

Cancun 2016 FAQs



February 24th

Prepping for Cancun

Call your credit card companies, and/or your bank!

- Let them know you might be making international purchases

Call your wireless carrier and update your plans for the week!

- Verizon Global Services: 1-800-711-8300: TravelPass is \$2 per day, uses your current plan, no roaming fees.
- AT&T: <http://www.att.com/esupport/article.jsp?sid=KB92113>

Weather is in the low 70's-80's

International Arrivals- Mon Feb 29th

Airport Transfers

- Anyone arriving on Mon Feb 29th to the Cancun airport will have scheduled transportation from the airport to the hotel
- If you are arriving earlier than 2/29, you will be responsible for your own airport transportation to the Hard Rock Cancun
- For those staying at an alternate property before checking in to the Hard Rock Cancun- please do not arrive before 2pm on 2/29. Check-in is not until 3pm officially, so please be respectful of this request.

Arriving in Cancun

Immigrations & Customs

- During your flight to Cancun, you will receive and need to fill out a Customs form. Visitors also must present a completed Immigration Form, one for each passenger.

The Immigration officer will provide a copy that MUST BE KEPT, as it has to be returned upon leaving Mexico.

- Following Customs, you will enter into the Time Share corridor, where you will be invited to stop- DON'T. Exit through the glass doors at the end of this corridor, and look for the Amstar Staff (blue flowered logo shirt, khaki pants) holding a sign with the HubSpot logo. They will escort you to the designated vehicles.



Domestic Arrivals - Tues March

Arriving at the Hard Rock Cancun

- All Domestic guests arriving on 3/1 will have transport provided, please follow the Immigration & Customs process in the prior slide.
- When you arrive at the Hard Rock Cancun, the buses will drop you off at the Group Arrival Entrance. Upon entering, there will be three desks for HubSpotters to visit:
 - The Hard Rock Cancun check-in desk
 - HubSpot Hospitality Desk
 - Executive Host Desk
- The hotel will require a personal credit card on file for incidentals when you check in. For those who need to pay additional nights for extensions, they will charge your credit card at check-in.

Free time until 6:30pm!

Million Dollar Club



1. Steve Vaughan
2. Sharen Murnaghan
3. Katie Kelly
4. David Torres
5. Sean Dazet

Gifts & Awards



We listened to your feedback from last year, and decided that this time, our process will be a little different:

- 1- Collect puzzle pieces at check-in, group events and check-out.
- 2- Don't lose them! Bring them home with you.
- 3- Take completed puzzle to your respective EA to redeem your prizes!

We hope that this will eliminate the hassle of lugging all your loot home with you!

Itinerary- Tuesday March 1st

6:30-8:30pm - Evening Welcome Party

- Location: Breezes Terrace on the 3rd Floor of Hard Rock Hotel
- Heavy apps and drinks will be served
- Attire: Resort Casual
- Children are welcome

You are on your own for dinner tonight. The restaurants do not accept reservations and are first come first serve.

- We recommend eating at one of the four speciality restaurants on property (Ciao, Zen, Ipanema, and Frida)

Itinerary- Wednesday March 2nd

If you chose Golf as your activity...

- Dress Attire: **collared shirts required**; shorts and sneakers allowed
- Report to the main Hard Rock lobby by 7am- shuttle to the golf course leaves by 7:15am
- It's a 5-10 min drive to the course and the shotgun style tournament starts at 8am sharp
 - This allows time for rentals to be picked up
 - Team Captains: please make sure your foursome is on time.

We have reserved 10 beachside cabanas for our group, which should serve as a great meeting space for the guests of the golfers!

Itinerary- Wednesday March 2nd

If you chose a Spa treatment, many of you are booked for today...

- Check-in at the spa for your appointment 5 minutes prior (if you are late your treatment will be forfeited).
- HubSpot will handle the tip at the end of your appointment

This afternoon the entire group is invited for an afternoon Boat Trip aboard the Dancer Boat, 3:30-6:30pm for Snorkeling & Swimming.

- Please be in the lobby no later than 3:05pm, we will be busing you to the boat launch.
- Attire is swimsuit, cover up and sandals.
- There will be appetizers, soft drinks, beer and cocktails provided.
- The boat is 3 floors along with a slide. Plenty of room for everyone, children invited.

Itinerary- Wednesday March 2nd

Dinner on your own

- If you would like to make a reservation for an off-property restaurant such as Harry's or Porfirio's we recommend doing that at the hospitality desk at check-in.

Evening Shuttle Service Downtown

- Shuttles start leaving at 9:30pm for downtown, with additional departure times from the Hard Rock main lobby at 10pm, and 10:30pm (please wait outside). As soon as the buses/vans fill up, we will be send them on their way.
- Return shuttles will be from the same place as drop-off (staff will be at drop-off & pick-up locations) and they will begin at 11pm, followed by 11:30pm, 12am, 12:30am and 1am.
- Please note that any activities off of the Hard Rock property will be your own financial responsibility.

Itinerary- Thursday March 3rd

Free day if you Golfed on Tuesday!

If you chose to Swim with the Dolphins...

- Begins at 10:00am at Interactive Aquarium - **pick-up in Lobby at 8:45am, check-in at 9:20am.**
- Please don't apply tanning oil before this activity (it is dangerous to the animals); sunscreen and block is ok, in moderation.
- NO JEWELRY should not be worn during the experience (leave your wedding rings behind).
- Towels, changing rooms, showers, and lockers are provided at the Aquarium.
- Cameras and video recorders are not allowed during the activity.

Itinerary- Thursday March 3rd

If you chose AquaTwister & Mangrove Tour....

- Begins at 11am at Aquaworld - **please meet in Hard Rock group entrance lobby by 10:15am (it's a 15 minute walk to Aquaworld).**
- Please apply sunscreen liberally (you will be in the sun for 4 straight hours). You can also bring additional sunscreen, and reapply between the Aqua Twister portion and the jungle tour portion of the activity.
- Bottled water, changing rooms, showers, and lockers are provided on site.
- You will be asked to sign waivers upon arrival.
- Underwater cameras are allowed for this activity.

Itinerary- Thursday March 3rd

If you chose Tulum & Coba Tour...

- Please meet in group entrance lobby by 7:30am sharp for departure (please bring sunscreen, and apply mosquito repellent)
- Bottled waters will be provided on each bus.

Agenda:

- 9:45am: Explanation of Mayan history in the archaeological site (45 mins)
- 10:30-11:15am: 45 minutes of free time for taking photographs and to visit the beach
- 12:15: Arrival at Restaurante Nichte-Ha, Coba - Mexican buffet included
- 1:20pm: Explanation of Mayan history in the archaeological site Coba (35 mins)
- 2pm: Free time in Coba
- Arrive back at hotel at 5:30pm

Itinerary- Thursday March 3rd

Awards Dinner at the Sunset Terrace

- To access the Sunset Terrace, use the elevator banks in the group entrance lobby
- Attire: Caribbean Chic
- Cocktail hour 7pm-8:15pm
 - Children are invited to attend cocktail hour only
- Dinner at 8:15am
- Award presentation to follow dinner, around 9pm
- Please stay with us through the evening, as we will be announcing next year's President's Club location!

Itinerary- Friday March 4th

All departure times will be posted in the group lobby at the hospitality desk

- Transport will only be provided for those departing March 4th and March 5th from the Hard Rock Hotel.

A Few Tips

- Sunscreen and bug repellent- please apply liberally!
 - We will have mosquito repellent available at the hospitality desk, as well as the evening events.
- For lunch, we recommend trying the woodfire pizza or make-your-own taco bar, as well as the buffet inside, rather than the pop-up grill or pool service.
- Other activities onsite include yoga, spin and other workout classes at the gym; basketball and tennis; pool aerobics; and beachside soccer and volleyball. We will post the weekly activity calendar on Friday when released by the hotel.
- For entertainment options, there are nightly shows in the outdoor arena, live music at the lobby bar, and different theme nights throughout the week.
- Ciao offers a continental breakfast from 6:30am-7am, whereas Market opens at 7am for the breakfast buffet.

Questions??

