

# ARRIVAL & DEPARTURE GUIDE

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

## **MMCZ/CZM**

Cozumel International Airport

**PREPARED BY**

UNIVERSAL AVIATION

**24/7 SUPPORT**

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# ARRIVAL PROCEDURES



## PASSENGERS ARRIVALS

### GENERAL AVIATION TERMINAL

Upon arrival, a Universal Aviation staff member will greet passengers and crew as they disembark at the GA ramp. The SAGARPA officer will put a green rug down to disinfect everyone's shoes before entering the GA terminal. Passengers and crew members are required to step on the green rug with both feet.

Meanwhile, a staff member will handle the crew and passengers' luggage. A customs officer will visually inspect the aircraft to make sure no bags were left behind. A second staff member will escort everyone to the CIQ clearance area, which is about 100 meters away from the GAT ramp.

Everyone should have their passports on hand and ready to show to the immigration officer. To help save time, our staff will have all the customs and immigration clearance forms prefilled so passengers and crew will only have to sign them.

The immigration officer will hand back the immigration card and passports to each foreign crew and passenger once cleared. **The immigration card will be required before foreign crew and passengers may depart Mexico.** We recommend keeping your passport and immigration card together to avoid losing them. If someone loses the immigration card, the officer will have to perform a process that can take up to two hours to get the approval from their central office to depart.

Each passenger older than 18 will hand-deliver the customs declaration form to the customs officer. Each passenger will have to pick up their luggage and handbags and place them on the x-ray machine. The passenger will then have to push the automated selection system button. If they get a red light, their luggage will have to go thru a secondary customs inspection (hand revision). If the passenger receives a green light, they can proceed to the GAT waiting room. When all passengers are finally cleared, the international inbound procedures have been completed. Passengers will be allowed to enter the public area of the GAT. A staff member will escort them to meet their vehicle.

On average, it can take up to 45 minutes to disembark the aircraft, then pass through customs/immigration, and leave the airport in their ground transportation vehicle. We will stay in contact with the ground transport driver to ensure passengers have a smooth pick up.

## CREW ARRIVALS

### IMMIGRATION AND CUSTOMS

A SAGARPA officer inspects the inside of the aircraft, and they will look for all fresh food to be removed and thrown away. The sealed factory packaged food items can be kept onboard the aircraft if they have been notified upon arrival. The rest of the food will be incinerated. Items not allowed are raw meat, pork, fruit, vegetables & flowers. After the inspection is completed, the aircraft may be closed, and crew members may proceed to the CIQ area.

The crew will deliver their passports with their immigration cards to the officer on duty so they can process their entry and stamp their passports. Note that complete crew and passenger passport information needs to be sent in advance. All the passport information must be precisely the same on each passport. This will be the information

used to prefill all immigration forms. Please provide the address where passengers will be staying in Cozumel whenever possible.

After clearing immigration, the crew will go thru customs. Crew members will have to give their handbags and luggage to the customs officer so they can scan their luggage with the x-ray machine. Once the crew members are all cleared, they can remain with the passengers and/or return to the aircraft and start with the fuel uplift or line services. After the crew is finished with the aircraft, a Universal Aviation staff member will escort them to their ground transportation vehicle.

## RESTRICTED ITEMS

### ALL VAPING DEVICES ARE PROHIBITED IN MEXICO

Vaping devices of any type are NOT permitted to enter Mexico. Avoid delays by informing all crew members and passengers NOT to bring vaping devices or illegal substances. Medical prescriptions from a certified physician will not be accepted for any of the following substances or vaping devices:

- CBD
- THC
- Marijuana
- Vaporizers with the mentioned substances
- Vaporizers with any other substance, such as nicotine

Passenger and crew members are **NOT ALLOWED to bring any vaping devices in their handbags, carry-ons, checked baggage, or on their person**. Customs agents will inspect all luggage pieces and bags in search of vaping devices and/or illegal substances. Importing these goods into Mexico is illegal and can result in fines, additional taxes, police detention, or incarceration.

## DISABILITIES

If you have a passenger with disabilities, contact a Universal Aviation staff member to request any equipment or services that they may need at least 48 hours before arrival to avoid any delays.

## LUGGAGE

### HANDLED VIA A UNIVERSAL STAFF MEMBER

All luggage must be offloaded from the aircraft upon arrival and checked in. A staff member will transport the luggage to the immigration/customs area.

## PARKING

Parking is available—request parking in advance during high travel seasons or special events. Confirm your parking terminal with your Universal Aviation agent before arriving.

## PET ARRIVALS

### PERMITTED WITH VALID DOCUMENTATION

Passengers may bring into the country up to three pets with them. Pets allowed in Mexico include cats, dogs, canaries, hamsters, guinea pigs, Australian parakeets, cockatiel, ferret, parrots, turtles, and small-sized wild birds (except birds of prey).

Pet's original health certificate must include the license number and signature of the veterinarian. **The certificate must not be older than 10 consecutive days after being issued, or it will not be valid.** It must include the following information:

- Ectoparasite and Endoparasite - internal and external treatment must not exceed 6 months. It should include the name of the medicine they used.
- Rabies vaccination must not be older than one year.
- One copy of the dog's owner's passport

Pets less than three months are exempt from this requirement. Contact a Universal Aviation staff member for additional information.

## DEPARTURE PROCEDURES

### PASSENGER AND CREW DEPARTURES

#### MUST MEET AT THE GAT GATE

On average, the entire departure process for passengers and crew can take up to 30 minutes if all documents are in order. This also depends on the local flight traffic. In case there are more international arrivals or departures, crew and passengers will have to wait for their turn.

#### IMMIGRATION AND CUSTOMS

Crew and passengers should be dropped off at the GAT gate, where a Universal Aviation staff member will be waiting to greet them and assist with their luggage. They will be escorted to the CIQ area, where they must pass through the x-ray scanner to enter the CIQ area. All luggage and handbags will need to be x-rayed.

Once crew and passengers are inside the customs office, one by one will have to give their passports with the immigration form to the officer on duty. The officer will then process their departure and stamp their passports. Upon completion of immigration, the crew and passengers may proceed to the customs officer to continue with the process.

Our staff will provide each passenger older than 18 years old with a prefilled immigration form (declaration form of money for departing passengers). They will need to sign their documents and deliver them to the customs officer.

After all crew and passengers have passed successfully thru both clearances, they will be permitted to access the aircraft for departure. They will need to walk for about 100 meters to their aircraft. Our staff will put all luggage pieces in the aircraft cargo compartment. As soon as the aircraft's door is closed, the crew will be able to ask for authorization to taxi to the runway for takeoff.

## PASSENGER AND CREW GROUND TRANSPORTATION

### AIRPORT ADDRESS

Boulevard Aeropuerto Cozumel S/N  
77600 San Miguel De Cozumel, Q.R., Mexico

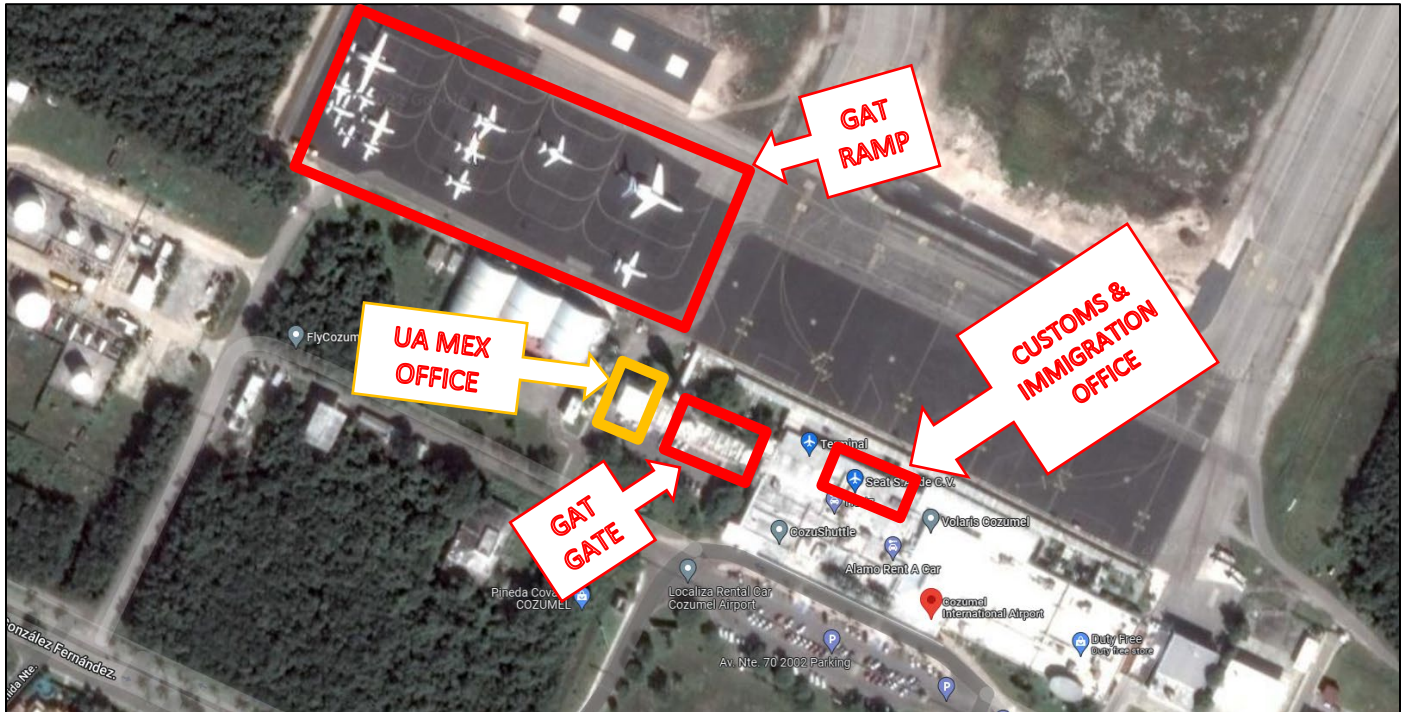
### PICK UP AND DROP OFF AREA: GAT GATE

Ground transport drivers must wait for crew and passengers in front of the GAT gate entrance. Crew and passengers should be dropped off at the GAT gate, where a Universal Aviation staff member will be waiting to greet them and assist with luggage and bags.

Our staff will stay in constant communication with your driver to ensure a smooth transition from ground transport to your aircraft. Contact your Universal Aviation agent for additional information before arrival.

## GROUND TRANSPORT PICKUP AND DROPOFF

### GAT AND CIQ



## COZUMEL INTERNATIONAL AIRPORT MAIN ENTRANCE



## COVID-19 SAFETY

### RESTRICTIONS

For the most current Covid-19 updates and regulations, contact your Universal Trip Support team.

## USEFUL LINKS & RESOURCES

- [COZUMEL, MEXICO \(MMCZ\) INFORMATION](#)
- [TRIP SUPPORT](#)
- [RESOURCES IN LATIN AMERICA](#)
- [MEXICO BUSINESS DESTINATION GUIDE](#)
- [GLOBAL GROUND HANDLING NETWORK](#)
- [FEASIBILITY - IQ - MISSION PLANNING INTELLIGENCE](#)