



**AIRPORT PROCEDURES:**

Upon arrival to the airport is very important that you carefully read our suggestions for a faster and safer access to your transportation.

**1.- IMMIGRATION:**

Upon arrival at the Cancun airport, you will pass through Immigration and present your Passport, the Mexican immigration agent will give you back your passport with a raised seal and a tourist card, you must keep this document safe and return it to the Mexican Immigration official upon departure.

**2.- LUGGAGE CLAIM:**

You will then claim your luggage. After passing customs, please keep walking to the outside of the airport building and disregard all people trying to sell transportation and time-shares.

**3.- CLEAR CUSTOMS:**

After you have cleared customs, proceed to walk outside the terminal through the exit labeled with "Ground Transportation".

**4.- WALK OUT:**

As you walk, you may find "tourist advisor" trying to stop travelers by "offering information about Cancun and Riviera Maya". Be aware, what these people really do is to sell timeshare by offering free or discounted tours, keep walking until you exit the terminal, you will find Tropical Incentives DMC staff holding a sign with the Group logo.

**For flights arriving at terminal 4, please tell people to take the GROUND TRANSPORTATION EXIT. There they will find our airport staff holding a sign with the group's logo.**



# Hygiene & Care

## By Tropical Incentives

### SANITIZATION PROTOCOL COVID19

Tropical Incentives DMC cares equally of our collaborators, clients, and business partners. Therefore, we have reinforced our safety and hygiene measures when providing any service, we deliver. E.g., Airport pick up, transfers, hotels, tours, excursions, activities, dine arounds, etc.

#### Sanitation process will take place in each vehicle prior boarding



1.- Cleaning of grab handles and boards



3.- Drivers are required to wear face masks and face shield



2.- Disinfection of seats with spray with 7% chlorinated water



4.- When passengers suitcases are handed over to driver, he will disinfect luggage with a disinfecting towel.

#### Upon arrival at the Airport, the established protocols will be followed, as described below:



- Temperature taking upon arrival in international lounges. (Subject to the discretion of the corresponding authorities).



- Tropical Incentives DMC staff will welcome customers on the line established for passengers pick up wearing uniform, face mask and face shield.



- TI Airport staff will have an antibacterial gel bottle for continuous personal and client hand disinfection.



- There are currently sanitation filters in different points of the airport. (These in turn have a digital thermometer and disinfectant gel). The number of filters varies based on each destination / airport.



- TI staff will welcome clients with non-physical greeting.

This protocol follows guidelines and recommendations of the Quintana Roo Government and International Health organizations; WHO (OMS), SSA, CDC (Center for Disease Control and Prevention).

<https://www.mexicancaribbean.travel/covid-19/>



Scan our COVID protocols

