



## FAM TRIPS – FAQ



Applicable for Terminal 2 arrivals.

### 1. Is the airport transportation included? Even if I arrive some days before/after?

Yes, it is; with the flight information you provided, a Lomas Travel representative will be waiting for you at the transfers section outside the airport. Use the picture above to get familiar with their look.

### 2. Can I arrive to the host hotel making my own transfer arrangements?

Yes, you can. In case you do, you need to be at the host hotel no later than 4:00p.m. and please be so kind to let us know.

### 3. Will I share the room?

No, you will not, unless specified by you. The room assignment is based in single occupancy per agent, regardless if there are different agents from the same travel agency.

### 4. Am I allowed to miss a schedule activity?

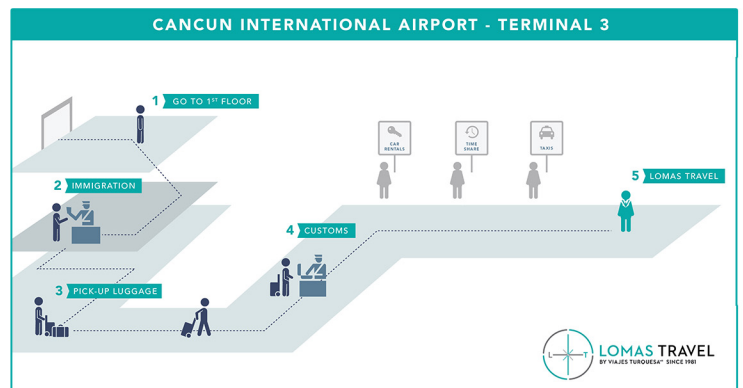
All scheduled activities are mandatory as part of the Fam Trip training; if you fail to attend the activities you will be charged a Travel Agent Rate for the length of your stay. The itinerary is tentative and subject to change. If changes are made you will be informed by your escort while in Riviera Maya.

### 5. Is there a dress code to follow?

Yes, there is. Agents need to comply with the following casual elegant dress code in all gourmet restaurants:

**Gentleman.** Recommended: Long pants, collared shirts, casual shoes. Permitted: Formal Bermuda shorts, dress sandals.

**Ladies.** Recommended: Dresses, skirts, long pants, shoes, capri pants, elegant sandals.



Applicable for Terminal 3 arrivals.

## NOTES

1. The agenda has been designed especially for your benefit as we would like you to take advantage of your time with us. During site inspections at the hotels there may be some days where it would be required to walk a distance of 2 miles aprox between different properties.

2. Please find below an annual weather average temperatures which will help to know what to pack:

|                | January | February | March   | April   | May     | June    | July    | August  | September | October | November | December |
|----------------|---------|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|
| High (°C / °F) | 28 / 82 | 29 / 84  | 30 / 86 | 31 / 88 | 32 / 90 | 32 / 90 | 33 / 91 | 33 / 91 | 32 / 90   | 31 / 88 | 29 / 84  | 28 / 82  |
| Low (°C / °F)  | 21 / 70 | 22 / 72  | 23 / 73 | 24 / 75 | 25 / 77 | 26 / 79 | 26 / 79 | 26 / 79 | 26 / 79   | 25 / 77 | 24 / 75  | 22 / 72  |

3. Make us aware of any medical condition we should be aware of in case of an emergency circumstance.