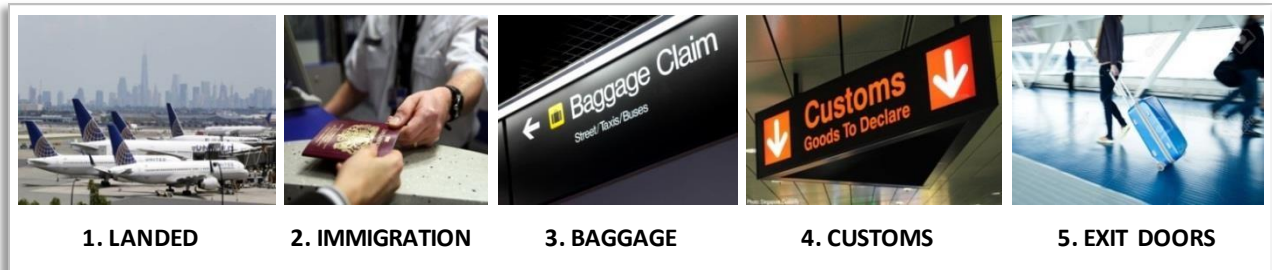




Dear Guest,

Warm regards from Prince Riviera DMC!

We are most pleased to confirm your airport transportation to welcome you to The Kempinski Hotel, Cancun. At your arrival to Cancun International Airport, please follow these simple instructions:



Steps to follow upon arriving to Cancun International Airport:

1. During your flight, attendant crew will hand you a Mexican Tourist Card, which is a government form where you should state the purpose of your visit to Mexico (tourism or business), please keep it safe next to your passport. **At the moment of disembark, please verify that you have all your personal effects and that nothing was left on the plane.**
2. Prepare your passport and tourist card and walk to the immigration counter, these documents will be requested by Immigration staff.
3. After the immigration counter, keep on hand the Tourist Card with the passport and go to baggage claim to locate your bags, please keep your luggage claim checks and tags, as they will be verified by the airport staff.
4. After collecting your luggage, proceed to the customs line. If you find yourself in the unfortunate situation of missing a bag, please make sure to fill out a report with the airline and provide a copy of the report to the representative at our hotel concierge desk.
5. Once you have cleared customs, you will go through a hallway until passing the terminal exit doors. Our staff wears khaki pants and white shirts; they will be holding **Premier Group Network logo on it for easy identification**, please identify yourself with our staff, they will assist with your luggage, guide you to your vehicle and offer cold bottled water. *Please consider that due to airport regulations, our staff cannot access the arrival's terminal.*



Important extra tips:

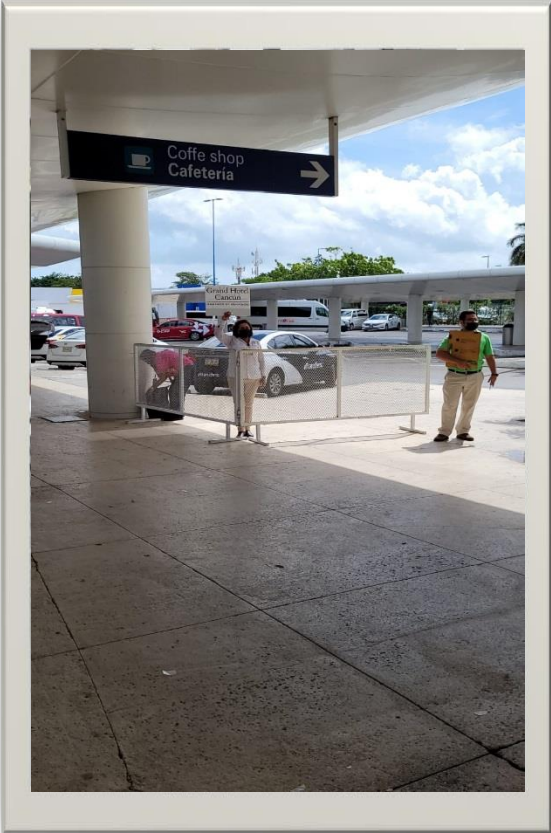
- In case you don't see our staff on the greeting area please call us to +52 998 131 9674.
- We strongly recommend avoiding anybody approaching you offering any tourist information or freebies inside the terminal, most of these persons are time-share promoters and would like to meet with you during your trip.
- Before exiting the terminal please reconfirm that you have all your personal effects, carry-on luggage and suitcases.
- Due to airport security regulations, porters are not allowed to work on terminal number 3, we recommend taking one of the existing luggage carts in order to carry your luggage until you meet our staff.

Please see the pictures below showing the place where our staff, marked in a red square, will be waiting for you outside of the crystal door according to your specific arrival terminal.

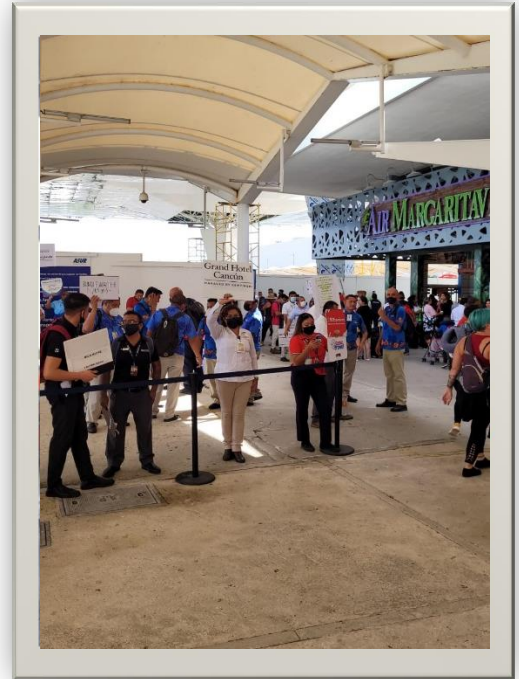
TERMINAL 2 DOMESTIC



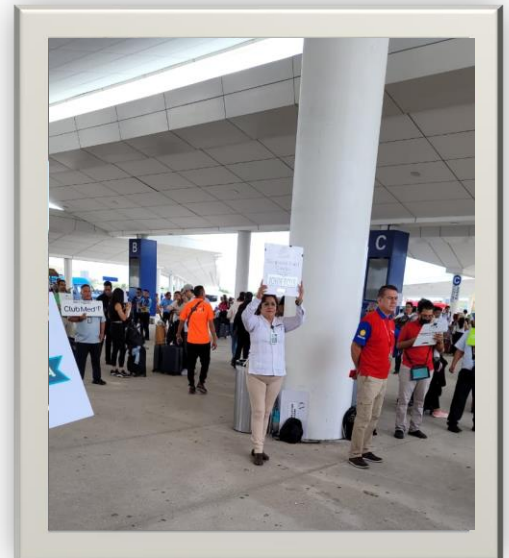
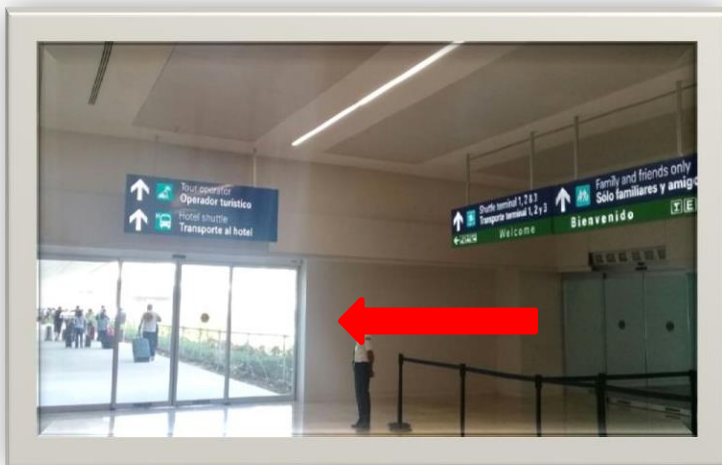
TERMINAL 2 INTERNATIONAL



TERMINAL 3



TERMINAL 4



We are looking forward to welcoming you to Cancun soon!