

CANCUN AIRPORT INSTRUCTIONS

ARRIVAL AT CANCUN AIRPORT:

- **CANCUN AIRPORT:** The passenger should go until the final door and identify our staff using the below uniform and for now the MTS Pallet like you see in the imagen attached.
- During the arrival our meet & greet staff will be sharing a contact information by QR code to provide important information to use in destination and a welcome letter (see the image attached).
- Super-important, is about the customer should know that in Cancun Airport, there will be a lot of people trying to get their attention, so please, just make a reinforcement that if there is a mismatch at the airport, the passenger can make a call to our contact numbers, we will provide the service, we have staff in 24 / 7 on airport, if the passenger are lost, please just give a reminder they can use our different contact channels.



DURING THE STAY:

- The passengers can be in contact with our representatives and our contact center to get any information related to the destination, excursions, and pick up details. (Once we have the setup completed, the passenger will be able to use our web app).
- Contact Center Cancun: Assistance 24 hours a day (airport – transfers – excursions – representatives)
- Phone number: +52 998 603 0654
- WhatsApp: +52 998 118 1477
- Toll Free (Dialling from the US) 1 844 240 8785.

DEPARTURE:

- The passengers can be in contact directly with our representatives to confirm the pick up time.
- Also the passenger can communicate to our contact center 24/7 to confirm the pick up time and other relevant information regarding the departure services.

COMPLAINTS:

- We will put our effort to get the best service as possible, but we know sometimes there is some things that will be out of our control, if a complaint is made, the passengers or your team can send us an email directly to **complaints.mx@mtsglobe.com** and our Customer Care Agent will be attending these topics to resolve and inform.