

AIRPORT TERMINALS & PROCEDURES

Welcome to Mexican Caribbean



What to do **on arrival?**

📍 Cancun International Airport Terminal 3, Mexico

1 Follow this step-by-step arrival guide for a quick, hassle-free start to your vacation.



Our Amstar staff will be holding a sign with your **name** or **logo**

At the airport, following Immigration, you may retrieve your luggage and proceed to Customs for terminal 2 international (T2 Int), terminal 3 (T3) and terminal 4 (T4). Officials perform a quick, courteous inspection and you will be on your way.

Procedures by terminal:

Terminal 1 (T1) Once you have picked up your luggage, please keep walking straight to the parking area where you will meet our Amstar Staff.

Terminal 2 (T2 Domestic) After passing the revolving door keep walking to the baggage claim area and pick up your luggage, continue and do not stop to speak with any promoter inside the terminal Our Amstar staff will be waiting outside the first glass door on your right-hand side after the time share corridor

Terminal 2 (T2 International) Once completed the immigration and customs process, keep walking straight till crossing the second glass door and do not stop with the time share promoters at any time Our Amstar staff will be waiting for you outside

Terminal 3 (T3 International): After the immigration check point, keep walking to pick up your luggage and clear customs. Once finalizing this process walk, straight to the **second glass door where you will find the "meet & greet area"**. One of our Amstar staff will be waiting for you.

Terminal 4 (T4 International): After immigration and customs, please keep walking and **take the left corridor that says, "Hotel Shuttles & Tour Operators"**.



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WELCOME TO OUR MEXICAN CARIBBEAN

There is nothing like a friendly face at Cancun's International Airport to make a person feel welcome. On arrival day, our airport staff will greet you outside of the customs area carrying a customized signage and will take you to your transportation.

What's New In Destination:

Immigration Process.

As of August 19, 2022, the FMM document is no longer required at Cancun International Airport. Instead, your passport will be stamped for entry.

Visitors using the electronic scanner will receive a QR code after scanning their fingerprints and face. This QR code links to an online form that must be completed before departure. Please keep the QR code paper safe; losing it may incur a fee of 600 MXN, payable directly to immigration officials at the airport.

Public Health Policy Update in Mexico

As of January 15, 2023, Mexico has implemented a smoking ban in public places, including restaurants, bars, hotels, shopping malls, beaches, and parks, as part of the General Law for Tobacco Control. This policy aims to protect non-smokers from secondhand smoke and promote a healthier environment. Smoking is only allowed in designated areas. Travelers should be aware that non-compliance may result in fines.

