



AIRPORT TERMINALS & PROCEDURES



WELCOME TO LOS CABOS!

When travelling into Mexico all passengers must pass through customs and immigration. Paperwork that you will need includes a current passport and customs form make sure you pack a pen in case you need to do this in the air (if they have enough forms which may be provided by the flight attendant, or which can be found at the entrance of the terminal. Once through immigration, passengers will pick up their luggage and proceed to customs. This procedure is quick and simple. Passengers push a button; we refer to as the “traffic light”. If the traffic light is green, passengers proceed through. If the light is red, their luggage will be inspected.

After passing through customs, you will proceed to the exit that says “Groups or Pre-Arranged Transportation”

Procedures by terminal:

Terminal 2 (T2 International):

THIS IS VERY IMPORTANT! Arriving passengers must proceed all the way outdoors without stopping inside the Terminals. Timeshare sales representatives within the terminals are extremely creative and persistent in their techniques and should be avoided. Once passengers are outside the terminal, please look for Amstar Staff attired in “royal blue” shirts and khaki pants with name a tag for I.D. purpose. **They will meet and greet you with a sign at the pole #7. As soon as you get out of the airport terminal, please keep walking, you will pass the street and you will see the umbrella #1, please keep walking straight to the pole # 7.**

IMPORTANT- Mexico Customs Regulation on Electronics

Effective immediately, please be aware of the following guidelines concerning the import of electronic devices for travelers to Mexico.

Each traveler is permitted to bring ONE portable computing device (e.g., laptop, notebook, or iPad) without incurring an import fee. If passengers bring multiple devices, such as a laptop and an iPad, each will be treated as a separate item, which may result in additional fees.

Allowed Items: 1 laptop or similar portable computing device (e.g., iPad)

Limited Items: Up to 3 cell phones, 1 GPS, 2 cameras, 1 pair of binoculars, 4 fishing poles

⚠ Exceeding these limits may result in customs duties starting at 19% of the item's estimated value, with some cases reporting fees as high as 200%.



AMSTAR AIRPORT TRANSPORTATION

In preparation for your ARRIVAL:

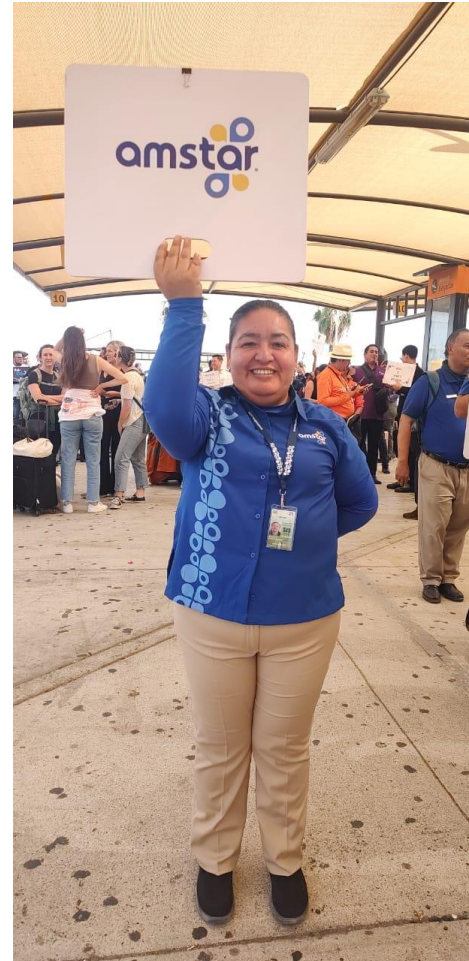
No Multiple Immigration Form (FMM) required: Citizens arriving to Los Cabos International Airport will no longer be required to fill out an Immigration Form by hand or online. Los Cabos was as part of a Pilot Program that, if proven to be safe and efficient, will be extended to the entire country.

Instead of filling out a paper Formato Migratorio Múltiple (FMM), most travelers will simply have their passports stamped for a 180-day stay. This new process also eliminates the need to keep track of a piece of the old form known as a 'tourist card,' that needed to be handed back to the authorities to leave the country. The announcement also noted that certain countries may receive a shorter stay stamped into their passports.

A customs form is required: The customs form will be provided during the flight or upon arrival at the airport. Be sure to complete this form (one form per family) before going through the customs process.

Our airport staff will greet guests outside of the customs area. All Amstar staff will carry customized signage and will be easily recognizable by their Amstar name badge and uniforms. Staff will facilitate the transfers and baggage to ensure an expedient departure from the airport. Once the guests depart, the airport staff will radio the hotel staff to advise the guests are in route - this ensures that staff is staged and ready for your guests' arrival to their hotel

At the end of their stay, the guests' departure will be handled with the same precision and attentiveness as their arrival. Guests will identify their bags before they leave for the airport. Amstar staff will be at the airport terminals to coordinate luggage check-in and bid guests the warmest goodbyes.



YOUR AMSTAR CONTACTS

Abraham Taracena
Operations Supervisor | Los Cabos
m: +52 (624) 205 3032

Marcela Ortega
Airport Staff | Los Cabos
m: +52 (624) 205 3032