AIRPORT TRANSFER SERVICES

CEO Mexico DMC has been contracted to provide airport transfer services to and from the Iberostar Paraiso Maya Resort. Collective transfers with other conference attendees will be available on the main arrival dates of December 6th and 7th and the main departure date of December 10th. The cost for transfers on these two dates is $30 per person each way.

Transfers on other dates are available but only on a private vehicle basis. The cost for a private vehicle one way is $85. If you are departing after the 10th you may want to wait until you are here to reserve your departure transfer on the expectation of being grouped with other attendees departing to reduce your cost. All transfers will be performed in transport vans.

In order to reserve your transportation, please visit CEO’s website at www.ceo-mexico.com and reserve your transportation through On-Line Registration (the group code is CASP11). Arrival transfers can only be arranged in advance in accordance with airport regulations as CEO Mexico is not allowed to transfer people who do not have advance reservations and who do not appear on the manifest. Upon registering you will be sent a PayPal request and subsequent confirmation. Should you have any questions, please email henry@ceo-mexico.com.

ARRIVAL PROCESS FOR INTERNATIONAL GUESTS

Upon arrival in Cancun from a non-Mexican gateway, you will first have to clear Immigration. You will submit your passport for inspection and your completed Mexican Tourist Card that will be distributed in-flight. You will be given back the bottom portion to be used for your departure.

Upon clearing Immigration, you then proceed to the luggage claim area to collect your bags. Once you have all your bags, you then proceed to the Customs area. All bags and personal items will be scanned by an X-ray machine. Once your items are inspected a customs agent will collect your customs form (also distributed in flight), ask you simple questions, and ask you to push a button on a lamppost. If the lamp turns red, your luggage will be subject to search. If the light turns green, you are free to leave. The system is random.

Having cleared Customs, immediately exit the terminal building. Do not stop and talk to any solicitors. Your CEO greeters will be located outside the terminal building holding signs for you. Please also note that their uniforms are bright green polo shirts with blue slacks. They will assist you with your luggage and board you on your transportation to the hotel.
DEPARTURE PROCESS

CEO-Mexico staff will coordinate and assign departures from the hotel based on the time of the flight, and the number of people on that flight. You will be informed via signage at our Hospitality Desk of your departure time. Airlines require that departing passengers be at the airport at least 2 hours prior to departure.

At the airport, you will be asked by the Ticket Agent for your travel documents and for your Mexican Tourist Card. (Not applicable for Mexican travelers).

Upon receiving your boarding pass, you will pass through Security into the departure gate waiting areas. You do not have to go through Immigration or Customs until you reach your home country or International gateway.

HOSPITALITY DESK STAFFING

CEO Mexico will provide full assistance at the group’s Hospitality Desk. Our staff has complete knowledge of the destination and the hotel and will be there to coordinate arrivals, tours, activities, and departures. They serve as your group’s personal concierge and are prepared to handle all situations and questions that arise. We look forward to your arrival to the Riviera Maya!