

Welcome to Mexico!



When visiting Mexico you are protected by Profeco (the Federal Bureau of Consumer Interests), the institution which informs, assesses and protects the consumer.

There are Profeco offices in all major cities in Mexico.



Services and Legal Advice

- **Information:** Profeco offers free advice on the commercial conduct of companies operating in Mexico.
- **Complaints:** Profeco receives reports of non-compliance upon contracting a service or buying products. Go to the Profeco office in the town where you are, making sure to present a copy of the documents which validate the operation undertaken: the receipt or contract and a valid form of identity.
- You can also present your complaints to Profeco via the Mexican Embassy or Consulate in your country of origin, or by mail to:

Profeco

Dirección General de Quejas y Conciliación

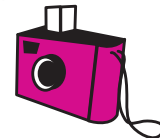
Av. José Vasconcelos

No. 208, Colonia Condesa, México 06140, D.F. (Accompany a brief description of your problem with your name, address and telephone number.)

- Or call us toll-free 01-800-468-8722



On the Road



By Bus:

- Book your tickets in advance.
- Make sure that your seat numbers are honored as well as the date and time of departure.
- If it is necessary to store your baggage in the hold of the bus you must request a receipt. This will serve as your proof in case of loss.

By Car:



For entry into Mexico you must present:

- If you are the owner: the original and a copy of Proof of Ownership of the vehicle.
- If it is rented: the rental contract and authorisation by the rental company allowing the vehicle to be taken out of the country.
- Upon obtaining the permit for temporary importation, you must stick the hologram sticker onto the front window, where it should remain for the length of your journey.
- To reinforce motorway security, there are checkpoints where your vehicle, baggage and documents may be checked. We recommend having your documents at hand and in order.
- Sometimes gas stations can be very far from one another. Avoid problems by filling up with the sufficient amount of gas for the distance you will travel.



Time Share

- Profeco offers information on companies offering Time Share plans. Please call us.
- Before signing any document be sure to read it through completely and clear up any doubts you may have.
- By law you have the right to cancel the contract within five days of having signed, recovering all money paid, free of responsibility. Notify the office where you signed of your decision.

Accommodation Services

- All providers of accommodation services are obliged to respect prices, guarantees, interests, charges, terms, periods, dates, reservations and other conditions offered and agreed to with the consumer. All establishments which offer a money exchange service must display the current exchange rate.
- All accommodation establishments must have a civil responsibility insurance for the protection of the client. (This rule does not apply to camp-sites and caravan parks.)

Upon Contracting a Service

- Read all of the details specified in the contract and keep a copy with you at all times.
- When buying any product ask for a receipt or invoice with the name, address and telephone number of the establishment where the purchase was made, as well as a description of the product bought.
- With the exception of instances affecting the peace or security of the client or place, no establishment providing a service can discriminate on the grounds of race, gender, political or religious leaning, nationality or social standing. Nor can they select their clientele, reserve right of admission, exclude people with a disability or undertake any similar practice. (The above applies to hotels, restaurants, bars, cafeterias, entertainment and recreation facilities, travel agents, etc.)
- The rates and prices should always be on display in Mexican Pesos. It is illegal to charge in foreign currency.
- Ask about any additional services which may be available, as well as their cost. Always check the cancellation fee and conditions.
- If your reservations are not honored or the prices or conditions vary to what is established in the contract, visit or call the nearest Profeco office.
- At Profeco we are here to help: call us on 5568-8722 or 01-800-468-8722

Some useful telephone numbers and e-mail addresses:

Profeco

From Mexico City: 5568-8722. From the rest of Mexico:
01-800-468-8722. www.profeco.gob.mx

National Immigration Institute

From Mexico City: 5387-2400. www.inami.gob.mx

Ministry of Tourism

From Mexico City: 5250-0123 or 5250-0151. From the rest of
Mexico: 01-800-903-9200. From the USA: 1-800-482-9832
www.mexico-travel.com

Delegación

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Happy Holidays in Mexico!

A Practical Guide for Tourists

