

Welcome to the Mexican Caribbean

Dear Passenger,

It is our pleasure to give you the warmest welcome to Cancun and Riviera Maya, we thank you for choosing us. To help you make your trip a memorable experience, following you will find important and detailed information about your prepaid activity.



BD Experience
Memory Maker

Upon arrival at Cancun Airport, you will receive a Welcome Kit with the date, time and location to attend our Welcome Meeting with the **BD Experience Memory Maker**.

If you did not purchase round trip transportation service, it is very important that you contact our main office at least 24 hours prior the excursion in order to arrange a meeting with the **BD Experience Representative**, below you will find the contact information.

In this meeting, you should redeem your activity vouchers with the **BD Experience Memory Maker**, who will give you a **BD Experience** coupon considered as your Boarding pass for the excursion. It is very important for you to do this process since the **BD Experience Memory Maker** will confirm you the place and pick up time for the service.

For your safety, only book your excursions with your **BD Experience Memory Maker**.

Remember to download our BD Experience App

We invite you to download our **BD Experience App** for free and learn all the tips and recommendations about the Destination so that you can make the most of your vacation. Once upon your arrival, you can use it to:

- Have our **personalized assistance 24/7** for any situations during your holidays.
- Find your Memory Maker **at the hotel**.
- **Check** your itinerary for updates about your return flight.
- **Check** out our tours and activities.
- Get exclusive **special promotions**. Don't miss a thing!



Below you will find our contact information if you have any questions, requests or assistance once in destination.

servicecenter@bdexperience.com  **+52 998 104 3458**

Inside Mexico: 800 522 3064 | **Outside Mexico (ROW): (52) 998 113 1814**

Welcome and enjoy your *unforgettable vacation!*