

Secrets Moxché Playa Del Carmen

September 24–28, 2022

Things to Know Before You Go



Travel Day

Arrive at the check in desk of your airline **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. You will be flying to Cancun, Quintana Roo, Mexico. The resort is near the city of Playa del Carmen in the resort area known as Riviera Maya.

Travel Documents

- A passport valid for at least six months after your return date (**March 28, 2023**) with at least two blank pages inside is required to enter Mexico. In addition to your passport, please take along a copy of the picture/data page. Carry it with you separate from the passport; do not place in checked bags. You might also give a copy to a trusted friend at home in case of an emergency.
- A Tourist Card, (Official Entry Immigration Form-FMM), is required to enter the country. Most airlines no longer distribute this form. To avoid completing this form upon landing, we highly recommend you **complete this form online within 30 days of your travel date**. There are many online companies charging for this service but you can apply for free with the Mexican government in the month prior to travel. Go to <https://www.mexicotouristcard.com/> and fill in the form. Your tourist card will be emailed to you, print it and take with you. **Each traveler must have their own form**. The completed form is presented to Immigration (Migración) with your passport upon arrival in Mexico. Because your information is in their system, they will simply stamp the form's exit portion, and return it to you, (keeping the entry form on file). You must then present that portion when you are checking in for your return flight. It is extremely important to safeguard this form (put it in your passport). Not having it may incur a fine and delay your return. [Hotel Address for the form: Secrets Moxché Playa del Carmen; Carr. Tulum Playa del Carmen km 294, Corasol; Playa Del Carmen 77710]
- During the inbound flight, you may receive a customs form. If not, it will need to be completed upon arrival. One form per related family is required. After passing through immigration into customs, you will collect your bags, go through screening, and hand the form to the customs agent. Some terminals are utilizing the "stop light" system for screening, some are using baggage x-ray machines with random requests to press the stoplight button.

To prepare for completing the form, you may view the Customs form at <https://www.mexicotouristcard.com/customs.html>.

This cannot be completed online. To read more about the Customs process, visit <https://www.cancunairport.com/customs.html>

COVID Travel Parameters

Before you leave the United States:

- Currently, all commercial flights departing the US require passengers to wear surgical masks or valve-free respirator (N95/KN95) masks that covers your nose and mouth. Many airlines will not accept balaclavas, scarves, bandannas, cowl/turtlenecks. 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.*
- On December 6, 2021, the CDC released updated travel recommendations for international travelers. They recommend you *do not travel* unless you are fully vaccinated against COVID-19. That being said, if you are NOT vaccinated you can still travel.
- Mexico does not require proof of vaccine, testing, or health questionnaires before entry. We recommend, however, that you keep a copy of your vaccines or proof of recovery within 90 days prior to travel with you in hard copy or on your phone.

Returning to the United States:

- As of December 2021, all air travelers are required to show documentation of a negative viral test result taken within one day of the flight's departure to the United States before boarding. You must provide a negative result to the airline before you board your flight. You will also need to complete an attestation form with the airline certifying that your statements are true.
- While this government requirement is in effect, Secrets Moxché Playa del Carmen will provide one complimentary viral antigen test which will satisfy re-entry requirements, (a three-night stay in Preferred Club level is required-our rooms are in that category; lower categories incur a fee). **You will register for a test time upon check-in at the resort.** Click [HERE](#) for the latest updates from AMResorts to learn more about their *CleanComplete Verification™* program.
 - ❖ Should you test positive while at the resort, you will be moved to different room and be required to remain there. Food, housekeeping items, and other needs will be delivered upon your requests. The hotel does not charge for this room for the time required before you are allowed to travel. If one of you tests positive, the other may travel home although they will advise you to stay assuming exposure. If you elect to stay, you must also remain confined to your room. Requests for additional tests prior to standard retest period will incur a fee.

- After arrival at home:
 - Self-monitor for COVID-19 symptoms; isolate and get tested if you develop symptoms.
 - Follow all state and local recommendations and requirements after travel. Please see CDC's FAQ for updated information and check for updates often as it gets closer to your departure dates!

Baggage

In general, you are allowed to take into Mexico whatever you need for the time period you will be staying there. You are not allowed to bring food or fruit 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 there, along with up to 10 days extra in case of a delay in your return. If you are bringing an unusual quantity of medicine, please bring a doctor's prescription to prove the medicine is needed during your visit.

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

September is a great time to visit Playa del Carmen. The summer rains produce some beautiful flower plants in this tropical destination. The average daytime high is around 84° and overnight lows drop to 70°. You can expect 12 hours of daylight each day (pack your sunscreen!).

Time Zone

The Resort remains in the Eastern Standard time zone all year, daylight savings is not observed.

What to expect at the Cancun International Airport - CUN

There are four terminals...in general Southwest utilizes Terminal 4; most other flights from the US utilize Terminal 3.

The Customs Procedures by terminal:

- For Terminal 2 international (T2 Int) the system is lottery-based with passengers pressing a button on the "traffic light" which flashes a red or green light: green means "go", red means "inspection".
- For terminal 3 (T3) and terminal 4 (T4) you will have to submit to inspection if your bag has a sticker on it when you pick it up from the baggage carousel. Officials perform a quick, courteous inspection and you will be on your way.

Accessing your Transportation:

- **Terminal 1 (T1):** Once you have picked up your luggage, please keep walking straight to the parking area, where you will meet Amstar staff.
- **Terminal 2 (T2 Domestic):** After passing the revolving door, keep walking to the baggage claim area and pick up your luggage. Do not stop to speak with any promoter inside the terminal. Amstar staff will be waiting outside the first glass door on your right-hand side after the time share corridor.
- **Terminal 2 (T2 International):** Once you complete the customs process, keep walking straight through the second glass door and do not interact with the time share promoters. Amstar staff will be waiting for you outside.
- **Terminal 3 (T3):** After clearing customs, walk straight to the second glass door where you will find the "meet & greet area". Amstar staff will be waiting for you.
- **Terminal 4 (T4):** After Customs, take the left corridor that says, "Hotel Shuttles & Tour Operators" to find Amstar.



Amstar staff will be holding a sign with the President's Club logo (see first page) and wearing blue shirts & khaki pants. **Transfers are scheduled according to flight arrival times, please do not stop to shop, change clothes, etc. as your transportation may leave without you.**



NOTE: Please be patient, the average time to complete immigration, luggage claim, customs, and access transportation area is just under an hour. The transfer time from Cancun Airport to Secrets Moxché will be around 40 minutes.

If you are arriving or departing on dates OTHER than September 23/24th and September 28th, you will be responsible for booking your own transfers. Visit <https://www.cancunairport.com/transportation.html>

Please note that COVID travel information stated herein may change a few times before we travel. Keep up to date on government sites and our President's Club website for current information.

Packing Tips

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

- ✓ Bring plenty of masks! Requirements can change, be prepared.
- ✓ Hand Sanitizer – Bring a bottle smaller than 3oz for on the plane, check larger ones for use at the resort.
- ✓ Prescription drugs: Bring along a few extra days' worth in case you experience flight delays. 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 although US money is widely accepted. The current exchange rate is around MXN\$20 to US\$1. It's also wise to have some small US bills to tip if you plan to venture out.
- ✓ Phone: Some phone plans charge extra roaming fees for use in Mexico. Check your phone's plan to be sure. You can use the resort's app to make free Wi-Fi calls when on their Wi-Fi. Download the app before you travel-AMR Collection-it will become active once you've checked in. App also shows daily schedule, restaurants, and other resort information.
- ✓ 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: must be biodegradable. Cancun, Cozumel and Playa del Carmen have instituted a law requiring biodegradable sunscreen. We strongly encourage it's use anytime you are going to be in the sun or the water.
- ✓ Daily clothing changes: Swim suits, outfits appropriate for outdoor activities or shopping, golf attire if applicable, and nicer clothes for dinner / evening activity. See below.
- ✓ Some excursions require closed-toed shoes, with no exceptions. A hat you can secure and a water-tight bag might also be helpful.
- ✓ Resort Restaurant Dress Codes:
 - ❖ Casual: Bermudas (long shorts or Capri pants), sneakers/ tennis shoes or sandals. No sleeveless shirts for men. Women must wear a bathing suit wrap or cover-up.
 - ❖ Casual Elegance: Sneakers/ tennis shoes or dress sandals, dress shirts with short sleeves or collared shirts. No sleeveless shirts or flip-flops. Long pants required for men.

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 Playa del Carmen without requiring extremely early departures (before 6am) or returns getting you home after 8pm (unless you request that or it is the only option)
- Availability on the preferred airline (if you provided complete frequent flyer info including airline, membership number, and name as listed on account. Your FF number does not apply to your traveling companion at purchase. You may contact your airline for upgrades for both once ticketed.)

Once 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 (once 48% full on average), we then look at options that may meet less of the criteria but ensures you have seat assignments.
- The key for the best flights 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, at your own cost.
 - In some cases, and at Pollock Orora's discretion, the value of the original 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 were originally ticketed on to cancel/rebook. If canceling and using an alternate airline, ask the original airline for a voucher number (on Southwest it is the original six-digit record locator) 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 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 PLANNERS 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 program (September 23,24 & 28), 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 <https://www.cancunairport.com/transportation.html> for transfer options.

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

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

For this program, 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.). **Please register for this trip in the name on your Passport,** as the names listed will be used for ticketing, regardless of your official name unless a new passport can be acquired before travel (allow up to 12 weeks for renewal of passport for name change or impending expiration. For more info: <https://travel.state.gov/content/travel/en/passports/how-apply/processing-times.html>)

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

Your departure notice will be included in your onsite packet. Generally, your departure time will be 4+ 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 Cancun 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 40-minute transfer plus luggage loading/unloading time, a departure time 4 hours prior is the least amount of time advised.

****We want to extend our stay; can we do that?**

Extensions at Secrets Moxché Playa del Carmen will be very limited due to occupancy expectations. If your plan is to extend at the resort on either end of the trip, you should register early and let us know immediately with your desired dates so we can put in a request before we book tickets. If you opt to extend elsewhere, you should research all your options before asking for an extension of your flight dates. You might find limited occupancy issues everywhere. If you do find a place you wish to stay, please register early and confirm that hotel reservation to us.

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

- You can contact your sales pro at any time about anything and they can point you in the right direction.
- If you have questions about your registration, 1099 form, or the registration website, contact **Samantha Stuhlman** (samantha.stuhlman@pollock.com) or **Krystina Beck** (krystina.beck@pollock.com). You can also message the Pollock Marketing text line at (214) 810-5504.
- If you have questions or concerns about the trip, your travel arrangements, hotel stay, activities, or anything else trip related, contact our President's Club travel coordinator, **Kristi Mirocha** (kristi@journeysandgatherings.com or meetings@wi.rr.com), WI phone number: 262-786-6763.

****Reminder, you will get your Welcome Packet in the USPS mail** with all your travel information, airline confirmations, hotel and activity info, etc. about ONE month or so before we leave for the trip. Let us know immediately of any changes.

**If you haven't already, please add the Pollock Marketing (marketing@pollock.com) email address to your contact/safe sender list to ensure you are getting all the emails and pertinent information related to the trip. Or better yet, ask your IT department to "whitelist" our email address so you'll never miss anything from us ever again!

Keep an eye on your email for any updates, or you can always check the main trip website, www.pollock.com/pc-trip for the latest news. Thank you and we'll see you in Mexico!
