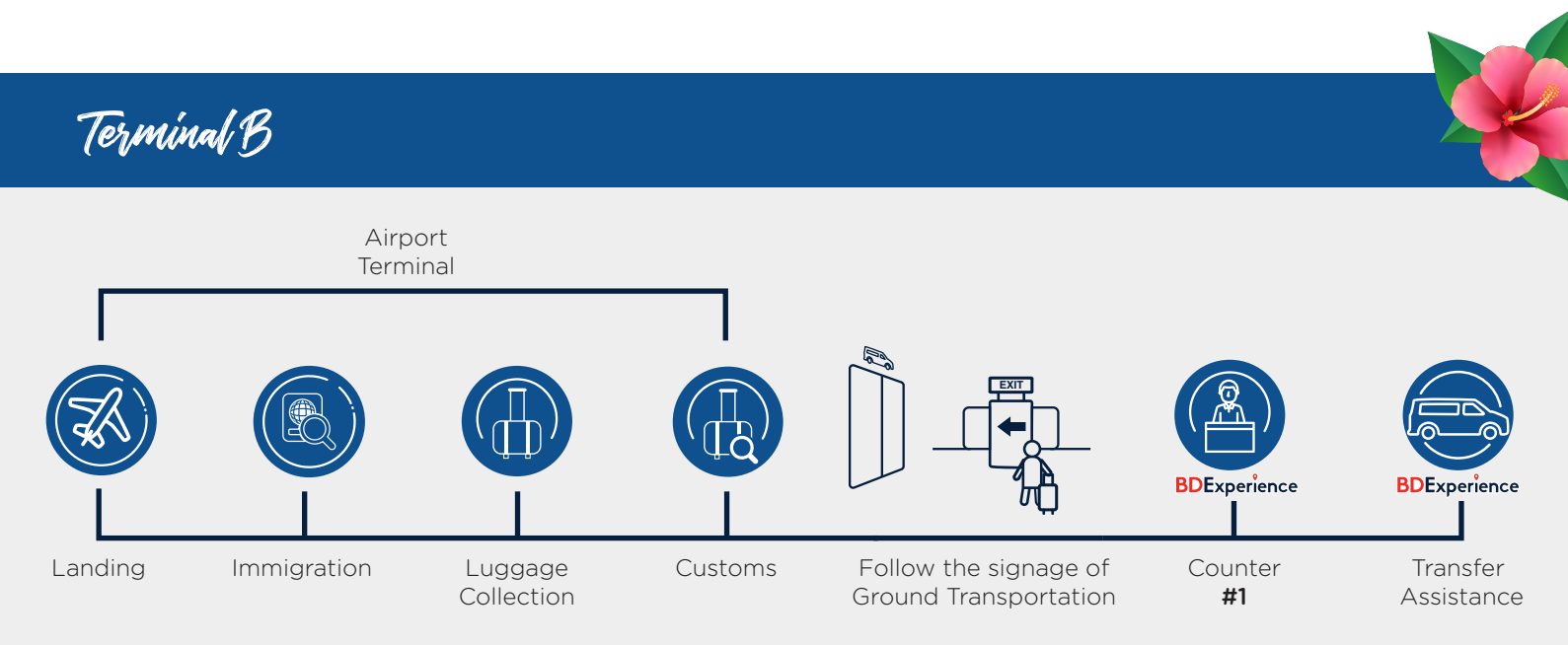
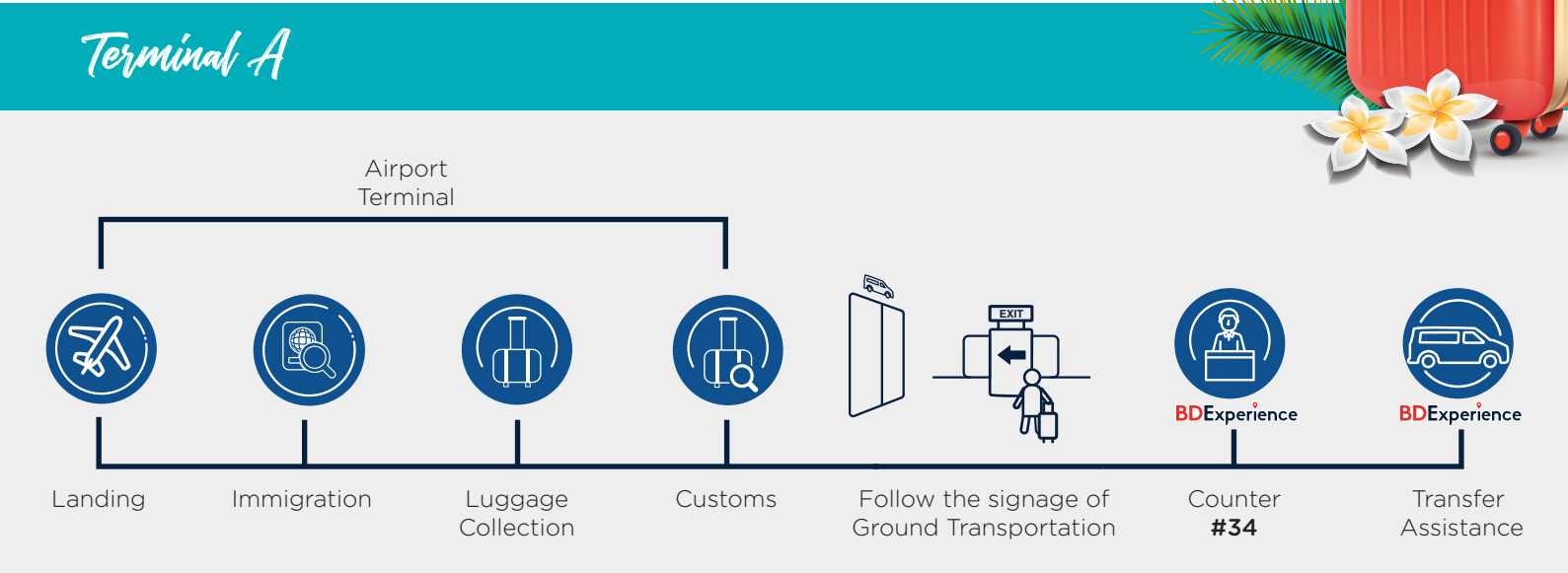




Dear Passenger,

It is our pleasure to give you the warmest welcome to Punta Cana, 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 Punta Cana International 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.



*BD Experience Representative*

**A BD Experience representative** will be at the **counter** to assist you with all aspects of your transportation to the hotel.

You will receive the **Welcome Kit** with information of your interest and an appointment to meet with the BD Experience Representative at your hotel who will provide you with **general destination information, excursions, tours** and other details about 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**  
 **Service Center: Local +1 888 760 0078 | ROW: +52 998 881 8398**

*Welcome and enjoy your unforgettable vacation!*