

BDExperience

Welcome to Cozumel

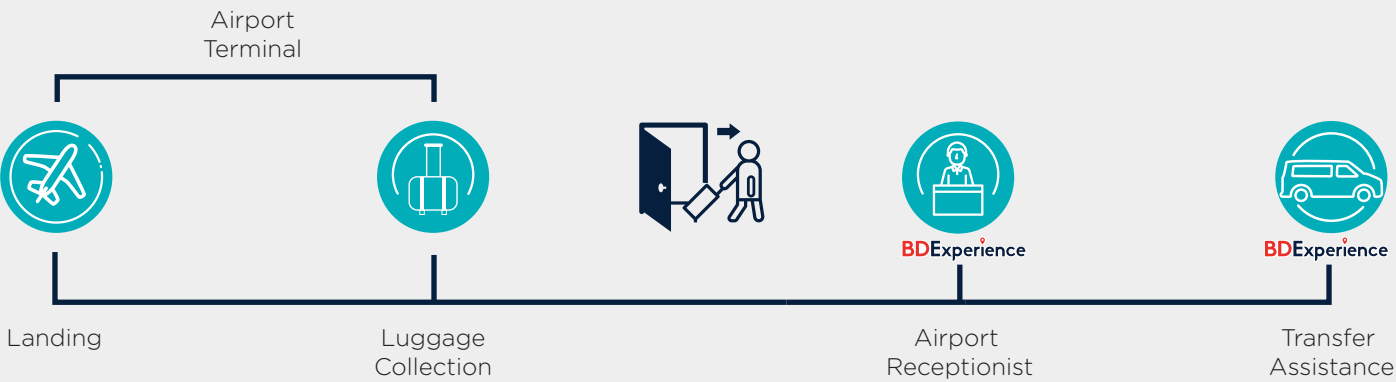
Dear Passenger,

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.

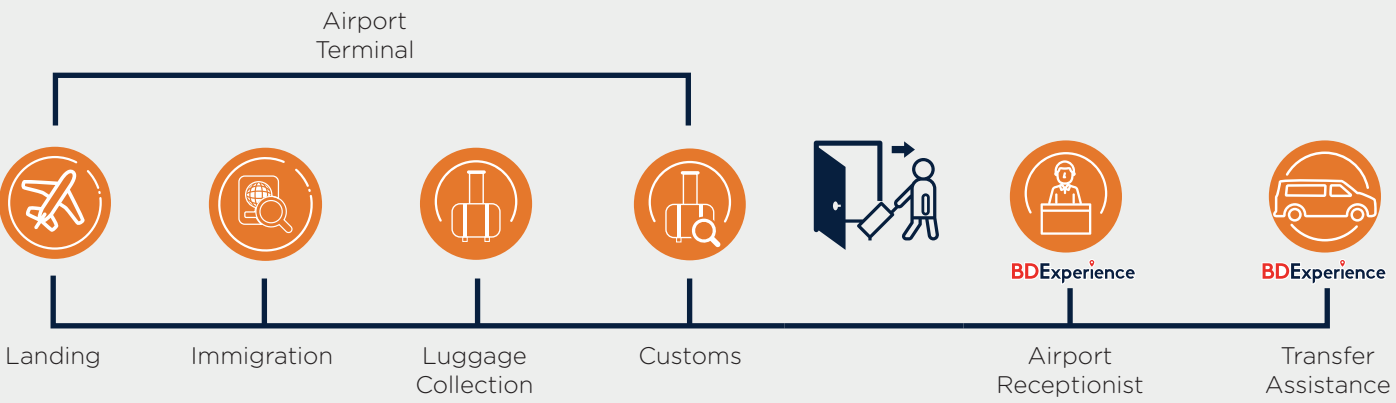
Once you arrive at Cozumel's Airport, you should make your way through immigration baggage claim and customs, a process that can last up to 45 minutes. Below you will find the images of this process:



National



Intenational



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.



BD Experience Representative

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. You will receive a Welcome Kit, which has valuable information that will be of interest to you and an invitation to meet the BD Experience Representative at your hotel who will provide you with general information about the destination, excursions, tours and other details regarding your transportation back to the airport.



If you have previously booked excursions, you will need to present your tour vouchers to the **BD Experience Representative**. 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.

servicecenter@bdexperience.com **+52 9981 04 3458**

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

Welcome and enjoy your *unforgettable vacation!*