

# ARRIVAL & DEPARTURE GUIDE

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

## MMTO/TLC

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# ARRIVAL PROCEDURES



## OPTION 1: PASSENGERS AND CREW ARRIVALS VIA FBO RAMP

### FBO RAMP ACCESS: PARKING AND DISEMBARKING

Contact our dispatch office at least 30 minutes before your arrival using our VHF 133.500 Mhz. Use the Call Sign UNIVERSAL/UVAVEMEX. When the aircraft lands, the tower will direct the pilot to our FBO's ramp.

On average, it can take up to 30 minutes for passengers to disembark the aircraft, pass through CIQ, and leave the airport in their ground transport vehicle.

Once the aircraft is parked on our ramp, the aircraft's door will be opened. The Universal Aviation staff will meet the crew in the aircraft to brief them. The customs officer will be the only one who can authorize the disembarkation of the crew, passengers, and their luggage.

The crew and passengers will walk about 20 or 30 meters (approx. 65 feet) to the CIQ room. The aircraft will remain parked in front of our FBO.

### FBO RAMP: CUSTOMS PROCEDURES

Each passenger older than 18 will hand-deliver the customs declaration form to the customs officer. Each passenger and crew will pick up their luggage and handbags and place them on the x-ray machine. Passengers will then have to push the automated selection system button. The system will show a green or red light after pressing the button.

- **Green Light** = proceed to the MEX National Guard luggage revision area.
- **Red Light** = luggage will have to go thru a secondary customs inspection (hand revision).

After customs have successfully cleared all the luggage, a Universal Aviation staff member will take the luggage to the FBO lobby.

Once crew and passengers have been cleared by customs and the Mexico National Guard, passports will be taken to the GAT. They will be scanned and stamped by the immigration officer on duty. GENDEC and all other passport copies will need to be delivered before arrival to ensure the accuracy of the passport information.

Crew members will now be able to return to the aircraft to finish their duties. Passengers will be allowed to enter and use one of our VIP lounges. Once everybody has their passports, the inbound international process will be completed. Passengers will be directed to the FBO's lobby to meet their GROUND transportation vehicles.

## OPTION 2: PASSENGERS AND CREW ARRIVALS VIA GAT

### GAT SPOT 1A-1B

Aircraft will park at the customs ramp located at GAT Spot 1a-1b. A Universal Aviation handler will meet the crew on board the aircraft to deliver the immigration and customs cards. They will need to be signed by the passengers and crew members. Meanwhile, a staff member will unload the bags and belongings from the baggage compartment and then load them into the baggage cart.

Once passengers and crew have deplaned, they will walk to the immigration and customs building to proceed with the CIQ clearance. Staff members from customs, agriculture, and federal police will go up into the aircraft to perform an inspection.

#### GAT SPOT 1A – 1B: IMMIGRATION PROCEDURES

Once inside the building, each passenger must hand their passport and immigration card (previously delivered by the handler to the passengers and crew) to the immigration officer. Note that complete passengers and crew information must be sent to the handler in advance so all forms are prefilled before the aircraft's arrival or departure (this action will save time during the clearance process).

#### GAT SPOT 1A – 1B: IMMIGRATION CARD

The immigration officer will give an immigration card to all foreign passengers. This card will be required from each crew and passenger for departure. We recommend all passengers keep their immigration cards in a safe place. If an immigration card is lost, the immigration officer will have to perform a procedure that may take one to two hours to get the authorization to let the crew and passenger depart from Mexico.

Names must appear exactly as they are on each passport. It is required to include the passenger and crew's address in Mexico. For example, the hotel name and address.

#### GAT SPOT 1A – 1B: CUSTOMS PROCEDURES

Once immigration is completed, passengers' belongings will be placed in the x-ray machine for primary inspection. At the end of the line, passengers must deliver their customs declaration form to the customs agent.

Then passengers will be asked to push the automated selection system button. The system will show a green or red light after the button is pressed.

- **Green Light** = proceed to the MEX National Guard luggage revision area.
- **Red Light** = luggage will have to go thru a secondary customs inspection (hand revision).

#### AGRICULTURE AND HEALTH

They will dispose of fresh food and items not allowed. For example, raw meat, pork, fruit, vegetables, & flowers. If the officer requires any other piece of luggage for inspection

#### GAT SPOT 1A – 1B: FEDERAL POLICE

After customs and agriculture have cleared all bags, the federal police will independently inspect all the bags.

#### GAT SPOT 1A – 1B: CIQ CLEARANCE

It is performed inside the GA Terminal in an assigned area for international flights. After clearances, there are two options for passenger transfer from the GA Terminal to the FBO.

- **Option One:** Re-board the aircraft, then taxi to the FBO ramp and disembark there. Bags may be put back in the airplane or transferred to the FBO on our Universal vehicles.
- **Option Two:** We can take passengers and their luggage from the GA Terminal to our FBO in one of our Universal vehicles. This is the best and smoothest option for passengers.

After the inbound CIQ clearance is completed, passengers may not exit through the airport terminal building. They must use the FBO exit. On average, the arrival process with more than six pax takes from 50 to 60 mins.

## PASSENGERS WITH DISABILITIES

### WHEELCHAIR AVAILABLE

Passengers with disabilities will be assisted by a staff member to deplane the aircraft. A Universal Aviation van will be waiting to transport passengers to the customs building or FBO. A wheelchair is available upon request.

## 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 ten 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 six 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.

## 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 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.

# DEPARTURE PROCEDURES

## OPTION 1: PASSENGERS AND CREW DEPARTURES VIA FBO RAMP

### FBO RAMP ACCESS: MEETING POINT FOR DEPARTURES

A Universal Aviation staff member will meet the crew and passengers in our FBO lobby. They will assist everyone with their luggage movement, and then all bags will be tagged and taken to the FBO CIQ room to be x-rayed.

Crew and passengers will have to give their passports and immigration forms to our staff in charge of your operation. If a passenger loses the immigration form, an officer will have to perform a procedure that may take up to two hours before the passenger is cleared to depart the country. The staff member will take the documents to the GAT to be scanned and cleared for departure. The custom process will begin as soon as the agent returns with all the documents.

### FBO RAMP ACCESS: CUSTOMS PROCEDURES

Our staff will direct the crew and passengers to the CIQ room to begin the customs process. All luggage and bags will be x-rayed, and a secondary hand inspection will follow if a restricted or irregular item is found.

After clearing customs, the MEX National Guard will inspect luggage and handbags independently. Once cleared by the MEX National Guard, the CIQ clearance process is complete.

### FBO RAMP ACCESS: PREPARING FOR DEPARTURE

Our staff will escort the crew and passengers to the aircraft. The luggage will be taken to the cargo compartment of the aircraft. Once the doors are closed, the crew can request authorization to taxi to the active runway for takeoff clearance.

If for any reason, the aircraft needs to go back to the FBO, the whole CIQ departure clearance process will have to be done again before taking off.

For aircraft going to South, Central America, and the Caribbean, a special inspection of aircraft, passengers, cargo, and baggage will be performed by a trained dog.

## OPTION 2: PASSENGERS AND CREW DEPARTURES VIA GAT

### GAT ACCESS: MEET AT FBO

Crew and passenger luggage will be received at the FBO, tagged, and loaded into a Universal vehicle. Luggage will be taken to the customs area for X-ray inspection. Crew and passengers will board the aircraft. The aircraft will taxi to the customs ramp, where the crew and passengers will deplane to clear customs and immigration processes.

Passengers and crew members will be transported to the GA Terminal via a Universal vehicle. The aircraft can taxi to the GAT ramp 30 mins before the ETD and wait for passengers.

Passengers cannot enter through the airport terminal coming from the public area. The airport administration does not authorize this.

## GAT ACCESS: CUSTOMS AND IMMIGRATION

Once the aircraft is positioned at the customs ramp, a customs officer will inspect the aircraft to ensure no bags were kept on board.

After all, luggage has been inspected by customs; the MEX National Guard will do an independent inspection of all luggage before they are cleared to be loaded onto the aircraft.

Custom declaration forms will be handed to passengers. All passengers will need to declare any cash over \$10,000. The declaration form will need to be signed by the passenger. All signed forms will be delivered to the customs officer.

After passengers and crew are cleared by the immigration officer on duty, they will be asked for their passports and immigration forms. The passports will be scanned and stamped. Passengers and crew will be able to board the aircraft.

Luggage (once cleared) will be carried and loaded into the aircraft cargo compartment by our staff. The aircraft doors will close, and it will be authorized by ATC to taxi to the runway for takeoff.

Once the departure inspection by CIQ is completed, the aircraft cannot return to the FBO/Hangar and should immediately proceed for departure. If for any reason, the aircraft needs to go back to the FBO, the entire CIQ departure clearance process will have to be done again before taking off.

The clearance process for departures not traveling to South America, Central America, or the Caribbean with more than six pax can take approximately 15 to 20 minutes.

## GAT ACCESS: IF DEPARTING TO SOUTH AMERICA, CENTRAL AMERICA, OR THE CARIBBEAN

For aircraft going to South, Central America, and the Caribbean, a custom's trained dog will perform a special inspection of the aircraft, passengers, cargo, and luggage. The clearance process for departures traveling to South, Central America, or the Caribbean with more than six pax can take approximately 25 to 35 minutes.

## LUGGAGE HANDLING

Luggage is received at our front desk and marked with a tag. Once everybody is ready to depart, we move them to the customs ramp in our Universal vehicle. We will deliver all the luggage pieces to the aircraft for departure when all the luggage pieces are cleared.

## PASSENGER GROUND TRANSPORTATION

### ADDRESS FOR DRIVERS:

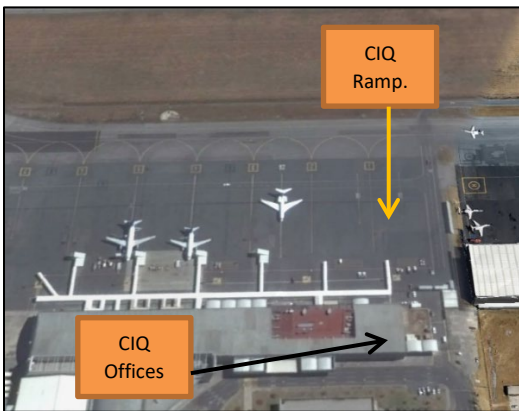
Calle 4, Hangar 14, Lote 35  
Aeropuerto Internacional de Toluca  
Toluca, Mexico 50226



# UNIVERSAL AVIATION MEXICO AIRPORT MAPS



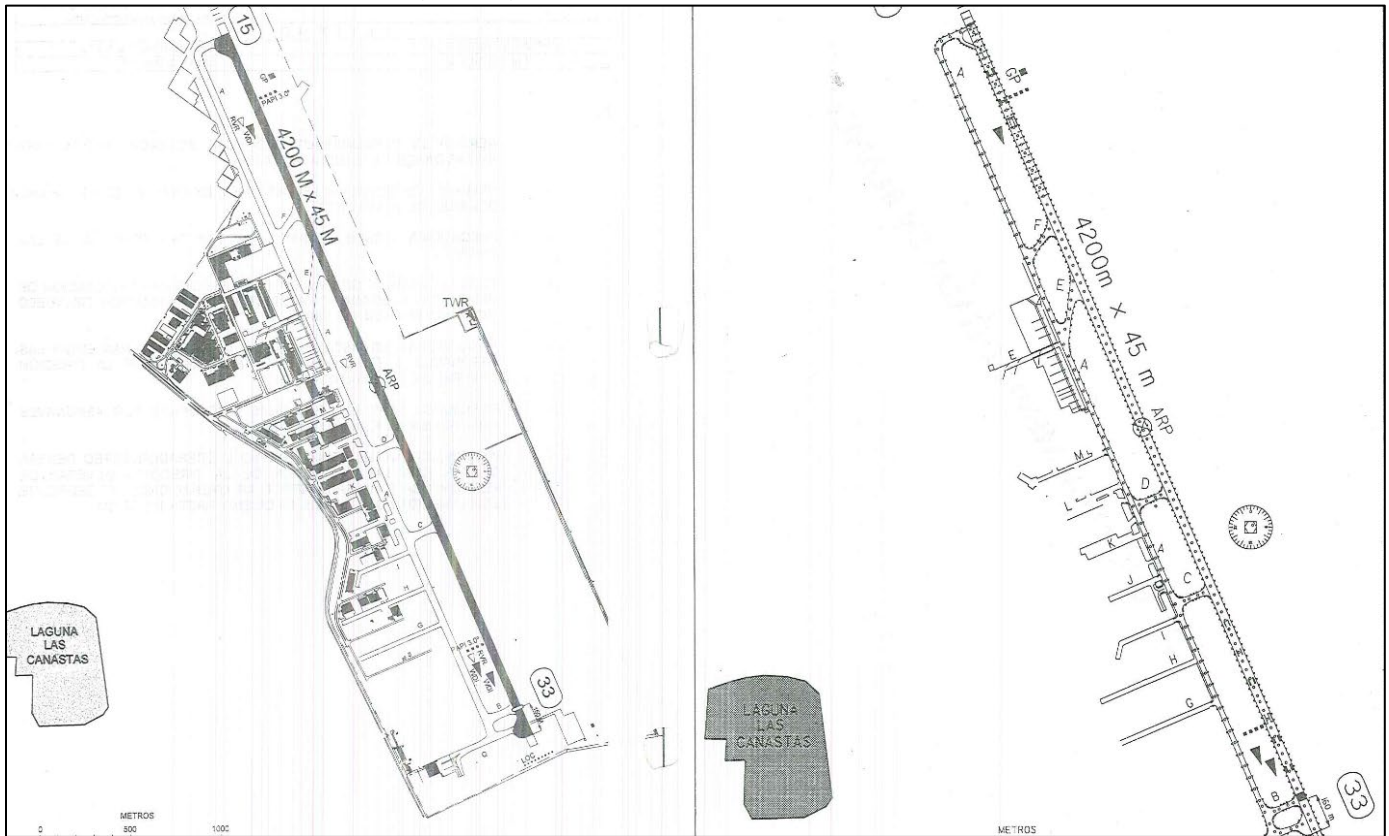
## CIQ RAMP AND CIQ OFFICES



## FBO & RAMP FOR UNIVERSAL AVIATION MEXICO



## TOLUCA INTERNATIONAL AIRPORT (MMTO)



## COVID-19 SAFETY

### DISINFECTING

If you need to have your aircraft disinfected for Covid-19, please make these arrangements prior to arriving.

Contact your Universal Trip Support team for the most current Covid-19 updates and regulations.

## USEFUL LINKS & RESOURCES

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