cabos are encouraged to contribute to the Fund for the ongoing development of sustainable infrastructure in the destination, please be advised this is not an "entry tax," and there is no requirement to make a contribution.

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.

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.

VISITOR INFORMATION

Before Your Trip

As an international traveler, please be aware of the rules regarding items brought back to the United States from Mexico. Visit the U.S. Customs and Border Protection website at www.help.cbp.gov for details.

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.

THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

We look forward to serving you again during your next vacation to Mexico, the Caribbean, Central & South America, Europe, Hawaii, Japan & Asia, the South Pacific, the United States & Canada and Cruise vacation packages.

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.