

# *Caroline & Matthew*

## DEPARTURE INFORMATION

On behalf of **BIM** staff and all the people involved in your event during your stay in **Banyan Tree Mayakoba**, thank you so much for your visit, we really appreciate it and we hope to see you very soon.

In order to make your departure experience a smooth one, please take a note of the following:

- 1.- Make sure you have everything with you after leaving the room, especially things in the safety deposit box.
- 2.- Please check at the front desk if you have any incidental charges to cover and ask for your **CHECK OUT PASS**, without it you cannot board the transportation back to the airport, this pass will be required by the bell captain at the motor lobby before you board the transfer van.
- 3.- In the event that the information sent through our website does not match your airline ticket or if there is any change on it, please notify **BIM** 24 hours' head so that your departure arrangements can be adjusted accordingly.

**We hope you have enjoyed your stay in Playa del Carmen, Mexico**

Have pleasant trip home!!

