

ARRIVAL & DEPARTURE GUIDE

Detailed arrival/departure and ground experience information to help you prepare for your next mission with us.

MDJB/JBQ

La Isabela International Airport /Dr. Joaquín Balaguer
International Airport

PREPARED BY
UNIVERSAL AVIATION

24/7 SUPPORT
+1 (809) 965-8722



ARRIVAL PROCEDURES



PASSENGERS AND CREW ARRIVALS

IMMIGRATION AND CUSTOMS PROCESS

Upon arrival, a Universal Aviation staff member will greet passengers and crew as they disembark. Passengers and crew will be escorted to the FBO with the assistance of our staff. Our staff will transport all luggage and bags to the CIQ area for processing.

Inside the FBO, a staff member will collect everyone's passports and present them to the customs and immigration officers. We will process all luggage through security and customs. Passengers can wait and watch in the VIP lounge while their luggage is processed through customs. The CIQ area is conveniently located in front of the VIP lounge with a clear view of the CIQ area. After all passengers and crew members clear customs and immigration, a Universal staff member will escort them to meet their ground transport vehicle at the landside entrance of the FBO.

It can take up to 10-15 minutes to disembark the aircraft, pass through customs, and leave the airport in their ground transport vehicle. We will stay in contact with the driver to ensure passengers have a smooth pick-up.

PASSENGERS WITH DISABILITIES

WHEELCHAIR AVAILABLE

A staff member will assist passengers with disabilities in deplaning the aircraft. Request a wheelchair prior to arrival to avoid any delays.

PARKING

Upon landing, the captain will follow the TWR instructions to the ramp. Once on the ramp, the pilot will be guided to the aircraft's assigned parking spot.

PET ARRIVALS

PERMITTED WITH VALID DOCUMENTATION

Pets allowed in the Dominican Republic include cats, dogs, household birds, hamsters, guinea pigs, ferrets, non-poisonous reptiles, pot belly pigs, rabbits, and tropical fish. All pets must have the appropriate documentation from a licensed Veterinarian. Pet's original health certificate must include the license number and signature of the veterinarian. **The certificate and pet's treatment must not be older than 15 consecutive days after being issued, or it will not be valid.** Each animal will be charged a USD 10.00 fee per entry.

DEPARTURE PROCEDURES

PASSENGER AND CREW DEPARTURES

MUST MEET AT THE ENTRANCE OF THE FBO

On average, the entire departure process for passengers and crew can take up to 15 minutes if all documents are in order. A Universal Aviation staff member will be waiting for passengers and crew members at the entrance of the FBO. They will transport all luggage pieces to the CIQ area. Once everyone is cleared from security and immigration, they will be escorted to the aircraft.

LUGGAGE HANDLING

All bags and luggage pieces are received at the entrance of the FBO. A Universal Aviation staff member will take everyone's luggage to the CIQ area. Once passengers and crew members are cleared, our staff will transport all luggage to the aircraft for loading.

PET DEPARTURES

PERMITTED WITH VALID DOCUMENTATION

Pet's original health certificate must include the license number and signature of the veterinarian. **The certificate must not be older than 15 consecutive days after being issued, or it will not be valid.**

- Rabies vaccination must not be older than one year.
- Each animal will be charged a USD 10.00 fee per exit.

PASSENGER GROUND TRANSPORTATION

ADDRESS FOR DRIVERS: Av. presidente Antonio Guzmán Fernández, Santo Domingo, Dominican Republic

LA ISABELA INTERNATIONAL AIRPORT (MDJB) – UA FBO MAP



COVID-19 SAFETY

Contact your Universal Aviation representative for the most current Covid-19 updates and regulations.

USEFUL LINKS & RESOURCES

- [DOMINICAN REPUBLIC, SANTO DOMINGO \(MDJB\) INFORMATION](#)
- [GLOBAL GROUND HANDLING NETWORK](#)
- [FEASIBILITY - IQ - MISSION PLANNING INTELLIGENCE](#)
- [BUSINESS AVIATION DESTINATION GUIDE 2022 FOR THE DOMINICAN REPUBLIC](#)
- [RESOURCES IN LATIN AMERICA](#)
- [TRIP SUPPORT](#)