

## ARRIVAL INSTRUCTIONS

**Flight Delays:** Please provide your flight numbers. Happy Shuttle monitors all arrivals, and our team will be ready to assist you when you land.

**Flight Changes:** Has your flight number changed? Please notify us as soon as possible so we can adjust your transfer accordingly.

Happy Shuttle Greeter

### Your Arrival at the Airport:

Image for illustration purposes only

After landing, here is what to expect:

**Immigration → Customs → Baggage Claim.**

After collecting your luggage, look for our greeters outside the airport.

They wear **green polo shirts and khaki pants**, so you can spot them easily



### ⚠ Warning – Scammers

Some “airport concierge,” taxi personnel, or time-share vendors may try to sell you alternate transportation. They might pretend to help by offering to make a call for you, or claim your ride is gone or will take over 2 hours to arrive. **This is not true.**

If someone approaches you, please walk away and look for our greeters at the designated meeting points, or contact us directly:

**US Toll-Free: +1-888-290-4506**

**Local: +52 998 980 2469**

**WhatsApp: +52-998-275-5018**



**Meet & Greet Instructions:**

After collecting your luggage, exit through the door marked  
“Hotel Ground Transportation / Tour Operator.”

**Once outside, head to your meeting point:**

**Terminal 3 – International Arrivals**

Walk straight ahead. Once you pass the Air Margaritaville Bar, look for our representative near the third grey lamp post.

**Terminal 4 – International Arrivals**

Exit through the door on the left side. After passing the mini market and the Welcome Bar, look for our representative near the large blue square pole marked “C.”

**Terminal 2 – International Arrivals**

After exiting, turn right and walk toward the Grab n’ Go Coffee Shop. Our representative will be waiting in front of the coffee shop.

**Terminal 2 – Domestic Arrivals**

Use the exit door on the right side. Once outside, walk down the short ramp — our representative will be waiting right at the bottom.

**FBO – Private Flights**

When exiting, our representative will be waiting right outside.



## Additional information:

- **Shuttle arrival process:** Due to airport regulations, our shuttles cannot wait for long periods in the arrivals area. That's why our **greeters meet you first**. Once you check in with a greeter, they will call the shuttle into the arrivals area. It can take approximately **15–20 minutes** from the time the shuttle is called until it arrives at the boarding area.

## Waiting Times:

- **Single-flight passengers:** If we have not been able to contact you, our greeters will wait a maximum of **1.5 hours** after your flight has landed before your reservation is flagged as a **no-show**.
- **Multiple-flight groups:** If some passengers have already checked in with our greeters while others are delayed due to late flights or extended airport procedures, the **group leader will decide** whether the shuttle departs with the passengers already checked in or waits for the remaining travelers.
- **Groups with multiple flights in the same reservation:** The shuttle will only be called into the arrivals area once the last passenger has checked in with our greeters.
- **Multiple-terminal pickups:** If your group is arriving at **different terminals**, the shuttle will only be called once **all passengers have checked in** with our greeters. Our greeters will then coordinate the shuttle to pick up passengers at each terminal. Please allow extra time for travel between terminals, as traffic can cause minor delays.
- **Late-night arrivals:** If a delayed flight lands between **1:00 a.m. and 5:00 a.m.**, a driver will meet the passenger directly instead of a greeter.
- **No-shows or late arrivals:** If your reservation is flagged as a **no-show** due to no contact or passengers arriving after the allowed waiting times, a **new booking will be required**. Additional fees may apply, and the new shuttle will be subject to availability and waiting times.

## Additional Airport Information:

- Cancun Airport has **4 terminals**. Please provide your flight numbers to help us track your arrival.



- As per airport regulations, we may only board customers at **Official Hotel Shuttle areas**.
- **Last-minute reservations at the airport are not allowed.**
- Arrival terminals **do not have sitting areas** for waiting passengers.
- Customers with pre-booked transportation can **re-enter the arrival area** by showing this confirmation to airport security. Beware of **non-official taxi drivers posing as security**.
- **Contact instructions:** If you cannot locate a greeter, please call the provided phone numbers or contact your group leader.
- Look for our greeters wearing **green polo shirts and khaki pants**.
- Departure flight tracking and requested schedule changes are the **customer's responsibility**.
- Please allow extra time for possible delays due to **traffic or road conditions**.
- Happy Shuttle **is not responsible** for delays caused by traffic or roadblocks

**For immediate assistance please call:**

Toll Free USA/Canada +1 (888) 290-4506

In Mexico +52 998 980 24 69 Mon - Sun from 7:00 to 23:00

**Thank you for choosing Happy Shuttle Cancun!**



happy  
shuttle  
CANCUN

