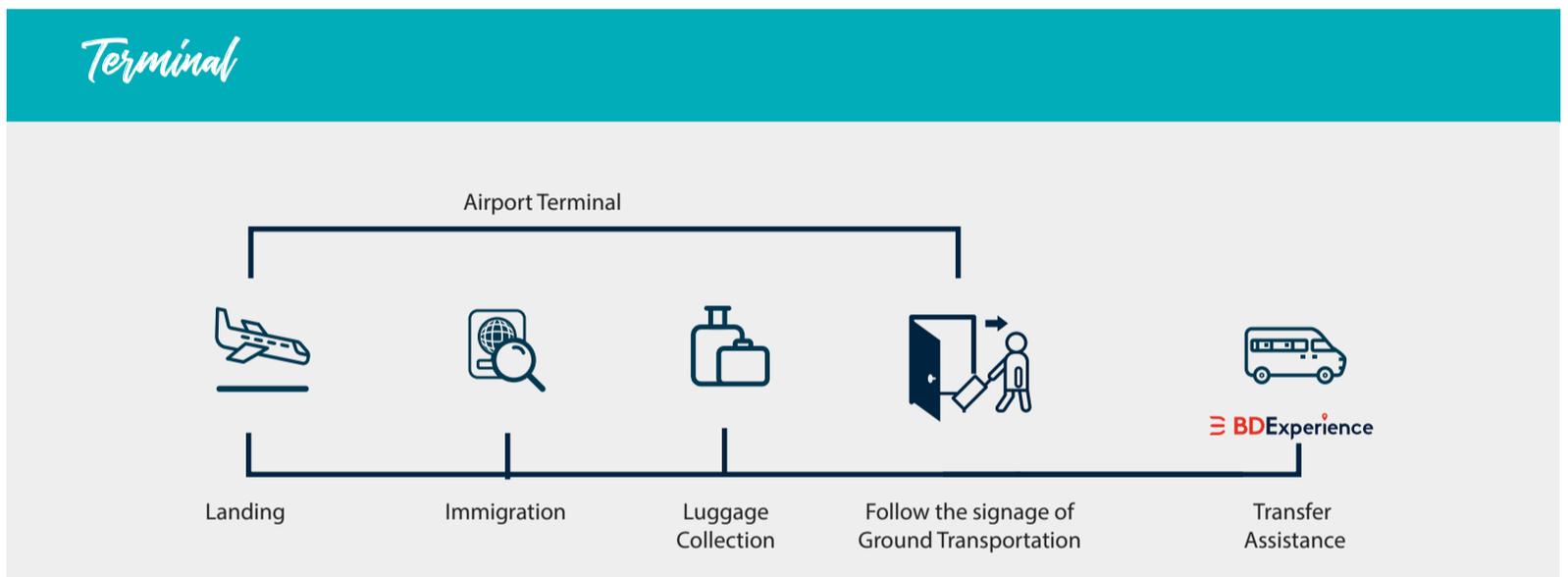


# Welcome to Santiago de los Caballeros

## Dear Passenger,

It is our pleasure to give you the warmest welcome, we thank you for choosing us. To help you make your trip a memorable experience, our airport staff will be monitoring your flight; whether there is a delay or you arrive before the scheduled time, your transportation will be guaranteed upon arrival.

Once you arrive at Santiago de los Caballeros Airport, you should make your way through immigration baggage claim and customs, a process that can last up to 45 minutes. Below you will find the images of this process:



During your trip to the welcome area, please be aware that you may encounter representatives from other companies who may try to persuade you to buy other services or to take another form of transportation. We suggest you do not purchase any of these services, if you are not interested in those services, as they are not part of BD Experience we cannot guarantee the quality and prices of services offered by third parties.

**The driver will be waiting for you** with your name on a printed sign to assist you with transportation. Please scan the QR code where you will have all the information regarding your **BD Experience Memory Maker**, which will assist you by phone, **this code will be provided by our driver.**

**In case of having previously booked excursions**, it is in addition It is important to present your tour vouchers when contacting your BD Experience Memory Maker to reconfirm those services.



Below you will find our contact information if you have any questions, requests or assistance once in destination. We are available to assist you 24 hours a day, 7 days a week and 365 days a year.

[servicecenter@bdexperience.com](mailto:servicecenter@bdexperience.com)



**Service Center: Local +1 888 760 0078 | ROW: +52 998 881 8398**

Welcome and enjoy your *unforgettable vacation!*