

## VISITOR INFORMATION

**Before Your Trip**

As an international traveler, you should be aware of the rules regarding items brought back to the United States from Mexico. Visit the U.S. Customs and Border Protection Web site at [help.cbp.gov](http://help.cbp.gov) for details.

**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 towns and are the most convenient way to get local currency, but for safety reasons should only be used during business hours.

**Tipping**

In Mexico, tipping is not only customary, it is appreciated in return for good service. Service employees rely heavily 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 all rooms, and many hotels now 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 America, Europe, Hawaii, Japan, the South Pacific, the United States & Canada and Cruises.

*\*Some 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.*

## IMPORTANT CONTACT INFORMATION

**Prior to Departure** For general assistance call **1-800-448-3333**.

**Day of Travel** For assistance call Pleasant Holidays at **1-800-247-4958**.

**During Your Stay** For changes in your travel plans or to schedule activities and excursions call:

**Acapulco Constellation Services**..... 484-1988 & 484-1996  
9:00 A.M. – 6:00 P.M.

After hours/Emergencies (cell) **044-744-500-1060 & 044-744-102-0289**

**Cancun & Riviera Maya BD Travel** ..... 881-1359  
7:00 A.M. – 11:00 P.M.

After hours/Emergencies: **881-1357 & (cell) (0052) 998-168-9045**

**Cozumel Olympus Tours** ..... 987-872-2454  
Mon. – Sat. 8:00 A.M. – 1:00 P.M. & 4:00 P.M. – 8:00 P.M.

Sun. 9:00 A.M. – 1:00 P.M. & 5:00 P.M. – 8:00 P.M.

After hours/Emergencies (cell) **045-987-105-9618**

**Guadalajara Viajes Copenhagen** ..... 333-629-4264  
Mon. – Fri. 9:00 A.M. – 6:00 P.M. • Sat. 10:00 A.M. – 1:00 P.M.

After hours/Emergencies (cell) **044-333-662-8835**

**Huatulco Bahias Plus**..... 587-0216 & 587-0932  
8:00 A.M. – 8:00 P.M.

After hours/Emergencies (cell) **044-958-583-7959 & 044-958-583-7960**

**Ixtapa & Zihuatanejo Constellation Services**... 744-484-1988 & 484-1996  
9:00 A.M. – 6:00 P.M.

After hours/Emergencies (cell) **044-744-500-1060 & 044-744-102-0289**

**Loreto C and C Group Services & Tours**..... (cell) 044-613-109-4993  
8:00 A.M. – 7:00 P.M.

After hours/Emergencies (cell) **044-613-109-4993 & 044-613-118-8622**

**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) **044-624-151-5386**

**Manzanillo Hectours** ..... 333-1707  
9:00 A.M. – 2:00 P.M. & 4:00 P.M. – 6:00 P.M.

After hours/Emergencies (cell) **044-314-357-4799 & 044-314-357-1410**

**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) **044-669-127-7295**

**Mexico City Viajes Copenhagen** ..... 333-629-4264  
Mon. – Fri. 9:00 A.M. – 6:00 P.M. • Sat. 10:00 A.M. – 1:00 P.M.

After hours/Emergencies (cell) **044-333-662-8835**

**Puerto Vallarta & Riviera Nayarit Tukari**... 52-322-224-7177 & 52-322-224-7178  
Mon. – Sat. 9:00 A.M. – 7:00 P.M. • Sun. 9:00 A.M. – 5:00 P.M.

After hours (cell) **322-216-8589** • Emergencies: **216-8589**

## 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 for travel purposes. 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 go online to [www.travel.state.gov](http://www.travel.state.gov) for more details.

### 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 exit the airplane. 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.** 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 Sales People

Timeshare companies operate inside the airport's arrival area, offering many incentives to attend a sales presentation that can last up to six hours. 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 time 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. 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.

### Riviera Maya Eco-Tax

Mexico's Municipality of Solidaridad in the Riviera Maya implemented an eco-tax effective October 2017. Hotels in this region will collect 20 Mexican pesos per room, per night\* 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.

### 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 professional 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.

*\*Subject to change.*