



Garrett Diegnan <gdiegnan147@gmail.com>

Your Airport Transportation has been confirmed!

Cancun Airport Transportation <sales@cancunairporttransportations.com>
Reply-To: Cancun Airport Transportation <info@cancunairporttransportations.com>
To: gdiegnan147@gmail.com

Sun, Feb 25, 2024 at 6:37 PM



Hi, Garrett

Thank you for trusting Cancun Airport Transportation with your Cancun and Riviera Maya transportation services.

Your reservation details are below. If any information below is not correct, please contact us immediately with the corrections. Upon arrival to the airport is very important that you carefully read our suggestions for a faster and safer access to your transportation.

Remember to print and bring this voucher with you and present it to our welcoming staff at the airport.

Your confirmation code is: **DG304527MfK-553**

TOTAL **\$310.00 USD**

TRANSFER	SERVICE	VEHICLE	PASSENGER(S)
Round Trip	Private		5
HOTEL		ARRIVAL DATE	DEPARTURE DATE
Aldea Zama		2024-03-01 12:30 PM	2024-03-07 02:05 PM
FLYING FROM	AIRLINE	FLIGHT NUMBER	
PHL	American Airlines	AA 1262	
FLYING TO	AIRLINE	FLIGHT NUMBER	HOTEL PICKUP TIME
EWR	United Airlines	UA 1051	08:35 AM
FULL NAME	EMAIL	PHONE	COUNTRY
Garrett Diegnan	gdiegnan147@gmail.com	9734932161	United States
COMMENTS			
It would not let me put the full address before and I just selected Aldea Zama because that is our neighborhood we are staying in. The full address of our stay is: Aldea Zama Villa Lyard TH2, Tulum, Quintana Roo, Mexico Please let us know if you have any questions or any issue accessing this location.			

PAID



We will be happy to provide you with additional information about services and activities.

Your reservation has been completed, you may cancel your reservation up to 13 Hrs prior to service with no penalty fee. There will be no refund for cancellations less than 12 Hrs from service.

Upon arrival at CUN (Cancun International Airport) please follow these recommendations to ensure easy and fast access to your vehicle:

- 1.- When you arrive at Cancun Airport, first you are going to go through immigration, following you will be guided to the baggage claim area.
- 2.- Once you have picked up your luggage you will be directed to Customs.
- 3.- After you have cleared customs, please proceed to walk **OUTSIDE** your arrival terminal thru the **SHUTTLES and TAXIS exit**, not the Family & Friends exit.
- 4.- **-It is very important to go all the way out since there will be large groups of "tourist advisors" who will try to stop you and claim to give you information about Cancun however what they really do is sell timeshare, offering tours for free or discounted prices. For your own convenience please do not stop anywhere between customs and the airport exit.**
- 5.- Here are the meeting points at the Cancun Airport terminals: Terminal 2 (Welcome Bar) / Terminal 3 (Platform 12) / Terminal 4 (Column B and C). You can also verify in which terminal are you with the security staff of the airport. One of Cancun Airport Transportation's representatives will gladly greet you so you can start enjoying your vacation. He will have a board with the Cancun Airport Transportation LOGO. This person will call your pick-up transportation.
- 6.- **WE ARE ALWAYS AT THE AIRPORT**, in case you can't see us stay calm, the representatives might be taking another client into their driver, after that they always return to the meeting points. You can also dial our phone numbers to verify.
- 7.- Tips for drivers are **NOT INCLUDED**.

IMPORTANT: DO NOT be fooled by others at the airport. Others may say they are with us or tell you they do not know us to steal your business. Our greeters are there all day, so you can ask security for help finding us but beware of the pirates as they may tell you we are not there. We are **ALWAYS THERE**.

Upon departure from your hotel, please follow these recommendations to ensure easy and fast access to your vehicle:

1. **Changes on the same day of departure are not possible.** Be ready 5 to 10 minutes prior to your pick-up time, with your luggage and check-out already done. The driver will arrive on time for your pick-up time stated on the reservation.
2. **Please show the confirmation letter**, in order for the driver to verify the reservation details and give you access to the vehicle.
3. **The driver has a courtesy time of up to 15 minutes for you** at your hotel Lobby, after that time the vehicle will leave the hotel and leave the service as a NO SHOW.
4. **If you don't see the driver**, please remain calm, other transportations are also in line to get to the lobby to pick up passengers, or traffic conditions are delaying the driver. You can call us to check on the status of the driver.
5. **Customer service may request a 10-15 minute delay** due to traffic or bad weather. You will be informed of this via call, text message or WhatsApp.

POLICIES

Arrivals: Our staff will be located in the meeting points as previously stated, we will wait for you for approximately 1:30 hours. Passing that time, the vehicle will be reassigned but we'll still be at the airport, please look for us. If we have no contact from you that day it will be taken as No Show. **Our airport staff constantly keeps track of your arrival flight in case of any delays.** If your airline changed your flight, please contact us immediately. If it's the same flight, our staff will keep monitoring it.

You may cancel your reservation up to 12 Hrs in advance with no penalty fee. There will be no refunds for cancellations with less than 12 Hr advance notice.

Departures: For international flights, you need to be at the airport at least 2:30 hours prior to your departure time, in the case of national flights the minimum is 2 hours prior to your departure time. Cancun Airport Transportation will not be responsible for any inconvenience or flight loss in case you decide to arrive later than the suggested time.

Changes on the same day of departure are not possible. The driver will wait up to 15 minutes for you at your hotel Lobby, after that time the vehicle will leave the hotel with no responsibility for Cancun Airport Transportation, no refunds are applicable if this happens.

Below you will find important information regarding the transportation services you have arranged with us:

- **Additional fees and charges:** If you or a member of your group causes physical or cosmetic damage to the interior or exterior of your driver's car, we'll assess a damage fee and charge.
- **Cleaning fee amounts:**

\$90 - Significant mess, such as bodily fluids like vomit, coffee, greasy food, drinks (excluding water), or gum and other sticky materials INSIDE the vehicle which requires steam cleaning and special products.

\$150: Major damage such as extensive damage to the vehicle's interior or exterior.
- **Additional charges per hour:** In case you require open hour service or store stop the additional hour has an extra cost of:

Private: 45USD | Luxury: 90USD | Handicap: 50USD | Premium Cadillac: \$125 USD | Limo: 183USD
- Cancun Airport Transportation is a legally established company with the highest quality & service standards and provides you with a worry-free service from and to the airport.
- For **cancellations** and **reservation modifications** or **updates** you can contact us at least 24 hours in advance, you must contact our reservations department by phone, email, or chat. **The drivers are not responsible** for notifications or modifications to reservations.
- **Staff at the airport (arrivals): +5219981954408 / Toll Free from USA / Canada 1 855 577 9836. Cancun Local number +52 (998) 400 8543. Rest of the World +52 (998) 980 3458. Our email is info@cancunairporttransportations.com**