

IMPORTANT AIRPORT INFO:

Here are our recommendations to ensure easy and quick access to your transportation:

Upon arrival at Cancun Airport, you will first go through immigration, then you will be guided to the baggage claim area (at this point please inform us by text message, call or WhatsApp).

Once you have collected your luggage, you will be directed to customs.

After clearing customs, proceed to walk to the glass door and take the "taxis and transportation" exit, NOT family and friends.

It is very important to KEEP ON and keep walking DO NOT STOP at the groups of "Tour Advisors" who will try to stop you and pretend to take you to timeshare talks offering free or discounted tours. . For your own comfort, do not stop anywhere between customs and the airport exit.

Here are the meeting points of the Cancun Airport terminals:

Terminal 2 (WELCOME BAR)

Terminal 3 (MARGARITA VILLE)

Terminal 4 (WELCOME BAR)



TULUM AIRPORT : THERE IS ONLY 1 TERMINAL, and we tell you the DOOR NUMBER for your pick up, could be your pick up at DOOR 2 OR 4 , when you at baggage claim let us know and we will tell you at what door your driver is gonna be for your pick up.

Cozumel Airport Arrivals: Is very important to let us know when you landed and also the time of your ferry from cozumel to playa del carmen , so you drier can be on time near the meeting point . (the pick up time at Plaza Antigua Playa del Carmen side could be like in 2 to 3 hours after your landing time)

At the meeting point your driver will be waiting for you with a sign (we will send you a photo). You will also be able to verify which terminal you are in with the airport security personnel.

TIPS and OTHER SERVICE NOT SPECIFIED ARE NOT INCLUDED COMMUNICATION DATA FOR YOUR CONFIRMED TRANSPORTATION SERVICES

1. When the Pickup Time approaches, you must have your phone (whose number you indicated when making the Reservation) on and be available to receive calls or text messages, in case the driver needs to contact you
2. In case of emergency regarding your reservation or last minute update, we ask that you contact us directly at: +52 998 240 3420 // +52 998 215 5011 and also for BEST DIRECT CONTACT we suggest you via whatsapp

1. Cuando se acerca la Hora de recogida, debes tener el teléfono (cuyo número indicaste al hacer la Reserva) encendido y estar disponible para recibir llamadas o mensajes de texto, por si en caso el conductor necesita ponerse en contacto contigo

2. En caso de emergencia sobre tu reserva o actualización de ultima hora te pedimos que te comuniques directamente a los teléfonos: +52 998 240 3420 // +52 998 215 5011 para MEJOR COMUNICACIÓN DIRECTA sugerimos via Watssapp

OUR TERMS & CONDITIONS : <https://dluxtransfer.com/terms-and-conditions/>

PRIVACY POLICIES: <https://dluxtransfer.com/privacy-policy/>



THANK YOU FOR CHOOSING US AS YOUR AGENCY TO CARRY OUT YOUR TRIP, WE WILL BE HERE FOR YOU ALWAYS!!