

# Mayan Secret

The word 'Mayan' is in blue and 'Secret' is in gold. A large, stylized gold 'S' is positioned between them. To the right of 'Secret' is a graphic of a Mayan pyramid with a staircase on its right side, rendered in gold.

**Secrets Maroma Beach Riviera Cancun  
August 6 to 10, 2012**

## **When will I receive my documents?**

**Answer:** Your Winner's Mailing will go out to you on Monday, July 16, 2012 via US Priority Mail. The package will include your airline itinerary and electronic ticket receipt along with two (2) Copystar luggage tags per person, hotel & sightseeing brochures, Copystar name badges, and an Hour by Hour Itinerary, all in a Copystar passport wallet.

## **When should I be at the airport?**

**Important Answer:** Try to arrive at least 90 minutes prior to your scheduled flight time. You'll need to be at your departure gate 45 minutes prior to departure. Note: this rule applies now more than ever. Security has been tightened, so please be patient.

## **What should I see on my baggage stub?**

**Answer:** Check your luggage: The baggage stub you receive should have **CUN** (that's Cancun International Airport in airline language) on the top line as final destination for your baggage.

## **How much luggage may I bring?**

**Answer:** There is a charge for checked bags and each airline is different. Here is the per person allowance as of June, 2012. **Subject to change.**

Airline	1 <sup>st</sup> bag	2 <sup>nd</sup> bag	Additional Bags
AirTran	\$20	\$25	\$50 each
United Airlines	No charge	\$40	\$150 each
US Airways	\$25	\$35	\$125 each
Delta Air Lines	No charge	\$40	\$125 each

**If you bring your golf clubs, don't forget to count your golf bag as one piece of checked luggage.** The total combined dimensions (length plus width plus height) must not exceed 62 inches per bag, and must not weigh over 50 pounds. Fees for oversize or overweight bags can be as high as \$175, depending on the airline. You are now allowed only one carry-on bag with total combined dimensions not exceeding 45 inches and 40 pounds. Plus, one personal item such as a purse or laptop.

**Don't forget the 3-1-1 Rule for carry-ons:** 3.4 ounce (100 ml) bottle or less (by volume); 1 quart-sized, clear, plastic, zip-top bag; 1 bag per passenger placed in screening bin. If in doubt of size, put your liquids in checked luggage.

### **What about luggage tags?**

**Answer:** Two special Copystar luggage tags for each guest are included in your mailing. Please be certain to put one on every piece of luggage you check (don't forget your golf bag). If the airline does "misplace" (we never say "lose" a bag), it's immeasurably easier to locate the misplaced luggage if there is a Copystar bag tag attached.

### **What are the passport requirements?**

**Important Answer:** U.S. citizens need a VALID passport. If you do not have a valid passport, please go to [www.travel.state.gov](http://www.travel.state.gov) for the details of how to apply for a passport and/or renew your passport. If you are not a U.S. citizen, please go to the Mexican Consulate <http://embamex.sre.gob.mx/eua/> or call the Embassy in Washington D.C. (1-202-452-0660) to see what kind of documentation is required for entry besides your passport.

We suggest that you pack photocopies (made on your Copystar copier, of course) of your passport in your hand luggage. If you lose your passport, it is easier to replace if you have a photocopy of the original.

**Tell me about the Mexican Immigration Card.**

**Answer:** While in flight, you will be required to fill out an immigration form in its entirety, including your departure information. Bring a pen with you, as you can fill it out on the plane and a completed form will speed up the immigration process upon arrival.

The Immigration Officer will take about  $\frac{2}{3}$  of the immigration card and hand you back the balance.

**Store the part of the card you get back in your passport (or some safe space) as you will need that part of your immigration card to depart Mexico.**

**What about prescription medicines?**

**Answer:** Pack them in the bag you carry on the airplane. Luggage does get misplaced, usually temporarily, but sometimes temporarily is too long to go without your prescription medicines.

**Will I earn Frequent Flier miles on my ticket?**

**Answer:** Yes, please call us with your frequent flier number. Most flights are on Delta, United, USAirways, & AirTran. Here are the telephone numbers if you are not a member and would like to join: Delta Airlines Skymiles 1-800-323-2323, United Mileage Plus 1-800-421-4655, USAirways Dividend Miles 1-800-428-4322, AirTran A+ Rewards 1-800-2476-8726.

**What will the weather be like?**

**Answer:** Sun and more sun! During the month of August, the average daily maximum is 89°, the low 73° and the average rainfall is about 4 inches for the month. In the likely event that we see some rain, it'll probably be a "Honeymooner's Shower," quickly starting, quickly over. Swimming pools and azure ocean waters, here we come!

**What should I bring for clothes?**

**Answer:** Casual sport clothes during the day. Bring things you feel comfortable walking in, playing in, and dancing in. Our first evening is on the beach – shorts, dresses, anything goes. Our final evening will be held outside and will be a bit dressier – your choice. For the two middle evenings, *Secrets Maroma Beach* has two distinct dress codes that they feel strongly about and will enforce.

## **IMPORTANT: EVENING DRESS AT SECRETS RESTAURANTS**

*World Café, Oceana, and Seaside Grill* – the dress code is **Casual**. For men – Bermudas or long shorts with sandals or sneakers are acceptable but no sleeveless shirts. For our Ladies – shorts, dresses, or pants are fine.

*Portofino, El Patio, Himitsu, or Bordeaux* are fancier restaurants and the dress is **Casually Elegant**. For men long pants, shoes or sneakers are acceptable while sleeveless shirts, flip flops, sandals or shorts are not permitted in these restaurants. For ladies – please feel free to dress in your best resort attire.

Here's a worthwhile tip: while it may be warm outside, all indoor spots will be air-conditioned to about 60°; at least it always seems like 60°. When you're sitting still you can get pretty chilled. It's a good idea to bring a shoulder wrap or a jacket.

### **What about connecting to the internet?**

**Answer:** All of Secrets is wireless, however, they do charge for the hotel's password to access the web & the per day cost is \$15 per day or \$40 for 4 days. There is a business center for those who do not wish to bring their laptops or tablets and internet is complimentary and is open 7am – 11pm.

### **Can I use my credit cards?**

**Answer:** Yes. *Secrets* accept MasterCard, Visa, American Express and Discover for payment of your incidental expenses (phone calls, internet, etc.). Upon check-in, the desk clerk will request an imprint of your credit card so the hotel can maintain an incidental account in your name. This will also make check-out faster and easier.

**Please note:** The hotel will place a 6932 peso hold on your credit card (approx. \$500) until your departure. When you check-out, the hold will be reversed less any charges you've incurred.

**What is the electricity in Mexico?**

**Answer:** The electrical supply in Mexico is 110 volts/50 cycles standard, and electrical appliances use plugs that are two-pronged and flat just like those used in the United States.

**Can I use my cell phone?**

**Answer:** It depends on your phone type and wireless carrier. Contact your carrier to find out if you have the ability to call internationally and what the rates will be. The cost to use the land-line phone in your room is pretty steep: long distance calls to the U.S. are about \$3.80 per minute (52.50 pesos). For 1-800 numbers the connection fee is about \$3.80 per call.

**What is the time difference?**

**Answer:** Currently, Cancun is one hour behind Eastern Time Zone (Newark), the same time as Central Time (Chicago), one hour ahead of Mountain Time (Denver), and two hours ahead of West Coast Time (Los Angeles).

**Is there a hair dryer in my room?**

**Answer:** Yes there is; a real portable one, not the fake kind that hangs on the wall.

**What else is in my room?**

**Answer:** You'll also find a flat screen television, a fully stocked mini-bar, in-room safe, CD/DVD player, robe, slippers, iron & ironing board, alarm clock with MP3 docking station, coffee maker and bathroom amenities such as Gilchrist & Soames specialty soaps, shampoo & conditioner, Q-tips, cotton balls, sunscreen and more.

**Are the contents in my mini-bar free?**

**Answer:** Yes. And it is replenished daily with beer, juice, soft drinks and water.

**Do I need to make dinner reservations?**

**Answer:** The restaurants at Secrets are reservation free. You may go to any restaurant and ask for a table. If one is not available, a beeper will be dispensed and you can go have a cocktail at one of the nearby bars to wait for your table to be ready.

**Important Note:** The restaurants are small in size and large parties (more than 6 guests) cannot be accommodated.

**What about tipping?**

**Answer:** All gratuities to service people for our Copystar functions are included. However, if a bell person or someone does you a special personal favor; a little tip may be in order. By the way, all taxes & tips on included features are taken care of, too.

**How can someone contact me?**

**Answer:** You'll be staying at *Secrets Maroma Beach Riviera Cancun*. The particulars on communicating are as follows:

**Secrets Maroma Beach Riviera Cancun**

**Carretera Federal 307 Chetumal-Cancun Km, 306.5**

**Solidaridad, Q.Roo. Mexico 77710**

**Ph: (52) 984 877 3600**

**Fax: (52) 984 877 3641**

Have your caller tell the operator your name and that you are with the Copystar group.

**What if I have more questions?**

**Answer:** The Cancun tourism website is [www.visitmexico.com](http://www.visitmexico.com). For specific questions about your trip call The Journeymasters at 1-800-875-3422 or email us at [trips@journeymasters.com](mailto:trips@journeymasters.com). Identify yourself as a Copystar guest and we'll put you in touch with the right journeymaster who can answer your question.

Soon we'll be at Secrets Maroma Beach!



Grace Brown & Christine Guerriero

Your Copystar journeymasters