

# Things to Know Before You Go

Secrets Akumal Riviera Maya

October 18-22, 2025



## TRAVEL DAY

Arrive at the check-in desk of your airline NO LESS than 2 hours prior to take-off. The airlines ask for 3 hours for an international flight, and we recommend you follow their request. You will be flying to Cancún, Quintana Roo, Mexico. The resort is south of Cancún, on the Riviera Maya coast, a little over an hour drive.

## TRAVEL DOCUMENTS

A passport valid 6 months after your return date with at least one blank page inside is required to enter Mexico. In addition to your passport, please take along a copy of the picture/data page. Carry it with you separate from the passport; do not place in checked bags. You might also give a copy to a trusted friend at home in case of an emergency. There are no other documents needed to enter/exit Mexico at this time.

## VISITAX

This tax on non-Mexican visitors was instituted in 2021 but with very lax enforcement. Recently, enforcement has been increased but still quite random. This fee cannot be included in flight fares or hotel stays and we are unable to prepay for you. Confirmation of payment will be tied to your passport. While you may not be asked for proof of payment, you may choose whether to comply. **Should you elect not to pay the tax, Veritiv Pollock bears no responsibility for fines or additional costs due to missed flights.**

The fee is 283 pesos per person, \$15-18 US depending on exchange, and is to be **paid prior to leaving Mexico**. You may also pay at home before you go to Cancún. Visit [www.visitax.gob.mx/sitio/](http://www.visitax.gob.mx/sitio/) to pay with your credit card. Another official affiliate is [www.visitax.app/](http://www.visitax.app/). They charge \$17.75 US to avoid any possible international transaction fees your card issuer may charge and also includes a small service fee. When completing the form, you list the date you are leaving Cancun.

**With either provider, a QR code will be sent immediately upon payment, be sure to save to your phone or print a copy as proof.**

## BAGGAGE

In general, you are allowed to take into Mexico whatever you need for the time period you will be staying there. You are not allowed to bring food or fruit and/or food products that are not packed and sealed at their origin.

The same rule applies to medicine. You are allowed to bring enough medicine for the time period you will be there, along with up to 10 days extra in case of a delay in your return. If you are bringing an unusual quantity of medicine, please bring a doctor's prescription to prove the medicine is needed during your visit.

Refer to your specific airline's baggage allowances and fees, if any. **You are responsible for any luggage fees incurred.**

Be sure to label your luggage. Partnership Program luggage tags will be included in your welcome packet to use while on the trip, if you'd like.

## ELECTRICITY

The standard is 110 volts, same as in most of the US. Some sockets do not accept polarized, or three-prong plugs, however, so an adapter is advised if your device cords are three pronged (check CPAP machines!).

## WEATHER & DAYLIGHT

October is a great time to visit the Riviera Maya coast. The foliage is lush from the summer rains in this tropical destination. The average daytime high is around 84° and overnight lows drop to 70°. You can expect 11+ hours of daylight each day, although afternoon rain is common.

## TIME ZONE

The Resort remains in the Eastern Standard time zone all year; daylight savings is not observed.

## WHAT TO EXPECT AT THE CANCÚN INTERNATIONAL AIRPORT – CUN

There are four terminals...in general, Southwest utilizes Terminal 4; most other flights from the US utilize Terminal 3.

### THE CUSTOMS PROCEDURES BY TERMINAL:

- For Terminal 2 international (T2 Int) the system is lottery-based with passengers pressing a button on the "traffic light" which flashes a red or green light: green means "go", red means "inspection".
- For terminal 3 (T3) and terminal 4 (T4) you will have to submit to inspection if your bag has a sticker on it when you pick it up from the baggage carousel. Officials perform a quick, courteous inspection and you will be on your way.



### ARRIVAL PROCESS:

Upon arrival to Cancún from a non-Mexican gateway you will first have to clear immigrations. You only need to present your passport for inspection and processing.

Upon clearing immigration, proceed to the luggage claim area to collect your bags. All incoming checked bags will be x-rayed before reaching the luggage carousel. Once you have all your bags, proceed to the customs area. You only need to stop here if you have something to declare or if a customs agent decides to spot check your luggage.

Having cleared customs, immediately exit the terminal building avoiding any solicitors – just keep walking. If you arrive to Terminal 4 pay special attention to exit signage - you exit to the left at the end of the long hall instead of taking the "Friends and Family" exit.



Your **CEO Mexico** greeters will be located outside the terminal building holding signs with our logo for you. Their uniforms are **bright green polo shirts** that really stand out in the crowd. They will assist you with your luggage and board you on your transportation to the hotel.



**Transfers are scheduled according to flight arrival times, please do not stop to shop, change clothes, etc. as your transportation may leave without you. ALSO:** Please be patient, the average time to complete immigration, luggage claim, customs, and access transportation area is just under an hour. The transfer time from Cancún Airport to Secrets Akumal will be a little over an hour.

### DEPARTURE PROCESS:

CEO Mexico staff will coordinate and assign departures from the hotel based on the time of the flight, the number of people on that flight, and travel time from the resort. You will receive this information upon arrival. Airlines require that departing international passengers be at the airport at least 3 hours prior to departure. During the check-in process you will need to present your passport and flight confirmation. You will clear US immigration upon arrival at your first airport in the US.

**REMEMBER:** If you are arriving or departing on dates **OTHER** than October 18th and October 22nd, you will be responsible for pre-arranging and booking your own airport transfers.

Visit [www.cancunairport.com/transportation.html](http://www.cancunairport.com/transportation.html) or [www.cancunshuttle.com/](http://www.cancunshuttle.com/) for options, or if you prefer a one-way private transfer by our contracted transportation/activity provider, please email [john@ceo-mexico.com](mailto:john@ceo-mexico.com) with your flight details; expect the fare to be ~\$150. You will be responsible for payment.

**\*\* BE SURE TO PAY YOUR VISITAX PRIOR TO LEAVING MEXICO, IF YOU CHOOSE TO DO SO!\*\***

Visit <https://www.visitax.gob.mx/sitio/> or <https://www.visitax.app> to pay with your credit card.

## PACKING TIPS

*The first mistake people make when packing is...over packing!*

- ✓ Hand Sanitizer: Bring a bottle smaller than 3oz for the plane, check larger ones for use at the resort.
- ✓ Prescription drugs: Bring along a few extra days' worth in case you experience flight delays. Use original prescription bottle or have a copy of the prescription; keep in your carry on.
- ✓ Extra contact lenses or prescription glasses and a copy of your prescription in case of loss.
- ✓ Bring copies of all credit cards you have with you, front and back, and notify your credit card issuers that you will be traveling to Mexico (those that still require notification). Keep with your passport copy, separate from your passport.
- ✓ Money: Don't bring a lot of cash. Check with your credit card issuer as to which ATMs you may use to acquire pesos although US money is widely accepted. The current exchange rate is around MXN\$18.5 to US\$1. It's also wise to have some small US bills to tip if you plan to venture out.
- ✓ Phone: Some phone plans charge extra roaming fees or have an international package for use in Mexico. Check your phone's plan to be sure. You can use the resort's app to make free Wi-Fi calls when on their network. Download the app before you travel - **Hyatt Inclusive Collection** - it will become active once you've checked in. App also shows daily schedule, restaurants, and other resort information.
- ✓ Bring/buy mosquito spray, smaller than 3oz if you plan to carry it on the plane. No aerosols in carry-on or checked bags.
- ✓ Sunscreen: must be biodegradable (reef safe). The Cancún resort region has instituted a law requiring biodegradable sunscreen. We strongly encourage its use anytime you are going to be in the sun or the ocean water.
- ✓ Daily clothing changes: Swimsuits, outfits/shoes appropriate for outdoor activities or shopping, golf attire if applicable, and nicer clothes for dinner / evening activity.
- ✓ Some excursions require closed-toed shoes, with no exceptions. A hat you can secure, and a water-tight bag might also be helpful.
- ✓ RESORT DRESS CODES:
  - **Casual** (Barracuda Beach Bar, Barefoot Grill, Coco Café, Desires Music Bar Lounge, Halftime Sports Bar, Manatees, Market Café, Oceana-Preferred Club breakfast, Preferred Club Lounge, Rendezvous, Seaside Grill-lunch, Sugar Reef)
    - Bermudas (long shorts or Capri pants), sneakers/tennis shoes and sandals. Ladies must wear a bathing suit wrap or cover-up. No sleeveless shirts for men.
    - Swim trunks, bathing suits and flip-flops accepted during the day at poolside bars
  - **Casual Elegance** (Dinner restaurants-Bordeaux, El Patio, Himitsu/Teppanyaki, Oceana, Portofino, Seaside Grill-dinner)
    - Sneakers/tennis shoes or dress sandals, dress shirts with short sleeves or collared shirts. No sleeveless shirts or flip-flops. **Long pants required for men** – bring 1 pair just in case.



## FAQ's

**\*\*Why are we flying on a connection when we could have gone non-stop?**

**\*\*Why are we on XXX airline when I prefer YYY airline?**

**\*\* Why are we going at XXX time and not YYY time?**

*The criteria used to book flights is a combination of:*

- Shortest duration possible (non-stop, short but not too short, connections)
- Times that give you the most time in Cancún without requiring extremely early departures (before 6am) or returns getting you home after 8pm (unless you request that or it is the only option)
- Availability on the preferred airline (if you provided complete frequent flyer info including airline, membership number, and name as listed on account. Your FF number does not apply to your traveling companion at purchase. You may contact your airline for upgrades for both, once ticketed.)

*Once some combination of these criteria can be met, we then check for:*

- Availability of seats for assignment (purchasing a ticket that doesn't allow seat assignment leaves you vulnerable to bumping)
- Fares within the budgeted amount
- Once flights begin to fill, fares rise. If the fares are too high, we check capacity as the fare may drop in a week or so when internet interest goes down (yes, the airlines track how many times a route has been researched and raise prices as the inquiry count rises). If the capacity is such that fares aren't likely to drop (once 48% full on average), we then look at options that may meet less of the criteria but ensures you have seat assignments.
- The key for the best flights is to register with complete information as soon as you are notified that registration is open for the trip. Partial registrations cannot be ticketed.

**\*\*We don't like this flight/airline/time, please change it.**

**-The tickets are non-refundable and not re-assignable.**

- You are free to make any changes to your flights directly with the airline(s) at your own cost.
- You may also elect to purchase another ticket, at your own cost.
  - In some cases, and at Veritiv Pollock's discretion, the value of the original ticket *may* be applied to another ticket on the same airline (some with change fees) for travel within one year from PURCHASE date. Contact the airline you were originally ticketed on to cancel/rebook. If canceling and using an alternate airline, ask the original airline for a voucher number (on Southwest it is the original six-digit record locator) and exact date of expiration. It is your responsibility to ensure you apply that voucher/credit to another flight within the time frame. If you do not cancel prior to travel day, the value of the ticket is lost. If you do not apply it within the allowable time frame, the value of the ticket is lost. You may be billed this amount.

**IF YOU CHANGE YOUR FLIGHTS, YOU MUST ADVISE OUR PLANNERS SO THAT TRANSPORTATION CAN BE ADJUSTED.**

**\*\*We are arriving outside our allotted time, please arrange transfers.**

If your flight happens to be when other transfers are needed for this program (October 18th & 22nd), we will add you to the transfer manifest at no charge. **If outside our scheduled service date/times, you are responsible for your own transportation arrangements and costs.** For transfer options, visit: [www.cancunairporttransportations.com/](http://www.cancunairporttransportations.com/)

**\*\*Our names don't match our driver's licenses.**

**\*\*We recently married, and her name is now different, how do we change it?**

For this program, **your ticket name must match your PASSPORT name EXACTLY**; a driver's license is not a valid ID for international flights. If it does not, it is best to contact the airline directly as you are the official owner of that ticket, the agency no longer has authority (although they will help if you have difficulty). While minor edits/spelling corrections are allowed, name changes are not. The airline will advise if they can make the necessary change, or if they can't, what documents to carry along to ensure boarding (recent official marriage

license, recent official court document showing name change, etc.). Please register for this trip in the name on your Passport, as the names listed will be used for ticketing, regardless of your official name unless a new passport can be acquired before travel (allow up to 8 weeks for renewal of passport for name change or impending expiration. For more info: <https://travel.state.gov/content/travel/en/passports/how-apply/processing-times.html>

**\*\*I want to do some activities on Wednesday before we leave, how much time do we have?**

Your departure notice will be included in your onsite packet. Generally, your departure time will be 4+ hours prior to flight time. While we tend to disregard it in the US, if you do not check in at the airline desk at the Cancún airport three hours prior to an international flight, you may be denied boarding. Their security system for screening passengers and luggage is not always efficient so they require three hours. With a 40-minute transfer plus luggage loading/unloading time, a departure time 4 hours prior is the least amount of time advised.

**\*\*We want to extend our stay; can we do that?**

Extensions at Secrets Akumal will be very limited due to occupancy expectations. If your plan is to extend at the resort on either end of the trip, you should register early and let us know immediately with your desired dates so we can put in a request before we book tickets. If you opt to extend elsewhere, you should research all your options before asking for an extension of your flight dates. You might find limited occupancy issues everywhere. If you do find a place you wish to stay, please register early and **confirm that hotel reservation to us**. We will NOT book your flights until we know you have somewhere to stay!

**\*\*Who do I contact if I have questions?**

- You can contact your sales pro at any time about anything, and they can point you in the right direction.
- If you have questions about your registration, 1099 form, general trip questions, or the registration website, contact **Samantha Stuhlman** ([samantha.stuhlman@veritiv.com](mailto:samantha.stuhlman@veritiv.com)) or **Krystina Beck** ([krystina.beck@veritiv.com](mailto:krystina.beck@veritiv.com)). You can also message the Pollock Marketing text line at (214) 810-5504.
- If you have questions or concerns about the trip, your travel arrangements, hotel stay, activities, or anything else trip related, contact our Partnership Program travel coordinator, **Kristi Mirocha** ([kristi@journeysandgatherings.com](mailto:kristi@journeysandgatherings.com) or [meetings@wi.rr.com](mailto:meetings@wi.rr.com)), WI phone number: 262-347-6402 talk/text

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**\*\*Reminder, you will get your Welcome Packet via USPS mail with all your travel information, airline confirmations, luggage tags, hotel and activity info, etc. about ONE month or so before we leave for the trip. Let us know immediately about any changes to your address.**

**\*\*If you haven't already, please add the NEW Pollock Marketing ([marketing@veritivcorp.com](mailto:marketing@veritivcorp.com)) and/or Partnership Program ([PartnershipProgram@veritiv.com](mailto:PartnershipProgram@veritiv.com)) email addresses to your contact/safe sender list to ensure you are getting all the emails and pertinent information related to the trip. Or better yet, ask your IT department to "whitelist" our email domain so you'll never miss anything from!**

**Keep an eye on your email for any updates, or you can always check the main trip website, <https://www.pollock.com/pp-trip> for the latest news.**

***Thank you and we'll see you in Mexico!***

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