
EMBER
SHORES
ARRIVAL
GUIDE

EMBER SHORES GUEST SERVICES

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

FRIDAY NOVEMBER 20TH: 8PM-12AM
SATURDAY NOVEMBER 21ST & SUNDAY NOVEMBER 22ND: 8AM-12AM

A GUEST SERVICES TEXT LINE IS ALSO AVAILABLE TO TEXT AT +1 561-247-3339 STARTING TUESDAY, NOVEMBER 17TH! 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.

EMBER SHORES

EXTENDED NIGHTS EARLY CHECK-IN INFORMATION:

IF YOU PURCHASED EXTENDED NIGHTS AND WILL BE CHECKING IN TUESDAY, NOVEMBER 17TH OR WEDNESDAY, NOVEMBER 18TH, 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, NOVEMBER 19TH, 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.

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.





EMBER SHORES

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 AND YOUR FESTIVAL WRISTBAND.

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 FESTIVAL CHECK-IN WILL BEGIN AT 10AM ON THURSDAY. THE STANDARD CHECK-IN TIME FOR THE RESORT IS 3 PM. RESORT ROOMS ARE AVAILABLE ONCE THEY HAVE BEEN 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

FRIDAY CHECK-IN INFORMATION:

FOR GUESTS CHECKING IN ON FRIDAY, NOVEMBER 20TH:
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.

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

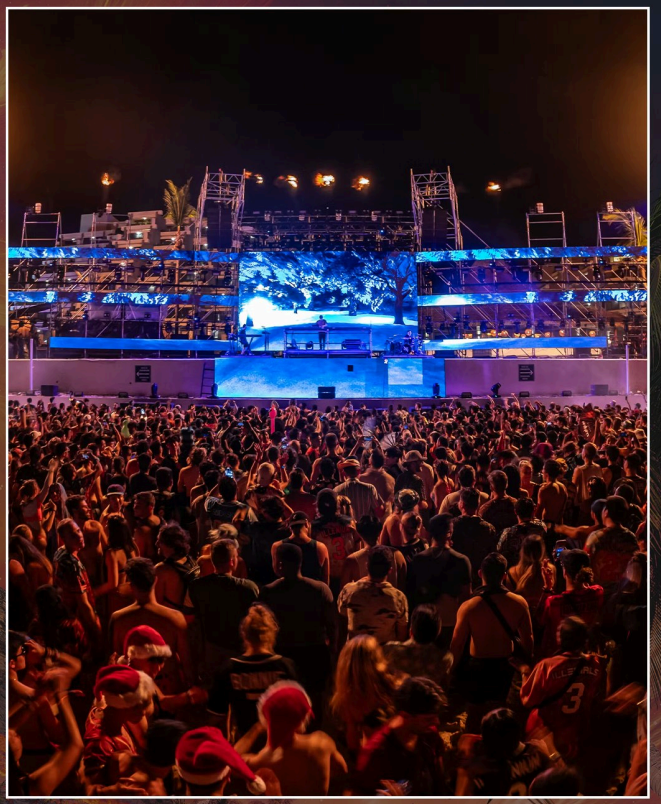
AT CHECK IN, YOU WILL RECEIVE A WELCOME PACKET INCLUDING YOUR EMBER SHORES FESTIVAL WRISTBAND AND YOUR ALL-INCLUSIVE FOOD & BEVERAGE WRISTBAND. BOTH WRISTBANDS MUST BE WORN AT ALL TIMES AND WILL NOT BE REPLACED BY THE FESTIVAL OR THE RESORT FOR FREE. DO NOT LOSE YOUR WRISTBANDS!

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

THE FESTIVAL CHECK-IN WILL BEGIN AT 8AM ON FRIDAY. THE STANDARD CHECK-IN TIME FOR THE RESORT IS 3 PM. RESORT ROOMS ARE AVAILABLE ONCE THEY HAVE BEEN CLEANED BY HOUSEKEEPING. IF YOU ARRIVE EARLY IN THE DAY AND YOUR ROOM IS NOT READY, PLEASE PROVIDE YOUR NAME, PHONE NUMBER, AND ROOM NUMBER TO THE FESTIVAL STAFF. WE WILL THEN TEXT/WHATSAPP YOU WHEN THE ROOM IS CLEAN. IN THE MEANTIME, THE RESORT WILL HOLD YOUR BAGS WHILE YOU ENJOY THE PROPERTY.

EMBER SHORES

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.



EMBER SHORES