



# Arrival / Departure Day & Activities

## Ground Transportation

**ARRIVALS:** Upon arrival you will first proceed to immigration to present your passport and completed tourist visa to the Immigration agent (*received in-flight*). The bottom portion of the tourist visa will be returned to you, and will be collected again when you depart Mexico; keep the card with your passport in a safe place. After clearing immigration, you will collect your luggage from the baggage claim area and continue on to customs where you will present your Customs declaration to the agent (*also received in-flight*). You will be asked to push a button; green means you continue, red requires a baggage inspection (*inspection is random*). Once through customs, continue walking through the sliding glass doors until you are **OUTSIDE** of the terminal. MIE transportation escorts will be **OUTSIDE** holding BANKERS LIFE signage. **DO NOT** accept offers for transportation from any other company that is inside the airport except from MIE escorts in uniform with the Bankers Life logo. You will be escorted to your transportation vehicle where MIE staff will assist in loading your luggage. Transfer time to the Fiesta Americana Grand Coral Beach Cancun is approximately 25 minutes.

Gratuities are paid for by Bankers Life. You will be dropped off at the hotel's main lobby and your luggage will be delivered to your hotel room by hotel bellmen after you check in. Please plan accordingly and pack anything you may have immediate need for in your carry-on.

**Please have all luggage labeled with your legal first and last name. Child seats are only available for those who pre-ordered them on the registration form, so please provide your own if you did not select that option.**

**If you have difficulty locating the MIE travel representative once you arrive, please contact Gabriel Florero, MIE Cancun Manager, at 011 52 1 (998) 136-3429.**

**TAXIS:** It is approximately a 25-minute transfer from the airport to Fiesta Americana Grand Coral Beach. If you didn't buy-in for ground transportation for additional guests, private taxi costs are approximately \$40-50 each way. Taxis are available at the airport and at the hotel. This will be at your own expense.

**DEPARTURES:** You will receive a departure notice in your Welcome Packet with exact timing on when to leave the hotel and details on a bag pull. All incidental bills will be room dropped the night before check out. If you have a credit card on file and have no bill disputes, you can go straight to the lower lobby (Shopping Arcade) at your scheduled departure time. If you need to settle payment or have disputes on your bill, please see the front desk before departing. The hotel will not be removing your Bankers Life wristbands or handing out departure tickets. Departures will take place from the Shopping Arcade area in the hotel's lower lobby. Departure time from the hotel is approximately 2.5 hours prior to your actual flight departure time. MIE staff will assist you upon arrival at the airport. Once at your terminal, you must first print your reservation at the kiosks (T3) prior to entering the check in area for your airline where you will receive your boarding pass (*please make sure you have your passport and tourist visa*). After completing check in with your airline, you will proceed to the security check point (*There is no TSA pre check in Mexico*). Please remember that any duty free liquid purchases you make at the airport must be placed in checked luggage if you are on a connecting flight.



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## Hotel Registration

Upon arrival at Fiesta Americana Grand Coral Beach, you will need to register at the front desk to pick up your room key. Please be prepared to present a credit card to cover incidental charges. The hotel will place a \$100.00 USD per day hold on your credit/debit card for incidentals. Cash is accepted but not encouraged for your deposit.

Guest check-in time is at 3:00 PM and check-out is at 12:00 PM. If your room is not ready, you can still get your wristband after 10:30 AM on your main arrival day to use for hotel bars and snacks. The Concierge can hold your luggage and you are welcome to utilize the gym to change clothes or shower in the meantime.

## Bankers Life Hospitality Desk

Once you arrive on-site, please check-in with the Bankers Life Hospitality Desk located at the Lobby Bar past the Main Lobby to receive your Welcome Packet and Activity times. Hospitality Desk times below:

Tuesday, April 5	10:00am – 5:00pm (PHC Elite/SRHO/TVP arrivals)
Wednesday, April 6	8:00am – 6:00pm (PHC/EC/Top 5 USM arrivals)
Thursday, April 7	7:30am – 6:00pm (HO/General Qualifier arrivals)
Friday, April 8	7:00am – 4:00pm
Saturday, April 9	8:00am – 4:00pm

***It is extremely important to pick up your Welcome Packet upon arrival, as your spa and activity confirmation times for the week will be in it. Bankers Life is not responsible for replacing or rescheduling missed appointments/activities.***

## Activity Guidelines

If you decide you no longer wish to participate in an activity you registered and confirmed for, please be sure to visit the Bankers Life Hospitality Desk to cancel your reservation. This will allow other attendees who may be on a waiting list to enjoy the excursion. ***Please note that if you cancel your activity (anytime after Wednesday, March 2) you will not be allowed to get the \$100 At Leisure gift card. We will accommodate swaps between the Catamaran, Golf, Deep-Sea Fishing, Extreme Canopy, Jungle Tour, La Destileria Cooking Presentation and the Spa onsite if there is an opening, but this cannot be guaranteed.*** Please see the Hospitality Desk with any questions.

## Business Center

Fiesta Americana Grand Coral Beach guests can enjoy the convenience of the full-service business center, located on the 5<sup>th</sup> floor. The business center is open every day from 7:00 am – 11:00 pm. Any charges can be charged to your room at your expense.