

CANCÚN & RIVIERA MAYA

TRAVEL GUIDE



OCTOBER 2024

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AIRPORT

CANCUN INTERNATIONAL AIRPORT

Cancún International Airport is located approximately 25 minutes from the Hotel Zone and 20 minutes from downtown Cancun. It is the second busiest airport in Mexico, receiving the largest number of international passengers in the country.

IMMIGRATION PROCESS

There's 2 ways to go around this: the traditional immigration line, and the new electronic passport control machines (available only in T3 and T4). If you choose to do the latter, follow these steps:

1. Scan your passport
2. Wait for your photo to be taken
3. Collect your receipt with the QR code
4. Retain this receipt as you may be asked for it upon departure

*Please note that you do not need to fill out anything online regarding the QR code receipt before your departure. Simply keep it safe until you leave Mexico.

EXITING THE AIRPORT

After clearing customs, you'll enter the arrivals hall, where you'll be approached by various vendors offering different services. If you have pre-arranged transportation, walk swiftly past these vendors and exit the airport building. The official transfer services will be located outside the airport.

Avoid the vendors trying to engage you before exiting the terminal, as they may attempt to sell you timeshare or other unwanted services.

VISITAX: A MANDATORY TAX

All international travelers to Cancun must pay this tax, contrary to any online claims of avoiding it. You can pay the tax prior to arrival in Mexico or during your stay. This is the only official website to [pay Visitax](#). Be aware of any other websites claiming to collect this tax, as they are likely scams and may charge higher fees. For more information, please refer to the [complete guide on Visitax](#).

TRANSPORTATION FROM THE AIRPORT

Pickup and drop-off areas are located right outside the Arrival and Departure terminals. Inside the airport you will find different transportation services such as luxury vehicles, taxis, buses and car rental companies.

We recommend booking airport transfers in advance through a reputable company like [Cancun Shuttle](#), [Traslados Cancun](#), or [eTransfers](#) for a hassle-free arrival and departure.

TRANSPORTATION



BY BUS

There are different urban bus routes that run through the city and the hotel zone. The Route 1, runs along the Hotels Zone and also takes you to downtown, Tulum Ave, bus station and Puerto Juarez. You don't have to wait more than 3-4 minutes for the bus, and the cost is approximately \$ 12 pesos.



BY TAXI

Catching a taxi in Cancun is very simple, as they are readily available in areas frequented by tourists. However, be cautious of common scams that are prevalent in the city. A notorious one is the "tourist price," where taxi drivers illegally charge inflated fares to visitors. If a driver attempts this practice or claims their meter is broken, politely refuse their services and find another taxi.

Taxis waiting in the Hotel Zone are generally safer and more reliable than those hailed in downtown areas. If you find yourself outside the Hotel Zone, it is advisable to call a reputable, local taxi company, and arrange for them to pick you up. This is one we could recommend: +52 (998) 148 9592



BY UBER

While Uber operates in Cancun, it hasn't always been straightforward due to issues with local taxi companies. However, in November 2023, a landmark agreement was reached, allowing local taxi drivers to operate within the app, making it a safer and more viable option for travelers.

Tips for Using Uber in Cancun:

- Choose Discretion: Wait until you're out of sight of taxi ranks or stands before ordering an Uber to avoid potential conflicts with taxi drivers.
- Opt for the Front Seat: Consider sitting in the front seat to make it appear like you're getting a ride from a friend, rather than an Uber driver.
- Handling Approaches: If approached by taxi drivers while waiting for an Uber, you can politely say "esperando a un amigo" (waiting for a friend) or mention that the driver works for your hotel.



BY CAR

You will find in Cancun all the major car rental companies. They all have a great range of new and comfortable rental cars. This is the easiest way to explore the surrounding beaches, villages and Mayan Ruins.



BY FERRY

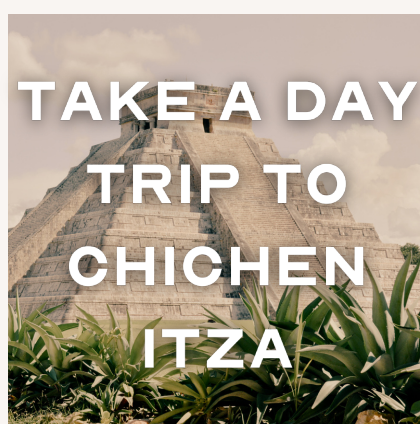
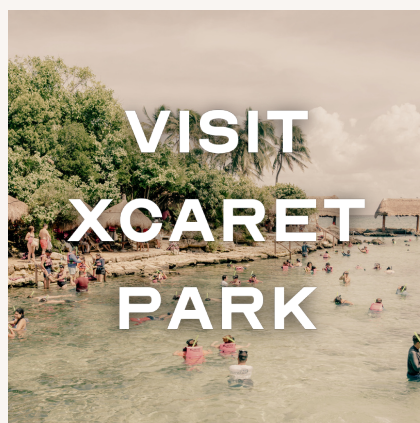
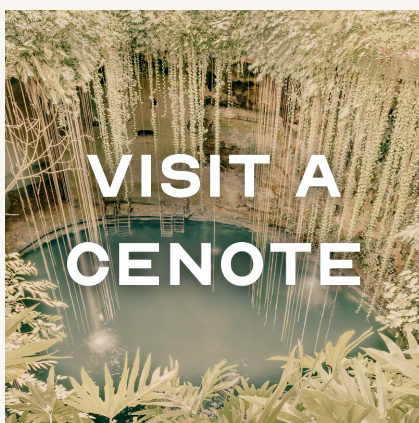
For traveling to Isla Mujeres you will need to take a ferry.

There are four different docks in Cancun: **Playa Tortugas**, **Playa Caracol** and **El Embarcadero** (all located within the hotel zone), and one in **Puerto Juárez**.

There are departures every half hour and just a 15 minute ferry ride to this beautiful island.

THINGS TO DO

in Cancún



RESTAURANTS

HARRY'S STEAKHOUSE

FINE DINING | \$\$\$\$

📍 BLVD. KUKULCAN KM 14.2, ZONA HOTELERA

ROSA NEGRA

LATIN, FINE DINING | \$\$\$\$

📍 BLVD. KUKULCAN KM 15, ZONA HOTELERA

PORFIRIO'S

MEXICAN, FINE DINING | \$\$\$\$

📍 BLVD. KUKULCAN KM 14.2, ZONA HOTELERA

PUERTO MADERO

ARGENTINIAN, FINE DINING | \$\$\$\$

📍 BLVD. KUKULCAN KM 14.1, ZONA HOTELERA

HACIENDA SISAL

MEXICAN, CASUAL | \$\$\$\$

📍 BLVD. KUKULCAN KM 13.5, ZONA HOTELERA

THE CARIBBEAN GALLEON

MEXICAN, CASUAL | \$\$\$\$

📍 BLVD. KUKULCAN KM 19.4, ZONA HOTELERA

FRED'S

SEAFOOD, CASUAL | \$\$\$\$

📍 BLVD. KUKULCAN KM 14.5, ZONA HOTELERA

THE SURFIN BURRITO

MEXICAN, CASUAL | \$\$\$\$

📍 BLVD. KUKULCAN KM 9.5, ZONA HOTELERA

TAQUERIA LOS CHACHALACOS

MEXICAN, CASUAL | \$\$\$\$

📍 BLVD. KUKULCAN KM 9.5, ZONA HOTELERA

MARINERO'S

SEAFOOD, CASUAL | \$\$\$\$

📍 BLVD. KUKULCAN KM 9, ZONA HOTELERA

ELEFANTA

THAI, INDIAN, FINE DINING | \$\$\$\$

📍 BLVD. KUKULCAN KM 12.5, ZONA HOTELERA

TRATTORIA LIMONCELLO

ITALIAN, FINE DINING | \$\$\$\$

📍 BLVD. KUKULCAN KM 10.5, ZONA HOTELERA

PARKS



XAVAGE

The ultimate thrill-seeker's playground. From ziplines and jetboats to off-road adventures and white water rafting, they've got adrenaline-pumping activities for all levels.



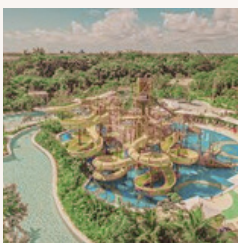
PARQUE MAYA

Experience Mayan culture through various activities. Boat through mangroves discovering ecosystems. Explore "Mayan Path" with ancient art replicas and warrior dances.



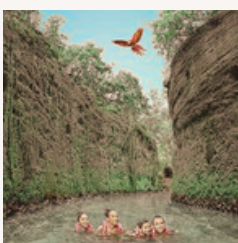
VENTURA PARK

Family amusement park in Cancun's hotel zone. Water rides, ziplines, bungee swing, aerial bridge. Kiddie rides like roller coaster, merry-go-round. Go-kart racing by sea.



JUNGALA PARK

Explore a natural jungle with rock formations, trees, waterfalls, caves. Thrilling rides like Aqua Drop, Loop, Flatline. Massive lazy river over 3,000 feet, wave pool with sand.



XCARET

Over 50 jungle attractions - swim underground rivers, relax in coves, speedboat rides, aquarium, butterfly/aviary. Archaeological ruins, Mayan village ceremony, and more.



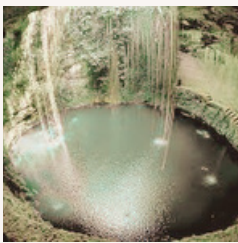
XENSES

15+ extraordinary air, land and water activities. Tour ecosystems in total darkness. Float on salt rivers, play in mud, soar on zip-lines, explore a mind-bending town.



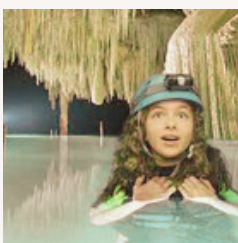
XEL-HA

An inlet paradise where 3 underground rivers meet the sea, surrounded by jungle. The 100ft Scenic Lighthouse offers thrilling water slides into natural pools. Explore jungle trails.



XENOTES

Venture into the jungle to explore different types of cenotes. Each offers a unique adventure - rappelling, ziplining, kayaking, and snorkeling. Learn about cenote formation.



RIO SECRETO

A unique experience where you will make a trip to a 1km-long underground cavern where you can enjoy the impressive geological formations.

ARCHEOLOGICAL SITES & MUSEUMS



SHOPS

LA ISLA

**GO GRAND OUTLET
RIVIERA MAYA**

MARINA PUERTO CANCUN

**LUXURY AVENUE MALL
CANCÚN**