

CANCUN AIRPORT

TOP AIRPORT IN LATIN AMERICA & THE CARIBBEAN

Cancun Airport International (CUN) is one of the busiest airports in the Caribbean and the point of entry to the "Mundo Maya". Every year millions of people visit Cancun and the Riviera Maya and the number of visitors is expected to increase rapidly thanks to the new mega-resorts already in construction all over the area.

Major international airlines as well as charter airlines have direct or connecting flights to Cancun every day. Now more than ever Cancun Airport International is easy accessible from almost every major city in the world. With first class shops, restaurants and services, Cancun Airport is one of the easiest most convenient airports to fly to/from in Mexico.

Airport Name: Cancun International Airport

IATA Code: CUN / ICAO Code: MMUN

Address: Carretera Cancun-Chetumal KM.22 Cancun, Q. Roo, Mexico 75220

Longitud: 86° 52' 37" /Latitude: 21° 2' 12" /World Area Code: 148/GMT: -6.00 hrs.

ARRIVAL INSTRUCTIONS

A **CANCUN EXPRESS** representative will welcome you right OUTSIDE your arrival terminal with a sign with **OUR LOGO**.

The day of your arrival we will be monitoring your flight all day, this way we will have your vehicle ready when you arrive. Please don't worry about delays, arriving early or any minor change, we will know exactly at what time you will be landing in Cancun and your vehicle will be ready. If your flight changes and you are arriving in a totally different flight at a totally different time, then please call our office **52 998 889 4101 or 889 4102**. Or by email at **contact@cancun-express.com** and let us know the new flight information, we will update your arrival and move your vehicle to the new time.

When you arrive to the airport in Cancun, first you are going to go through immigrations, then you will be guided to the baggage claim area where you are going to wait for your luggage. Once you have your luggage, then you will proceed to customs. Customs procedures can take 5 minutes or 45 minutes depending on how many people are clearing customs before you or if your luggage is going to be inspected. The whole arrival procedure, immigrations, baggage claim and customs inspections, can take a long while, **PLEASE DON'T WORRY**, we know this and our representatives will wait for you as long as needed. **REMEMBER WE ARE THE ONLY COMPANY THAT IT IS AT THE AIRPORT 24HRS SO THERE IS ALWAYS ONE OF US THERE!**

After you have cleared customs, please proceed to walk OUTSIDE your arrival terminal. --- **REMEMBER ALL THE WAY OUTSIDE** – there you will look for our airport representative **WITH A BIG SIGN WITH OUR LOGO. DO NOT LOOK** for your name, we pick up hundreds of people each day and finding our BIG LOGO SIGN is a lot easier. Once you have located our representative, just identify yourself, if necessary show him your PAYPAL receipt or the confirmation email you received from us and he/she will take your vehicle which is going to take you to your hotel. If you reserved a ROUND TRIP SERVICE, then our representative at the airport will issue a voucher with departure instructions such as pick up times and our local contact numbers in case you need to make changes.



An Airport representative will welcome you right OUTSIDE your arrival terminal with a sign with **CANCUN EXPRESS**.

DO NOT LOOK for your name, as the Airport is very busy and finding our BIG SIGN is a lot easier.

FREQUENT ASKED QUESTIONS

How do I find you at the Airport?

You will find our representatives wearing a blue shirt holding a **CANCUN EXPRESS** sign.

Where do I find you at the airport?

Once you clear customs, go outside thru the sliding glass doors and you will find a **CANCUN EXPRESS** Representative.

What type of vehicle will I be getting?

Most of our vehicles are vans.

How long do I have to wait at the airport for my vehicle?

As soon as you contact our Representative you will be taken to your vehicle right away. If the vehicle is not ready there is a maximum of 20 minutes wait.

Can I change my pick up time on my departure date?

Most of the times it is possible, but you will need to contact our office in Cancun.

Will I have to share my vehicle?

No you will not share it at all. Just your party.

Will we stop anywhere else?

You will go directly to your hotel.

Is there a bus service to my hotel?

No. Only to the Marriot Courtyard.

Can I take the bus at the airport to go somewhere else? (Another city)

No, it will take you only to the bus station in Cancun or Playa del Carmen.

How often the buses depart from the airport to the bus station?

Every hour.

Until what time the bus runs from the airport to the bus station?

Until 8pm.

How much is the ferry to Isla Mujeres?

It is around \$6.00usd one way or \$12.00usd round trip.

How much is the ferry to Cozumel?

It is around \$12.00usd one way or \$22.00usd round trip.

At what time is the last ferry to Isla Mujeres?

At 11:30pm.

At what time is the last ferry to Cozumel?

At 10:00pm

At what time is the first ferry from Isla Mujeres ?

At 5:30am

At what time is the first ferry from Cozumel?

At 6am.

Can I stop for grocery shopping?

No. Unless you have prearranged that service with our Customer Service Department.

Does the driver speak English?

Few of them speak English.

Can you take me from my arrival hotel to my departure hotel?

No. We do not service from one hotel to another one.

Will somebody be waiting for us at the airport with our name?

No our representatives will hold a **CANCUN EXPRESS** sign.

Are you insured?

Yes.

Do you have car seats?

Yes we can provide you one car seat upon availability.

Is it by law in Mexico to have car seats for kids?

No.

Do you have handicapped equipped vehicles?

No.

Do you give transportation for me and my dog?

No.

Is my reservation refundable?

Yes, as long as you cancel your service 24 hours prior.

I am flying standby, can I change last minute my reservation?

Yes, as long you advise us 2 hours prior and will be subject to availability on type of service.