

Secrets Puerto Los Cabos

October 16–20, 2021

Things to Know Before You Go

Travel Day

ALL flights departing the United States require passengers to wear masks that are KN95/3-5 layers and are not allowing two-layer, homemade masks. They are also not allowing balaclavas, scarves, bandannas, cowl/turtlenecks, etc. Airports are also requiring their use. Be prepared – bring more masks than you think you'll need. *Non-compliance may result in denial of travel, not only on that day but potentially a future flight ban.*

Arrive at the check in desk of your airport NO LESS than two hours prior to take off. The airlines ask for three hours for an international flight and we recommend you follow their request.

Travel Documents

A passport valid for at least six months after your return date (**April 20, 2022**) with at least two blank pages inside is required to enter Mexico. In addition to your passport, please bring a copy of the picture/data page. Carry the copy with you; do not place in checked bags. This should be kept separate from your passport in case your passport is lost.

A tourist card, known as an FMM, is also required. This tourist card will be distributed during your flight. The completed form is handed in at immigration upon arrival in Mexico. Mexican immigration retains the larger portion, and you will be given the smaller portion. It is extremely important to safeguard this form (put it in your passport). Prior to exiting the country, you will be required to turn it in. Travelers who lose this form can be fined and have their departures delayed.

During the inbound flight, you will also need to complete a customs form. After passing through immigration, you will collect your bags and hand the form to the customs agent after screening.

CDC Travel Guidelines

The most recent guidelines can be found [HERE](#). Return to this site frequently prior to your travel dates. Recommendations include:

- Completing vaccination series at least two weeks prior to travel. Carry proof of vaccination in case of changing requirements.
- Getting tested for Covid prior to travel. Although not required, it is unlikely you would test positive before returning home if exposed during your travel and stay. Getting tested in advance gives assurance you probably didn't take the virus with you and helps avoid a mandatory quarantine away from home should you test positive at the resort.
- All air passengers coming TO the United States, **including U.S. citizens and fully vaccinated people, are required** to have a negative COVID-19 test result no more than 3 days before travel or documentation of recovery from COVID-19 in the past 90 days before they board a flight to the United States.
 - **Currently, Secrets Puerto Los Cabos Resort will provide one complimentary COVID-19 viral antigen test before you leave Mexico (unless extending elsewhere), which will satisfy this requirement (a three night stay required).** The resort will provide information on how to schedule that test upon your arrival. Currently, they will also cover the room for any positive tested traveler (plus one guest) for up to a 14-day quarantine, at no charge, if needed. That might change at any time, so click [HERE](#) for the latest updates from AMResorts (Secrets).
- After travel:
 - It is recommended you get tested with a viral test 3-5 days after travel, and wear a mask until test results are known.
 - Self-monitor for COVID-19 symptoms; isolate and get tested especially if you develop symptoms.
 - Follow all state and local recommendations and requirements after travel.
 - Please see CDC's [FAQ](#) for answers to questions about the new requirement for proof of negative COVID-19 test or recovery from COVID-19 for all air passengers arriving in the US as well as additional requirements instituted.

Please check these linked sites often for updates as it gets closer to your departure dates!

Baggage

As a rule of thumb, you are allowed to bring into Mexico whatever you need for the time period you will be staying in Mexico. You are not allowed to bring food, fruits, and/or food products that are not packed and sealed at their origin.

The same rule applies to medicine. You are allowed to bring enough medicine for the time period you will be in Mexico. If you are bringing an unusual quantity of medicine, please bring a doctor's prescription to prove the medicine is needed during your visit. Visit <https://www.sjdloscabosairport.com> for additional information.

Refer to your specific airline's baggage allowances and fees, if any. **You are responsible for any luggage fees incurred.**

Electricity

The standard is 110 volts. Some sockets do not accept polarized or three-prong plugs so an adapter is advised if your device cords are three pronged.

Weather & Daylight

October is a great time to visit Los Cabos. The summer rains produce some beautiful foliage in the desert landscape. The average daytime high is around 92° and overnight lows drop to 74°.

Time Zone

The Resort will remain in the Mountain Daylight Savings time zone until October 31, 2021. You can expect 11+ glorious hours of daylight each day (pack your sunscreen!).

What to expect at the Los Cabos International Airport - SJD

Upon arrival at the airport, you will pass through immigration and present to the Mexican immigration agent your tourist card (FMM) and passport. They will stamp your paperwork, returning one portion of the tourist card to you. You will then claim your luggage and proceed through Customs to declare any goods. In some terminals, you will press a button on a light resembling a traffic signal. A green light means that your bags will pass through without inspection; a red light means that your bags will be inspected.



Upon arrival at Los Cabos Airport after clearing immigration, proceed to the baggage claim area. After retrieving your luggage, proceed to Customs area. Once you clear customs, continue to the transportation area (completely outside of the terminal in open air)

Please note that if you are arriving at Terminal #2, take the Groups exit. Do not stop or take rides from any of the vendors inside the airport (time-share vendors) as they are not in any way associated with your arrival.

Once outside, look for **Tropical Incentives** staff at **Umbrella #6** holding a sign with their own logo. The waiting staff will be wearing light blue shirt and navy blue pants.

NOTE: Please be patient, the average time that will take to pass immigration, luggage claim area, customs, and exit the airport is approximately 45 minutes. Transfer time from the Airport to Secrets Puerto Los Cabos will be around 30 minutes.

NOTE: Random health screenings occur at the airport. If a screening delays you, proceed to the departure point noted above and a Tropical Incentives staff member will assist in securing a transfer to the resort. Should your flight be the last of the day and you are unable to find a staff member, you may elect to take a taxi to avoid further delay.

If you are arriving or departing on dates OTHER than October 15/16th and October 20th, you will be responsible for booking your own transfers. Visit www.transcabo.com to pre-arrange your transportation. Secrets is in Zone 2 and the cost will be ~\$20 for a one way shared shuttle and around \$70 for a private vehicle. Transfer time is about 30 minutes. (Please note that a shared shuttle may require a wait time of up to an hour to fill the vehicle.)

Packing Tips

The first mistake people make when packing is...over packing!

- Bring plenty of masks! It may be required for all indoor areas throughout Mexico and on the resort.
- Hand Sanitizer: Bring at least a 3oz bottle with you for use at the airport, and more for your trip. Use often, as recommended.
- Prescription drugs: Bring along a few extra in case you experience flight delays, but not an overly large supply. Use original prescription bottle or have a copy of the prescription; keep in your carry on.
- Extra contact lenses or prescription glasses and a copy of your prescription in case of loss.
- Bring copies of all credit cards you have with you, front and back, and notify your credit card issuers that you will be traveling to Mexico (those that still require notification). Keep with your passport copy, separate from your passport.

- Money: Don't bring a lot of cash. Check with your credit card issuer as to which ATMs you may use to acquire pesos. The exchange rate is around MXN\$19.71 to US\$1. It's also wise to have some small US bills to tip if you plan to venture out.
 - Casual clothing, shorts, t-shirts, tank tops and something a little dressier. (Ladies-a sundress, skirt, or dressier shorts, capris, dressy sandals. Guys-nicer shirt with a collar, dressier khaki shorts, or long pants, dressier shoes.)
 - Bring/buy mosquito spray, smaller than 3oz if you plan to carry it on the plane. No aerosols in carry on or checked bags.
 - Sunscreen: Preferably, biodegradable. Cabo has not yet instituted a law requiring biodegradable sunscreen like areas around Cancun, Cozumel and Playa del Carmen have. However, whether required or not, we strongly encourage using only biodegradable sunscreen anytime you are going to be in the water.
 - **Resort Restaurant Dress Codes:**
 - Casual: Bermudas, long shorts or capri pants, sneakers or sandals. No sleeveless shirts for men. No bathing suits allowed. Ladies must wear a bathing suit wrap or cover-up.*
 - Casual Elegance: sneakers/tennis shoes or sandals, dress shirts with sleeves. No sleeveless shirts or flip-flops and long pants required for men.*
- *Masks may be required for indoor spaces.

FAQ's

****Why are we flying on a connection when we could have gone non-stop?**

****Why are we on XXX airline when I prefer YYY airline?**

****Why are we going at XXX time and not YYY time?**

The criteria used to book flights is a combination of:

- Shortest duration possible (non-stop, short but not too short, connections)
- Times that give you the most time in Cabo without requiring extremely early departures (before 6am) or returns getting you home after 8pm (unless you request that or is the only option)
- Availability on the preferred airline (if you provided completed FF info-airline, number, and name as listed on account)

When some combination of these criteria can be met, we then check for:

- Availability of seats for assignment (purchasing a ticket that doesn't allow seat assignment leaves you vulnerable to bumping)
- Fares within the budgeted amount
- Once flights begin to fill, fares rise. If the fares are too high, we check capacity as the fare may drop in a week or so when internet interest goes down (yes, the airlines track how many times a route has been researched and raise prices as the inquiry count rises). If capacity is such that fares aren't likely to drop (usually beginning at 48%), we then look at options that may meet less of the criteria but ensures you have seats on a flight.
- The key is to register with complete information as soon as you are notified that registration opens for the trip. Partial registrations cannot be ticketed.

****We don't like this flight/airline/time, please change it.**

- The tickets are non-refundable and not re-assignable.
- You are free to make any changes to your flights directly with the airline(s) at your own cost.
- You may also elect to purchase another ticket, but it would be at your own cost.
 - The value of your current ticket *may* be applied to another ticket on the same airline (some with change fees) for travel within one year from PURCHASE date. Contact the airline you are ticketed on to cancel/rebook. If canceling and using an alternate airline, be sure to retain rebooking data and exact date of expiration. It is your responsibility to ensure you apply that voucher/credit to another flight within the time frame. **If you do not cancel 24 hours prior to travel day, the value of the ticket is lost.** If you do not apply it within the allowable time frame, the value of the ticket is lost. You may be billed this amount.

IF YOU CHANGE YOUR FLIGHTS, YOU MUST ADVISE OUR PLANNER SO THAT TRANSPORTATION CAN BE ADJUSTED.

****We are arriving outside our allotted time, please arrange transfers.**

If your flight happens to be when other transfers are needed for this trip (October 15/16 & 20), we will add you to the transfer manifest at no charge. **If outside our scheduled service date/times, you are responsible for your own transportation arrangements and costs.** Visit www.transcabo.com to pre-arrange your own transportation. Secrets is in Zone 2 and the cost will be ~\$20 for a one way shared shuttle and around \$70 for a private vehicle. Transfer time is about 30 minutes. (Please note that a share shuttle may require a wait time of up to an hour to fill the vehicle.)

****Our names don't match our driver's licenses?**

****We recently married and her name is now different, how do we change it?**

Your ticket name must match your PASSPORT name **EXACTLY** (a driver's license is not a valid ID for international flights). If it does not, it is best to contact the airline directly as you are the official owner of that ticket, the agency no longer has authority (although they will help if you have difficulty). While minor edits/spelling corrections are allowed, name changes are not. The airline will advise if they can make the necessary change, or if they can't, what documents to carry along to ensure boarding (recent official marriage license, recent official court document showing name change, etc.).

****I want to do some activities on Wednesday before we leave, how much time do we have?**

Your departure notice will be provided by Tropical Incentives during your stay. Generally, your departure time will be four+ hours prior to flight time. While we tend to disregard it in the US, if you do not check in at the airline desk at the Cabo airport three hours prior to an international flight, you may be denied boarding. Their security system for screening passengers and luggage is not always efficient so they require three hours. With a 30-minute transfer plus luggage loading/unloading time, a departure time four hours prior is the least amount of time advised.

****Who do I contact if I have questions?**

- If you have questions about your 1099 form or about the President's Club program itself, contact **Samantha Stuhlman** (samantha.stuhlman@pollock.com) or **Krystina (Williams) Beck** (krystina.williams@pollock.com).
- If you have questions or concerns about anything travel related, contact the travel coordinator, **Kristi Mirocha** (kristi@journeysandgatherings.com or meetings@wi.rr.com, WI phone number: 262-786-6763/text 262-347-6402. *Note: If you text, please provide your name so Kristi will know who you are!*).