

ARRIVAL AND DEPARTURE PROCEDURES

Once you arrive into Cancun International Airport, you will clear Mexican Immigration using your passport and your FM-T Immigration form, (provided by the airline on your inbound flight to Cancun). Then, proceed to the luggage carousel, secure your bags and head for the Customs Official. Having completed this exercise, walk through the hallway and outside the airport terminal where you will find a representative holding a sign with the Meliá Hotels logo.

OUR UNIFORM:

BLUE TROUSERS AND WHITE POLO SHIRT WITH BLUE AND ORANGE SLEEVES AND OTIUM LOGOS

The airport staff will guide passengers to the assigned platform or parking spot for their transportation and will hand them an **welcome envelope** with information about Cancun & Riviera Maya, he also will confirm their appointment schedule with a OTIUM Representative who will provide assistance throughout their stay and in order obtain their **departure transfer voucher** with day, time and pickup.



TERMS AND CONDITIONS:

- Passengers who suffer delays for being stopped by people from timeshare or taxi companies, the timeout for International / Domestic flights will be **25 minutes** (The time will be measured once the staff Otium contact the first passengers traveling in the same flight) and if passengers take a taxi, this will not be reimbursed by OTIUM.
- Passengers who arrive in other flight that the one on their reservation, either by loss of connection, delays or other situations, without reporting on this situation receiving a written notice or phone call to the office of OTIUM Mexico will be given as **NO SHOW**. The arrival service can be rescheduled under availability.
- All transfers are in a shared basis / shuttle. Passengers will be informed in advance of schedule pick up time, this will be notified by OTIUM Representatives. If passengers do not occur on time, you will find a **maximum waiting time is 10 minutes**.
- Infant Car Seats will be available under request with an additional cost of \$20 USD per seat on one way transfer.
- In case of no show the van driver will issue a ticket indicating the pick up time, his time of arrival and departure from the hotel, signing as witnesses by the bell boys, janitors and / or receptionists of the hotel, passengers should take taxi, which it won't be refunded.

Emergency Telephone Numbers:

Operations Department: 24/7: +52 (998) 275 8195/ +52 (998) 147 4967.
Office: +52 (998) 848 8760 (Monday to Sunday / From 7:00 to 21:00 hrs)

IMPORTANT:

Please do **NOT** stop or talk to strangers located **INSIDE** the building who trying to see for your transfers. (Time Share or Non -Authorized Taxis). Because there is a **limited timeout** for scheduled transportation services. These people pretend to be the agency, informing the passengers to take a taxi that it will be refunded. (OTIUM won't be responsible for reimbursing the taxis).



Airport Terminal Maps and Information



Welcome Kit - OTIUM



Confirmation Voucher – Transfer Out

OTIUM
INTERNATIONAL • MEXICO

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VOUCHER DE RECONFIRMACION DE TRASLADO DE SALIDA

Estimado Sr. (a):
Le damos la más cordial bienvenida y lo invitamos a nuestra Reunión Informativa sobre el destino y sus mejores excursiones.

Hotel _____ Hora _____ Hdb. No. _____
 Día _____ Lugar _____

Esta copia debe ser devuelta y registrada a su representante de Otium Internacional México durante su próxima información, y para poder reservar su traslado de regreso al aeropuerto.

Fecha de Salida _____ Hora _____ Vuelo _____ PUP _____
 Su representante _____ Celular _____

AIRPORT COUNTERS BY OTIUM



INSIDE TERMINAL



OUTSIDE TERMINAL