

Travel Tips



About Riviera Maya

- The Riviera Maya is a 72-mile stretch of crystal-clear turquoise shoreline, white-sand beaches, archaeological sites and natural parks along the coastline of the Yucatan Peninsula in the State of Quintana Roo, Mexico. The Riviera Maya is located South of Cancun's International Airport and starts from Playa del Secreto all the way to Punta Allen, a small fishing village within the Sian Ka'an Biosphere Reserve.
- With its idyllic white sand beaches, sprawling resorts and easy access to the incredible Mayan ruins and crystal-clear cenotes of the Riviera Maya, Playa del Carmen is the most popular town on the Riviera Maya. It is renowned for its nightlife, all inclusive resorts and beautiful beaches and is where most visitors base themselves on the Riviera Maya.
- We know you probably have a lot of questions. This easy-to-use guide will provide you with helpful tips as you prepare for your trip.

Airline Travel



Flying

- **Entry Requirements and Traveling with Passports:** Proof of citizenship in the form of a passport, that is valid for at least 6 months from return, is required. Make sure you pack your Passport in your carry-on luggage or in an area where it is easily accessible. You will need it when checking in at the airport, as well as at your departure gate when boarding the airplane.
- **Travel Tip:** It is also a good idea to bring a photocopy of your passport. If your identification gets lost, it is much easier to get an emergency replacement if you have these photocopies.
- **Frequent Flyers:** It is important that the name listed on your frequent flyer account matches your passport. This will ensure mileage accrual and/or status upgrades (if applicable). Keep your boarding pass in case of mileage discrepancies.
- **Airline Check-In:** We recommend you check in at the airport at least 3 hours prior to your flight time due to heightened security. Be sure to check your luggage all the way through to Cancun Airport (CUN).
- **Upgrade/Change Airline Ticket:** Your trip includes two round-trip coach tickets for travel on group dates. If traveling outside of group dates, any additional cost will be your responsibility. Once your ticket is purchased, any fees or penalties associated with changes will be at your own expense.

Airline Travel



Seat Assignments/Boarding Passes

- Seat assignments have been requested. If seat assignments are not indicated on your flight itinerary, they were unable to be assigned due to airline availability.
- **Please Note:** Although we do our best to confirm complimentary seats as requested in your registration, most airlines block a large percentage for their high-level frequent flyers and to sell as “premium seating” so your preference (aisle, window, seats together etc.) may not be available at the time of ticketing. The program does not allow us to pay for “premium seats”.
- Check in early at the airport to secure the best seats and keep in mind that airlines sometimes change the type of aircraft shortly before departure. This can result in new seat assignments. Guest Services is not able to predict or prevent this.
- With an e-ticket, you may be able to print your boarding passes online up to 24-hours prior to departure. Boarding passes may not print if you have been pre-selected for a security check. You should receive boarding passes at check-in for each segment through to your final destination.

Airline Travel



Baggage Information

Most airlines charge a fee for checked luggage. This information is continually changing. We highly recommend that you check with your airline just prior to travel for the most accurate information regarding allowance for both checked and carry-on bags, as well as any charges.

For your convenience, we are including the airline web site and phone number below:

- American Airlines www.aa.com (800) 433-7300
- ***Important Travel Tip:*** *As a general rule, checked bags may not exceed a total dimension of 62 inches (length+width+height) and a weight of 50lbs without penalty. Your carry-on bags must not exceed 43 inches. However, these restrictions are also subject to change, so please check with your airline (see above) for current information.*

Airline Travel



Airport Security

- Test the batteries in your camera and/or laptop computer before your departure; you may be asked by security to turn on electronic equipment to prove that it is what it appears to be.
- With heightened concerns regarding airport and in-flight security, it is more important than ever to take proper care in selecting what to pack in carry-on luggage. Anything that could possibly be used as a weapon is banned. This includes any kind of knife, most pointed objects, flammable and explosive items and any object that could be used for hitting. The basic rule: If in doubt, stow it in checked luggage. If you attempt to take banned items on board, they may be confiscated and not returned.
- ***Travel Tip:*** All liquids, gels and aerosols in carry-on bags must be packed in a container that is 3 oz or smaller and placed in a single, quart-sized, zip-lock, clear, plastic bag. Each traveler must remove their quart-sized, plastic bag from their carry-on to be x-rayed separately.
- ***For the latest on airport security, please check the Transportation Security Administration web site:*** <http://www.tsa.gov/>

Packing



Smart Packing

- Think carefully about what you will really need and leave enough space for personal and souvenir shopping. Remember that luggage will be subject to weight and piece restrictions, as well as hand searching by security personnel at the airport. Keep the number of pieces of luggage to a minimum and remember to label all luggage.
- **Important:** Make sure to pack your prescription medicines, eyeglasses, a light change of clothes and anything else you can't be without in your carry-on luggage. Occasionally a piece of luggage will take its own vacation so, to be on the safe side, keep your most important items with you.
- **Day Attire:** Resort / beach casual attire is perfect for daytime. For some activities, you may want light cotton pants or shorts, t-shirts, polo shirts and of course, a comfortable pair of walking shoes.
- **Evening Attire:** Some restaurants may require a collared shirt and casual slacks for men. Ladies will be suitably dressed in casual dresses, skirts or pants. You may also want to pack a light jacket for the evenings.
- **Comfort on the Plane:** It is best to dress in loose-fitting clothing. A light jacket or sweater is handy to combat the cool air on the plane. Easily removable footwear is best, as you can take off your shoes in-flight and you will be required to take off your shoes as part of a security check. Avoid metal buttons, buckles, chains, etc., as these may set off metal detectors at the airport and could cause delays.

Packing



We Suggest

Pack in your checked luggage:

- Comfortable walking shoes
- Casual shoes for evening wear
- Lightweight jacket or sweater
- Hat or visor
- Toiletries (over the counter medications, band-aids, sunscreen, lip balm)

Pack in your carry-on luggage:

- Light change of clothes
- Sufficient prescription medications in the original labeled containers
- Sunglasses, eyeglasses, contacts, contact lens solution
- Important papers & travel documents
- Camera gear, extra memory cards, extra batteries and electronic chargers

Valuables

- For safety and easy access, carry all valuables in your carry-on bag. **DO NOT PACK THESE ITEMS IN YOUR LUGGAGE.**
- Safeguard your valuables! Although they are a minority, pickpockets and purse-snatchers can ruin the unwary traveler's trip. Be especially careful in crowded areas such as stores and on public transportation. It's best to leave irreplaceable jewelry at home and use the complimentary in-room safe for your excess cash and valuables. Keep purses, wallets, money, phones and cameras close to your body at all times.

Airport Arrivals



Transfer to the Hotel

- Arrangements have been made for your transfer to the hotel. Once you arrive and retrieve your luggage from baggage claim, look for the PFG Travel Staff, you will know them by their smiling faces and PFG signs.
- If traveling outside of group travel dates, taxi fare from Cancun International Airport (CUN) to the hotel is approximately \$75 and takes approximately 60 minutes.

Hotel Information



Secrets Akumal Riviera Maya

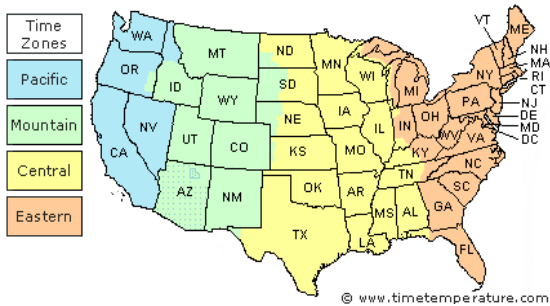
Carretera Federal 307, km 254 600, Pueblo de Akumal, Akumal, QROO, 77760

Phone: 011-52-984 875 7600

Website: www.hyattinclusivecollection.com/en/resorts-hotels/secrets/mexico/akumal-riviera-maya/

- Check-in Time: 3:00 pm
- Check-Out Time: 12:00 pm
- **Your Personal Hotel Account:** You will be required to present a major credit card upon check-in for payment of incidentals. We do not recommend using a debit card.
- **What About the Resort and My Room?** Discover personalized extravagance and coveted opulence, where every awe-inspiring detail is designed to impress. Indulge in the luxury of space with oversized modern suites and an abundance of stunning infinity pools. Relinquish all worries with *Endless Privileges*® inclusions and dedicated butler service.
- **Internet Access:** Complimentary wireless internet included in rooms and most public areas.
- **Gratuities & Service Charges:** PFG has picked up all the usual gratuities and service charges for the events on the itinerary; however, if someone does something special (like track down a charger or a Snickers bar), you may want to add a small tip.

Miscellaneous



Time Zone

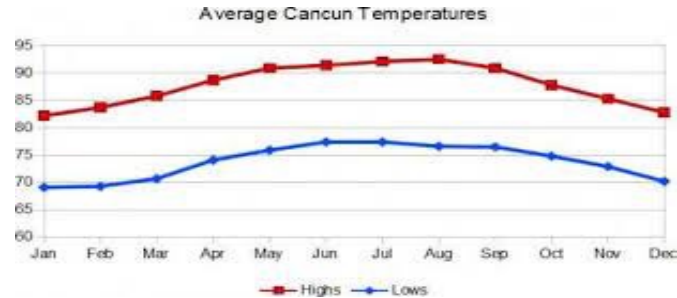
Cancun is on Eastern Standard Time (EST) and does not observe Daylight Saving Time.

Weather

- The average high temperature in March is in the mid 80's.
- You can review live weather reports at: cnn.com/weather



UTC/GMT Offsets represent standard time



Miscellaneous



- **Insurance:** Special insurance has not been arranged. However, many homeowner policies provide coverage for luggage loss or damage. Check with your insurance agent for advice on additional coverage.
- **Medical Needs:** It's a good idea to consult your physician regarding your personal needs whenever you plan to travel.
- **Name Badge:** As a courtesy to fellow travelers and to identify yourself as a guest of PFG, please wear your name badge to all group activities.
- **Currency:** The currency in Mexico is the Mexican Peso (MXN). However, the US Dollar is widely accepted especially in the more touristic places like Playa del Carmen. In fact, most restaurants, and even some shops will have their prices in both Pesos and Dollars
- **Shopping:** A tourist destination cannot be complete without buying original articles that you cannot find anywhere else, and the Riviera Maya has the best shopping opportunities. You will surely find that piece that you are looking for as a gift or a memento. The area is famous for its semi-precious stones: amethyst, onyx, opal, turquoise and lapis lazuli. Start practicing your bargaining skills. The merchants in the 5th Avenue Shops expect it and the prices are marked higher than they expect you to pay. If you don't bargain with them, they're disappointed. (And you've paid too much!)

Additional Information



Travel Directors

Travel Directors will be stationed at the PFG Hospitality Desk for your convenience. Stop by for help in arranging personal plans and answers to travel questions.

If you have any questions before the trip, please contact Guest Services:

- Hours of 9:00am - 5:00pm (CST) Monday - Friday
- Phone: (847) 381-1800
- E-mail: guestservices@performancefoodserviceevents.com

Itinerary Notes

Schedules and activities are subject to change. We appreciate your understanding if changes become necessary.

We're looking forward to seeing you!