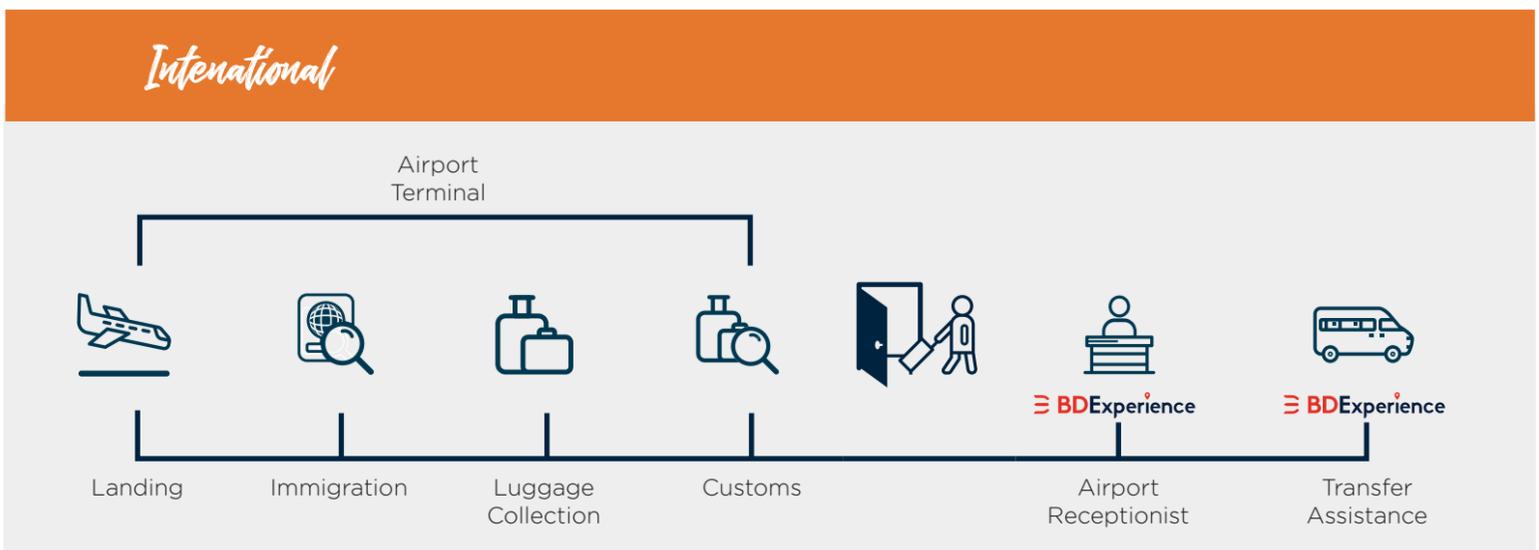
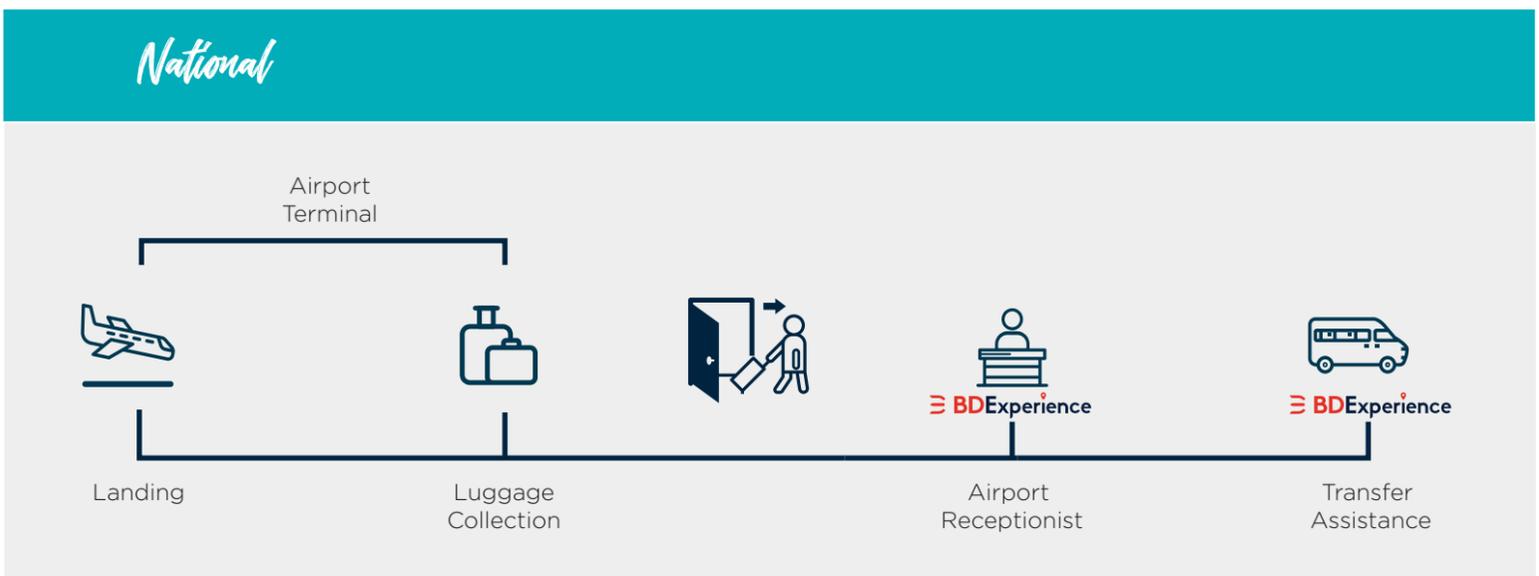


Welcome to Cozumel

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 Cozumel's 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.

A **BD Experience Representative** (wearing an official uniform, nametag and holding a sign with the BD Experience Logo) will be waiting for you in the **Welcome Area**, located outside of the airport terminal, they will assist you with all items related to your hotel transportation.

If you have previously booked excursions, you will need to present your tour vouchers to the **BD Experience Memory Maker**. The vouchers will be exchanged for official coupons that will serve as boarding passes for the activity.

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.



BD Experience Memory Maker

servicecenter@bdexperience.com | +52 998 104 3458

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

¡Bienvenido, disfruta de unas *vacaciones memorables!*