

## REQUIRED ENTRY/RE-ENTRY DOCUMENTATION

Requirements as outlined below may change, so see your travel agent or contact the consulate for the country to which you are traveling to be accurately advised of current requirements. Proper documentation is **your** responsibility. The following information gives current requirements for U.S. citizens, effective at time of printing: **Passengers of all ages returning to the U.S. by air from any international destination must have a valid passport in good condition, and passengers may be denied boarding by the airline if passport is damaged, mutilated, or has excessive wear. A state-issued birth certificate with government-issued photo I.D., or a passport "card" is not acceptable. If your name on your passport (or for non-U.S. citizens, valid travel documents) does not match your name on your travel vouchers/tickets, you will not be allowed to travel.** For details on how to obtain a passport, contact your local courthouse or post office. If you are not a U.S. citizen, contact the embassy of the country to which you are traveling to determine required entry documents. **We regret that we cannot accept unaccompanied minors under 18 for any travel. Failure to comply with all of the above requirements will result in you not being allowed to travel.**

## DENIAL OF ENTRY

Certain countries may deny entry to travelers with even a minor criminal record, and if not a U.S. citizen, entry back into the U.S. Check with the U.S. Embassy and embassy/consulate of the country being visited to ensure you can travel. We do not accept responsibility if you are denied entry and cancellation penalties apply.

## MEXICAN-BORN MINORS TRAVELING TO MEXICO

Mexican-born minors under 18, traveling alone or with someone other than a parent or legal guardian require special documentation to depart Mexico, even if the minor is a Dual Mexican Citizen. Contact the Mexican embassy or visit: <https://mx.usembassy.gov/implementation-of-mexican-regulations-regarding-minor-travel>.

## MEXICAN TOURIST CARD

A Mexican Tourist Card will be provided to you by the airline. Both portions of this card must be completed and presented upon arrival. The "exit" portion will be returned to you. **Please safeguard this throughout your stay, as you will need it for your return flight.** Fees may apply for lost tourist cards.

## ARRIVAL IN MEXICO

Upon arrival, you will clear Immigration, claim your luggage and clear Customs. A Representative from Amstar DMC, holding an Apple Vacations sign and wearing a bright blue tropical shirt, will meet you **outside** the airport and direct you to your hotel transfer. Representatives are not allowed inside the Arrivals Terminal. Do not accept transfers from anyone inside the terminal.

## AMSTAR DMC-YOUR RESORT REPRESENTATIVE IN MEXICO

Resort Representatives are provided by Amstar DMC or other independent destination management companies operating in Mexico and providing services to Apple Vacationers. Please see your Representative if you are in need of assistance. For valuable information on your resort and recommendations on excursions, attend the Welcome Briefing held by your Representative who also keeps desk hours during the day at many hotels.

Apple Vacations provides access to the very best excursions operated by the most reliable local independent suppliers in Mexico. Some require physical activity. Please consider the nature of the excursion to make sure it is appropriate for your age and physical condition.

**All passengers MUST contact their Amstar DMC Representative on their arrival day to confirm return transfers, and at least 24 hours prior to leaving to verify the departure time.** Notice boards or binders containing flight details and other important information may be available in your hotel.

### Your Amstar DMC Representative contact information:

Destination	Representative	Local phone #; International phone #
Acapulco	PGC Acapulco	481-0580; 011-52-744-481-0580
Huatulco	Amstar DMC	587-2879; 011-52-958-587-2879
Ixtapa	Amstar DMC	553-2407/2405; 011-52-755-100-6033
Loreto	C&C Ground Services	135-0525; 011-52-613-135-0525
Los Cabos	Amstar DMC	142-2268/2684; 011-52-624-142-2268
Manzanillo	Tlaloc Tours	334-1180; 011-52-314-334-1180
Mazatlan	Viajes el Sabalo	986-4930; 011-52-669-986-4930
Puerto Vallarta	Amstar DMC	209-1680/1011; 011-52-322-209-1011

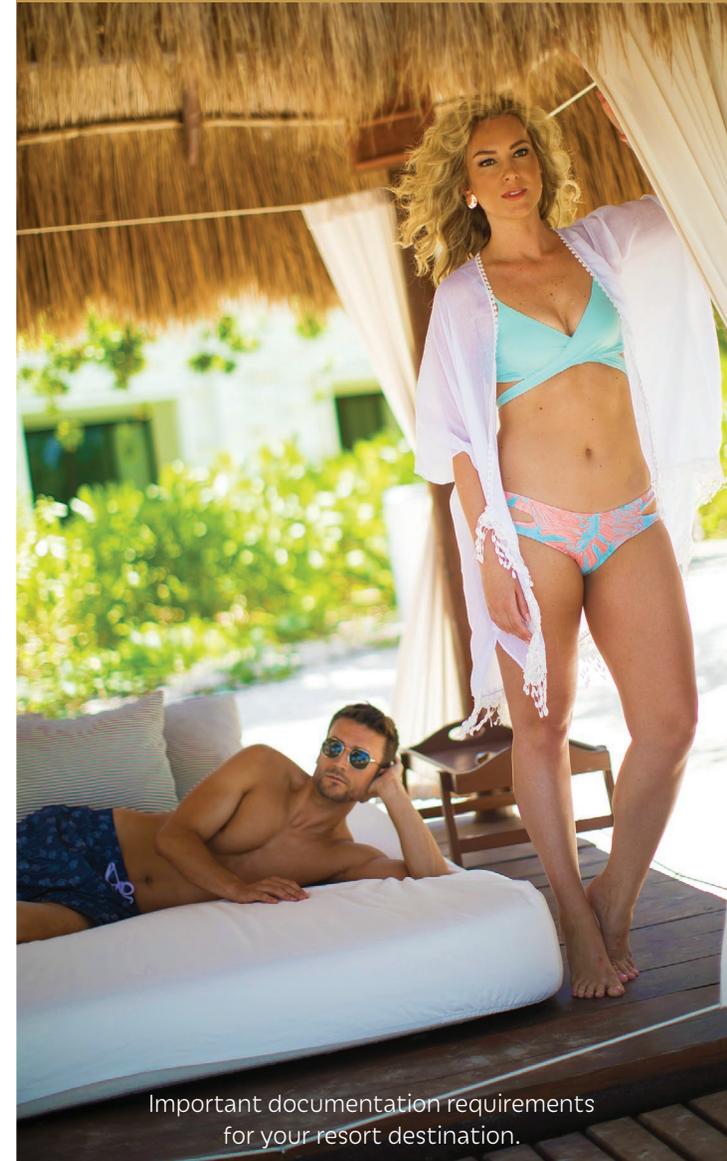
## CREDIT CARD/CURRENCY EXCHANGE

Major credit cards are accepted throughout Mexico. Most hotels and banks provide currency exchanges. ATM machines may be available for cash withdrawals. The use of U.S. dollars in Mexico is restricted. Payment methods such as credit cards, pesos and non-American foreign currencies are not affected. Hotels and exchange booths will only change up to \$400USD (cash) per person per month into pesos. Businesses (including Amstar DMC) can only accept up to \$250USD in cash per transaction (any balance due must be in another form of payment). The number of transactions is not restricted. Some businesses may not accept U.S. dollars. Don't carry large amounts of cash—use credit/debit cards instead.

## DINING DRESS CODE

Casual yet elegant dress for women and collared shirts, long pants, and proper footwear for men is required at some restaurants. Check with your travel agent or visit your hotel's website for dress code information.

# IMPORTANT TRAVEL INFORMATION MEXICO



Important documentation requirements  
for your resort destination.

## FAIR TRADE CONTRACT

See the Fair Trade Contract at [applevacations.com/ftc](http://applevacations.com/ftc) for all terms and conditions of your vacation package. Also visit [applevacations.com/faq](http://applevacations.com/faq) which is part of that contract.

## HEALTH & SAFETY TIPS FOR TRAVELERS

Apple Vacations strongly recommends that you visit the U.S. Department of State's website [www.travel.state.gov](http://www.travel.state.gov), as well as the Centers for Disease Control and Prevention website [www.cdc.gov](http://www.cdc.gov) which include important information on foreign travel. Use common sense while vacationing abroad. For example, if you choose to drink alcohol, do so in moderation. In addition, be cognizant of the effects of mixing alcohol and certain medications. Should someone in your party become ill while on vacation, alert the resort front desk for immediate medical attention or call the emergency number provided by the resort. Also advise your Apple Representative as soon as possible, who may be able to provide assistance. If you have medical issues or concerns about medical services, Apple Vacations urges you to contact your hotel with specific questions. Please be aware that medical standards and training of emergency responders and resort medical facilities vary greatly, and health care abroad may not be the same as you might expect at home. It may be standard policy for hospitals and medical providers abroad to require cash payment upfront for services. Check with your insurance provider regarding claims for reimbursement. Sports and aquatic equipment, especially scuba gear, may not meet U.S. safety standards and many resort pools and beaches may lack lifeguards. Balcony railing heights in Mexico are lower than the mandated heights in the United States. Low balcony railings create a risk of falls, which may result in serious injury or death. In tropical climates, we strongly recommend the use of insect repellent, especially during rainy season; seek shade in order to avoid heat exhaustion and stay hydrated. Bottled drinking water is recommended.

## TRAVEL DOCUMENTS AND FLIGHTS

Your travel documents give you the details of your vacation including flight, hotel and transfer information. Passengers traveling on scheduled air will receive a flight itinerary. In case of last minute changes, we strongly recommend accessing your on-line itinerary at [mytripandmore.com](http://mytripandmore.com) or check with the airline directly. If you are flying on an airline which requires paper tickets, you will receive those and must bring them to the airport. If your paper scheduled airline tickets are lost, they must be replaced at your expense. **If you are flying on an exclusive vacation flight, the phone number for the most recent flight information recording is included in your documents. We encourage you to call this number prior to departure for the airport.** This number is maintained for both outbound and inbound flights. Give this number to anyone meeting you at the airport upon your return home. Please refer to your travel documents for the location of your check-in area on exclusive vacation flights. For a list of our public charter filings, see [applevacations.com/pcfiling](http://applevacations.com/pcfiling).

## AIRPORT CHECK-IN

**Check-in begins three hours prior to departure at the airline ticket counter. Under no circumstances should you check-in later than one hour prior to departure. Late check-in WILL result in you not being allowed to travel.**

## BAGGAGE

Many airlines are charging fees for checked and/or carry-on bags and have different baggage allowances and fees, visit [applevacations.com/baggage](http://applevacations.com/baggage). Carry-on luggage is limited to one bag per person and must be small enough to fit beneath the seat in front of you; some airlines charge a carry-on bag fee. Please be advised that excess/oversized baggage may be denied at check-in and if accepted, there will be additional charges. Anyone attempting to check-in excess baggage should arrive at the ticket counter a minimum of 3 hours prior to departure (except where a carrier specifies a longer minimum), or risk being denied boarding. Lap children under age two do not receive a separate baggage allowance. Apple Vacations accepts no liability for loss or damage to luggage. We recommend that you consider the use of a TSA-approved lock to secure your luggage. For details on baggage insurance, see your travel agent or visit [applevacations.com/avok](http://applevacations.com/avok). Pack medications, jewelry, and other valuables in your carry-on. Visit [tsa.gov](http://tsa.gov) for details on what can be packed in your carry-on luggage. All lost or damaged luggage must be reported to an airport representative at the destination airport by the passenger before leaving the airport terminal. If traveling with special equipment, such as a wheelchair, you or your travel agent must alert Apple Vacations prior to departure day. If your luggage is delayed on arrival, report this to the airline and inform your Resort Representative before you board your transfer. Checked baggage taken from the terminal building at the destination will be considered to have been received in good condition and no claim for loss or damage will be accepted.

## FOR LAND ONLY & SCHEDULED AIR PASSENGERS OR AIR ONLY IF PURCHASED ROUND-TRIP TRANSFERS

Your arrival times have been reported to your Amstar DMC Resort Representatives. Land Only passengers—it is the responsibility of you or your travel agent to advise Apple Vacations of your flight itinerary. Should your arrival time in resort change, notify the appropriate Amstar DMC office at the number listed on the reverse side of this pamphlet. If you do not do so, you will be responsible for paying for your own transportation from the airport to your hotel. Amstar DMC Resort Representatives will be at the airport to assist you with your transfers based on your arrival times. Ground transportation information is included on your travel documents.

## AIR ONLY PASSENGERS

Upon arrival, please advise the Amstar DMC Representative at the airport where you will be staying and provide contact phone number. In the event of last minute changes, they will contact you. **Please contact the Amstar DMC office at least 24 hours prior to departure to confirm your return flight information** (phone number is listed on the reverse side).

## BEWARE OF TIME SHARE OFFERS AT AIRPORTS

Some hotels and airport passenger arrival areas are high centers of time-share activity. Time-share sellers may approach you and offer "freebies" such as tours and may even attempt to take you to their time-share hotel directly from the airport. Some of these time-share sellers have copied the uniforms of Apple Vacations and Amstar DMC Representatives and tell vacationers that they work for Apple Vacations. This is not accurate. **Our actual Representatives are waiting for you OUTSIDE the airport.** We strongly advise you to avoid these time-share sales people. **Once outside the airport, locate an Amstar DMC Representative who will be wearing an Apple Vacations name badge and bright blue tropical shirt, so you don't miss your transfer.**

## HOTEL CHECK-IN/TIPPING & TAXES

Credit card imprint or cash deposit is typically required at check-in for incidentals. Check-in for your room is usually 3:00pm. We recommend that you pack a bathing suit in your carry-on. Tips to maids, bellmen, airport luggage handlers, and servers at all-inclusive resorts are at your discretion. Apple Vacations has pre-paid all hotel taxes. Arrival and departure taxes have been pre-paid for all passengers traveling by air to Mexico with Apple Vacations.

## HOTEL & FLIGHT CHANGES IN RESORT/TAXIS

If you change your hotel you are responsible for paying any additional costs. If you wish to change your flights you may do so at your own expense, according to the availability of these flights. See your Amstar DMC Resort Representative for assistance. **Apple Vacations does not recommend renting vehicles in Mexico. Buses and taxis are plentiful.**

## BEFORE YOU LEAVE RESORT

**All passengers MUST contact their Amstar DMC Resort Representative at least 24 hours prior to leaving resort to verify the departure time of your transfer and the return flight** (see reverse side for contact information). Be sure to keep any carry-on baggage with you at all times, as you are solely responsible if it is lost or stolen. We recommend completing your check-out as early as possible to avoid missing your transfer. You are responsible for clearing all of your incidental accounts before leaving the hotel. **A Riviera Maya Municipality of Solidaridad environmental levy of 20 Mexican pesos per room per day will be collected at hotel check-out from guests staying in Riviera Maya.** When possible, a hospitality room will be made available for guests on late evening flights. Be sure to check that your luggage is transferred with you as Apple Vacations and our ground operators will accept no liability for lost or damaged luggage that is not reported immediately. Should you elect to travel independently, please notify your Amstar DMC Resort Representative, so a transfer vehicle will not be dispatched to your hotel.

## CUSTOMS

U.S. Customs currently imposes a \$800 USD limit per person on value of goods you can bring into the country duty-free. This value is per adult and may be more depending on destination. You are restricted from bringing back certain articles such as fresh fruit and vegetables. Ask your travel agent or check online for the latest details. Save your receipts for purchases made while on vacation.

## NORTHBOUND RETURN FLIGHT

If you have any questions about your northbound flight status home after clearing security, customs and immigration, please contact the gate agent, or if unavailable, our local Representative office in resort (contact information is listed on the reverse side.) TSA prohibits Resort Representatives past security. Racquets (tennis/squash and similar) are not allowed as carry-on items on northbound flights from Mexico. Racquets must be packed in checked luggage or checked-in individually on northbound flights and are subject to extra baggage fees.

This information is valid as of 10/18 and may be different on your booking or travel dates. Visit [applevacations.com/faq](http://applevacations.com/faq) for the most current info. AD9507 MEX