

BDExperience

Welcome to Santo Domingo

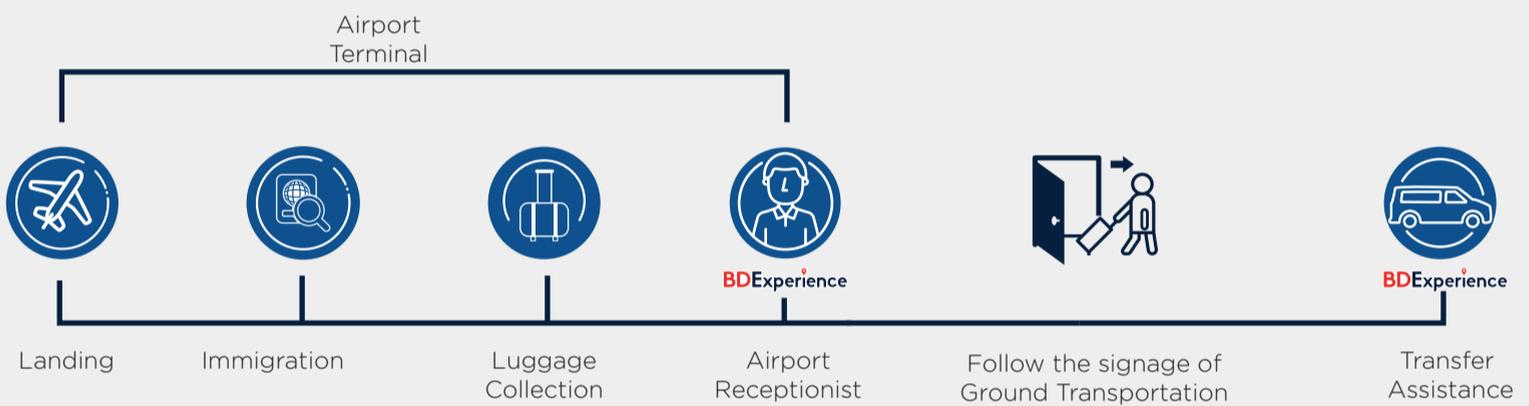
Dear Passenger,

It is our pleasure to give you the warmest welcome to Santo Domingo, 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 Santo Domingo 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:



Terminal A y B



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 waiting for you in the baggage collection area to assist you with all aspects of your transportation to the hotel.

You will receive the Welcome Kit with general destination information, excursions, tours and other details about your transportation back to the airport. The Representative will request your contact information in case you want to buy additional excursions.



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!*