

ARRIVAL PROCEDURE

Warm Greetings from the Sunny Puerto Vallarta!
Thank you for confirming your transportation service with MARITUR.

IMPORTANT ARRIVAL INFORMATION – PUERTO VALLARTA INTERNATIONAL AIRPORT

Before landing, be sure to have the FMM Immigration form filled out, it is one per person. The FMM form will be provided during your flight to Puerto Vallarta and serves as a “Tourist Card” during your stay in Mexico, so please keep it in a safe place. When leaving Puerto Vallarta, you will be asked by the airline company for this document so that Mexican Immigration has record of your departure from our Country.

Once you arrive into the Puerto Vallarta Airport, you will clear Mexican Immigration using your passport, and your FMM immigration form. Then, proceed to the luggage carousel, secure your bags and head for the Customs official. While on your flight into Mexico, you will be given a Mexican Customs form to complete. The Customs Official will take this form from you, but you will also be asked to push a button at the “traffic light” where the agent will be standing. Only one person per party will be asked to push the button. If it goes green, you will be permitted to exit the airport. If it goes red, you are subject to questioning and an inspection of your luggage (this is a routine inspection that should take a few minutes). It’s the luck of the draw, so don’t feel alarmed if it turns red!



Having completed this exercise, walk through the hallway all the way to the exit, where you will see our Maritur staff, wearing a RED SHIRT and BEIGE PANTS, holding a sign with your name. We kindly ask to ignore the timeshare personnel inside the airport and walk straight to the exit.

Please note that within the terminal building before making your exit and also once you are outside, you will find many other companies offering transportation service, which we do not recommend due to the fact they have no quality standards nor travel insurance for customers.

It is important that you make your way outside where our staff will be waiting for you, after locating our Maritur staff, you will be escorted to your scheduled means of transportation and transferred to your hotel.

CHANGES OR CANCELLATIONS: If in the future you have any changes to the flights mentioned above, or wish to cancel this service, it is of most high importance to receive this information no later than 24 hours prior to your schedule arrival time to avoid penalty fees. You can reach us either by mail bcastro@maritur.com or ahernandez@maritur.com or call our direct line on (322) 2223812.

Cordially
Amado Hernandez.