

EMBER SHORES

RIVIERA MAYA, MEXICO

ARRIVAL GUIDE

EMBER SHORES GUEST SERVICES

FESTIVAL GUEST SERVICES ARE AVAILABLE AT THE BARCELO RIVIERA MAYA IN THE MAIN LOBBY TO PROVIDE FESTIVAL INFORMATION OR ANSWER HOTEL QUESTIONS.

THURSDAY DECEMBER 3RD & FRIDAY DECEMBER 4TH: 8PM-12AM

SATURDAY DECEMBER 5TH & SUNDAY DECEMBER 6TH: 8AM-12AM

A GUEST SERVICES TEXT LINE IS ALSO AVAILABLE TO TEXT AT +1 561-247-3339 STARTING THE WEEK OF THE SHOW! WE ENCOURAGE YOU TO REACH OUT HERE WITH ALL QUESTIONS AND CONCERNS.

AIRPORT SHUTTLE INFORMATION:

WHEN YOU EXIT THE CANCUN AIRPORT, LOOK FOR AMSTAR EMPLOYEES HOLDING EMBER SHORES SIGNS. YOU CAN FIND THEM PAST THE INDOOR TAXI STANDS AND LOCATED JUST OUTSIDE THE MAIN EXIT DOORS.

LUGGAGE:

BEFORE STORING YOUR LUGGAGE UNDER THE SHUTTLE, PLEASE GRAB YOUR PASSPORT AND ANY ESSENTIAL ITEMS. YOUR BAGS WILL BE CHECKED SEPARATELY WHEN YOU ARRIVE AT YOUR RESORT, AND YOU WILL NEED YOUR PASSPORT FOR THE RESORT CHECK-IN.

EXTENDED NIGHTS EARLY CHECK-IN INFORMATION:

IF YOU PURCHASED EXTENDED NIGHTS AND WILL BE CHECKING IN TUESDAY, DECEMBER 2ND OR WEDNESDAY, DECEMBER 3RD, YOU WILL CHECK IN DIRECTLY AT THE MAIN LOBBY CHECK-IN DESK AT YOUR RESORT. YOU MUST HAVE YOUR PASSPORT WITH YOU TO CHECK-IN.

BARCELO RIVIERA MAYA GUESTS WHO ARE CHECKING IN ON THURSDAY, DECEMBER 4TH, YOU WILL CHECK-IN AT THE GROUPS LOBBY OF THE RIVIERA MAYA. BARCELO MAYA CARIBE & MAYA BEACH GUESTS WILL CHECK IN AT THE SHARED GROUP CHECK-IN AREA BETWEEN THOSE RESORTS. ALL OTHER BARCELO GUESTS WILL CHECK IN DIRECTLY AT THEIR RESORT.

FESTIVAL WRISTBANDS WILL BE PROVIDED AT CHECK IN.

YOU MUST HAVE YOUR PASSPORT WITH YOU TO CHECK-IN.

STARTING ON THURSDAY, YOU WILL RECEIVE A WELCOME PACKET INCLUDING YOUR EMBER SHORES FESTIVAL WRISTBAND AND YOUR ALL-INCLUSIVE FOOD & BEVERAGE WRISTBAND AT CHECK-IN.



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IF YOU ARE ARRIVING ON TUESDAY OR WEDNESDAY, WELCOME PACKETS WILL NOT BE READY. YOU WILL ONLY RECEIVE YOUR HOTEL ALL-INCLUSIVE FOOD & BEVERAGE WRISTBAND FROM THE RESORTS. PLEASE COME SEE THE FESTIVAL STAFF BARCELÓ RIVIERA MAYA ON THURSDAY TO RECEIVE YOUR WELCOME PACKET.

ALL WRISTBANDS MUST BE WORN AT ALL TIMES AND WILL NOT BE REPLACED BY THE FESTIVAL OR THE RESORT FOR FREE. DO NOT LOSE YOUR WRISTBANDS!

EACH GUEST MUST CHECK-IN INDIVIDUALLY. IT IS OK IF ROOM OCCUPANTS ARRIVE SEPARATELY.

THE STANDARD CHECK IN TIME FOR THE RESORT IS 3PM. RESORT ROOMS ARE AVAILABLE AS THEY ARE CLEANED BY HOUSEKEEPING. IF YOU ARRIVE EARLY IN THE DAY AND YOUR ROOM IS NOT CLEAN, PLEASE GIVE YOUR NAME, PHONE NUMBER AND ROOM NUMBER TO THE FESTIVAL STAFF AND WE WILL TEXT/WHATSAPP YOU WHEN THE ROOM IS CLEAN. IN THE MEANTIME, THE RESORT WILL HOLD YOUR BAGS WHILE YOU ENJOY THE PROPERTY.



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FRIDAY CHECK-IN INFORMATION:

FOR GUESTS CHECKING IN ON FRIDAY, DECEMBER 5TH:
GUESTS STAYING AT BARCELO RIVIERA MAYA WILL CHECK-IN AT THE GROUPS LOBBY OF THE RIVIERA MAYA.

BARCELO MAYA CARIBE & MAYA BEACH GUESTS WILL CHECK IN AT THE SHARED GROUP CHECK-IN AREA BETWEEN THOSE RESORTS.

ALL OTHER BARCELO GUESTS WILL CHECK IN DIRECTLY AT THEIR RESORT. FESTIVAL WRISTBANDS WILL BE PROVIDED AT CHECK IN.

YOU MUST HAVE YOUR PASSPORT WITH YOU TO CHECK-IN.

AT CHECK IN, YOU WILL RECEIVE A WELCOME PACKET INCLUDING YOUR EMBER SHORES FESTIVAL WRISTBAND AND YOUR ALL-INCLUSIVE FOOD & BEVERAGE WRISTBAND. BOTH WRISTBANDS MUST BE WORN AT ALL TIMES AND WILL NOT BE REPLACED BY THE FESTIVAL OR THE RESORT FOR FREE. DO NOT LOSE YOUR WRISTBANDS!

EACH GUEST MUST CHECK-IN INDIVIDUALLY. IT IS OKAY IF ROOM OCCUPANTS ARRIVE SEPARATELY.

THE STANDARD CHECK IN TIME FOR THE RESORT IS 3PM. RESORT ROOMS ARE AVAILABLE AS THEY ARE CLEANED BY HOUSEKEEPING. IF YOU ARRIVE EARLY IN THE DAY AND YOUR ROOM IS NOT CLEAN, PLEASE GIVE YOUR NAME, PHONE NUMBER AND ROOM NUMBER TO THE FESTIVAL STAFF AND WE WILL TEXT/WHATSAPP YOU WHEN THE ROOM IS CLEAN. IN THE MEANTIME, THE RESORT WILL HOLD YOUR BAGS WHILE YOU ENJOY THE PROPERTY.

EMBER SHORES DEPARTURE INFO

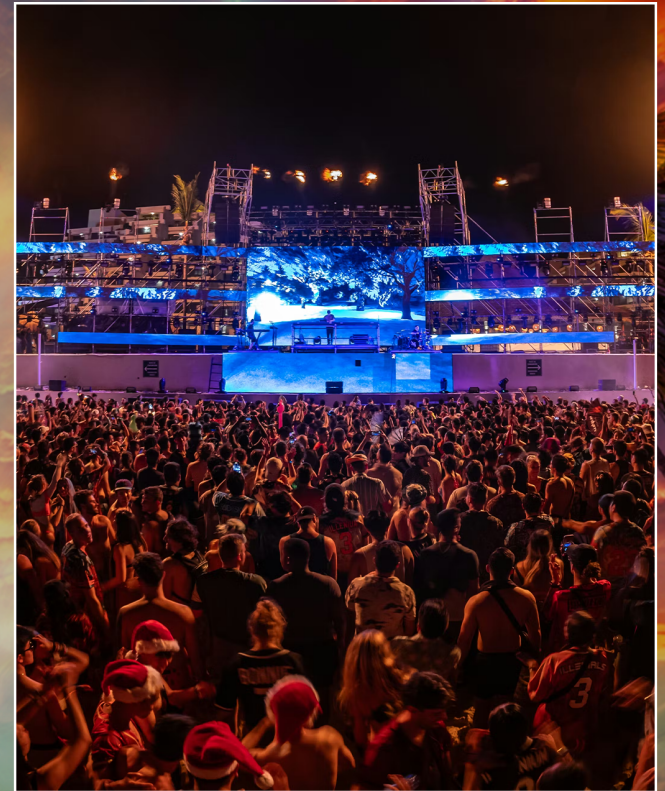
CHECK IN TO YOUR FLIGHTS EARLY

PRIOR TO YOUR HOTEL DEPARTURE, EMBER SHORES STRONGLY ADVISES FANS CHECK-IN TO THEIR FLIGHTS.

SHUTTLES

ALL EMBER SHORES ATTENDEES WILL BE PROVIDED FREE SHUTTLE SERVICE TO THE CANCUN AIRPORT FOR THEIR DEPARTURE. AMSTAR SHUTTLES WILL DEPART FROM EACH TOWER ON THE HOUR. FESTICATION, RESORT AND AMSTAR STAFF WILL BE AT EACH TOWER TO ASSIST GUESTS WITH ANY AND ALL DEPARTURE INFORMATION OR QUESTIONS.

WE SUGGEST BEING AT THE AIRPORT NO LESS THAN 2 HOURS BEFORE YOUR FLIGHT BOARDING TIME.



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