

ARRIVAL & DEPARTURE GUIDE

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

MMUN/CUN

Cancun International Airport

PREPARED BY

UNIVERSAL AVIATION

24/7 SUPPORT

+52 (722) 279-3016



ARRIVAL PROCEDURES



PASSENGER ARRIVALS

IMMIGRATION AND CUSTOMS

Upon arrival, passengers will be greeted by a Universal Aviation staff member as they disembark. Passengers will be escorted to the FBO for customs and immigration processing. Everyone should have their passports 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 only have to sign them.

Once cleared, the immigration officer will hand back the immigration card and passports to each foreign crew and passenger. **The immigration card will be required before foreign crew and passengers 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 must 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 undergo a secondary customs inspection (hand revision). If the passenger receives a green light, they can proceed to the public area of the FBO. After all, passengers have been cleared from customs and immigration; they will be allowed to access the FBO's general area. A staff member will escort them to meet their ground transportation vehicle by the FBO lobby entrance.

On average, it can take up to 20 minutes to disembark the aircraft, then pass through customs, 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 does the inspection of the inside of the aircraft, and he or she will look for all fresh food to be removed and thrown away. The sealed factory packaged food items can be kept on board 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 FBO for immigration and customs clearances.

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 Cancun 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

Passengers with disabilities will have access to wheelchairs. Inform your Universal Aviation agent if you will require assistance for a passenger with a disability.

Ambulance flights with a stretcher and medical equipment will have to be x-ray by our customs officer before entering the country.

LUGGAGE

HANDLED VIA A UNIVERSAL STAFF MEMBER

All luggage must be offloaded from the aircraft upon arrival and checked in customs via the FBO. 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 IN THE FBO LOBBY

On average, the entire departure process for passengers and crew can take up to 25 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 FBO lobby, 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 FBO's ramp to meet the aircraft for departure. They will need to walk for about 3 min (+-) to the ramp to board 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 FBO ADDRESS

Aeropuerto Internacional De Cancun
Carretera Cancun Chetumal, Km 22 S/N
C.P. 77500 Cancun, Quintana Roo, Mexico



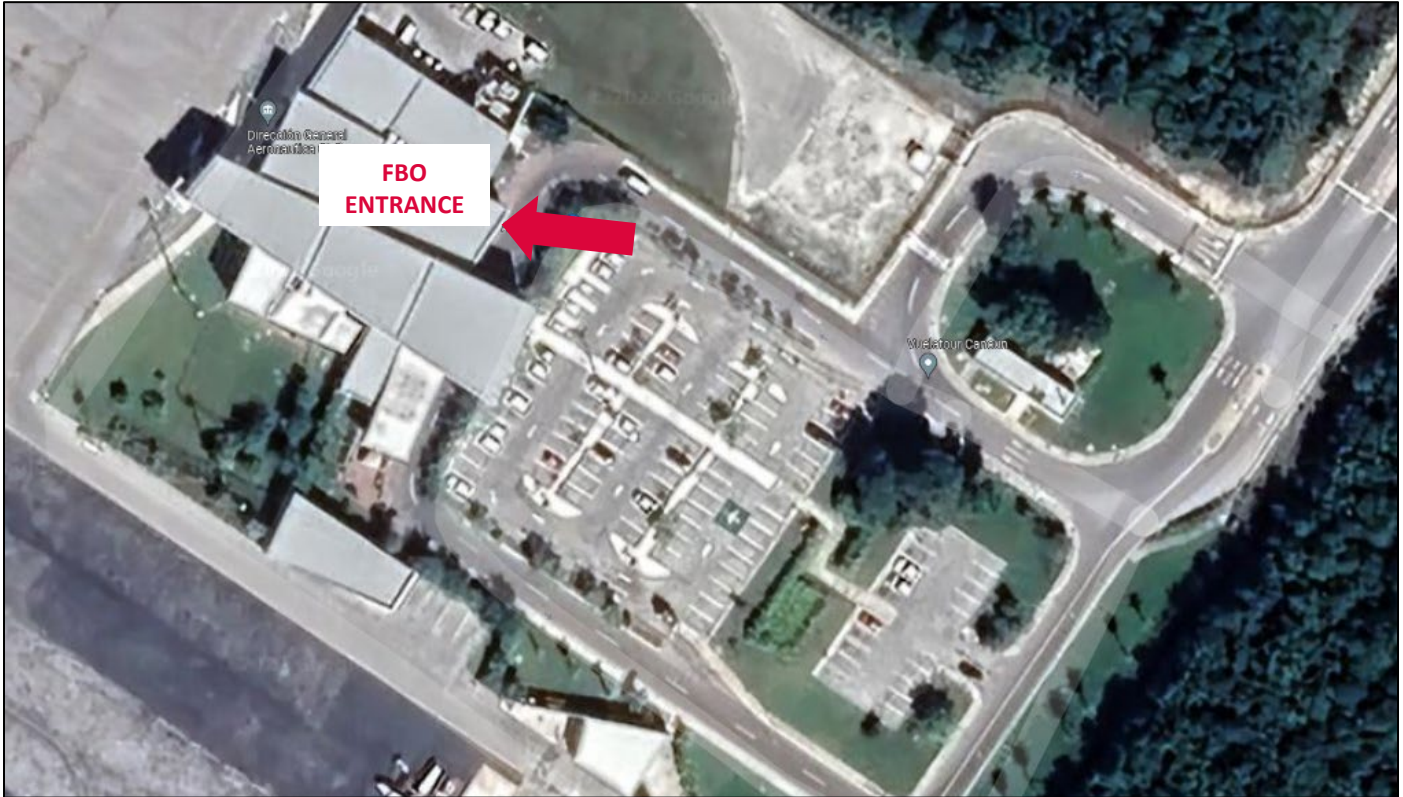
GROUND TRANSPORT: PICK UP AND DROP OFF AREA

Ground transport drivers must wait for crew and passengers in front of the ASUR FBO entrance. Crew and passengers should be dropped off at the FBO lobby entrance, 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 your ground transport vehicle to your aircraft. Contact your Universal Aviation agent for additional information before arrival.

FBO ENTRANCE

FBO GROUND TRANSPORTATION DROP OFF AREA



OVERVIEW OF CANCUN INTERNATIONAL AIRPORT



COVID-19 SAFETY

RESTRICTIONS

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

USEFUL LINKS & RESOURCES

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