



# NRG Travel Security and Safety Brief – Cancun/Playa Del Carmen, Mexico Champions League Incentive Trip

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## **Attendee Security Briefing** **Enterprise Security**

February 2025

## Travel Risk Rating: **MEDIUM**

Crime including violent crime Robbery, Kidnap as well as Petty theft, and Unsolicited inebriation are concerns in Mexico.

Primary Threats to travelers:

- Theft and Robbery (money, jewelry, wallet, purse, etc.)
- Express, Virtual, and Kidnap for ransom are of concern, primarily Express kidnap (robbery/mugging, forced to withdraw from ATM)
- Credit Card Fraud is common outside of resorts
- Unsolicited inebriation (use of Rohypnol, Benzo's, Ambien, etc.)
- Assault / Violent Crime – increases away from the hotel and areas outside the excursions.
- **Do not leave a drink unattended at any time.**
- **Use buddy system and be aware of your surroundings.**
- **Follow safe protocols for the trip.**
- **Report any issues to Enterprise Security/Talent representatives.**

## Medical Risk Rating: MEDIUM

Medical care is available for emergent care through an ISOS approved provider and guarantee of payment made through our ISOS contract for any attendee.

\*Fees for service will be covered by the business unit.

### Before Travel:

- Bring any personal medication (including diabetic supplies) for 8-9 days (in the event of a flight delay) and copy of your prescriptions.
- Make sure your vaccinations are up-to-date
- Consider mosquito repellents and sunscreens - available locally at exorbitant prices

### On your trip:

- Drink only bottled / purified water (Available at the hotel, restaurants or bars)
- Hotel ice is purified and food preparation safe
- Avoid drinking tap water including from your hotel room

## Communications

- Confirm you have international calling (or availability in Mexico) prior to departure
- WIFI Connections (WiFi Calling) available in the hotel
- Security will carry a satellite phone for emergencies

## Emergency Contacts

NRG Enterprise Security Representative

**Lance Schroyer, ES Consultant – 918-304-9021**

NRG Enterprise Security Corporate Contact

**Aaron Malady, ES Director – 832-294-5831**

**ESOC: [ESOC@NRG.com](mailto:ESOC@NRG.com) / 713-537-5000**

Liaisons Travel

**Heather Meaker, Account Executive Liaisons – 470-331-1316**

## International SOS App

- Use of the ISOS Application and Check-in function is advised on arrival and departure.
  - Use of the check in feature is recommended periodically throughout the stay in the Dominican Republic.
  - This provides the GPS location of your phone at that point in time should a need arise to know your location.
  - The ISOS assistance app provides the ability to call regional assistance centers when help is needed for security, medical, or safety advice 24/7

## Other Contacts

**US Consular Agency : +52 55 8526 2561**

**[STEP Program](https://mytravel.state.gov) – [mytravel.state.gov](https://mytravel.state.gov)**

## Upon arrival in Cancun

- Proceed to Immigration and then to pick up your luggage then into Customs
- Be certain to have your passport (valid 6 months beyond the length of stay) ready for immigration officers
  - Have the Hotel information ready to present if asked where you are staying
- Be prepared for a secondary inspection in Customs
  - Mexico uses a Redlight/Greenlight for Customs secondary inspections
    - If you get a red light – you will be required to step aside from your group while customs inspects all of your luggage and belongings. If not traveling in a group – try to send a text to someone in the group to notify the event team you are delayed in secondary inspection.
    - If you know of someone pulled for secondary inspection – please notify Liaisons/ES rep/ or Event Rep so they know about any delays
- **Proceed from customs through the airport to the AMStar pick up outside.**
- **Do not respond to offers inside the airport for timeshare or where vendors will say, “This is where you check in” – it is not where you check in – you will only check in with AMStar!**

## Before traveling into Mexico

- **Do not bring the following:**
  - More than 1 computer/ipad/tablet
  - Expensive electronics or devices not necessary for the trip
  - Excessive photography equipment
  - Expensive jewelry or designer items that indicate wealth
- **These items likely either trigger secondary inspections or are restricted by varying laws that may require you to pay import fees on the “perceived value” of the items.**

Mexican import laws restrict a traveler to 1 computer, 2 devices used for photography (GoPro and Phone may be considered 2 devices depending on agent discretion). If you bring a professional/multi-lens capable camera – only 2 lenses may be brought and any other photo/video recording device may be counted for import fees.

Import fees have been known to be assessed on “all items imported” which can mean everything of value you brought. Do not argue with Customs agents! Ask if you can contact a local contact and notify Enterprise Security.

## Ava Resort

### Resort Information

- All inclusive, many dining and shopping options in/on the hotel grounds.
- The resort has more than 1600 rooms and is adjacent to a large beach frontage.
- Guests are identified by colored wristband which identifies areas of access.
- Medical Services are available on site 24/7 – staff trained in CPR/First Aid
- Tipping is not required at site as it is included with your room, ATM available on site
- There is access to the natural beach, however, there are large beach like pools on the resort grounds.
- Ice and water at restaurants at site is purified, water in rooms is filtered, but not potable. Avoid drinking water from room taps – obtain or call room service for water/drinks.
- Beach Front at AVA – While all beaches are public in Mexico, the beach has very limited access. In the event Vendors access the beach, avoid approaching them
  - Vendors have been known to supply illicit drugs or seek to swap/mimic/steal wristbands for resort access

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**Transportation will be** provided by **Amstar** including your airport transportation and planned excursions.

**Amstar** is the **only approved transport** to and from hotel from airport and to events.

Please do not approach Amstar with requests to take off book excursions or trips, no trips other than those booked for this event are permitted.

**Please remember this is a company sponsored event and adherence to company requirements is required.**

Use of Ride Share Services, Taxis, Public Transport, etc. is **not authorized** and strict adherence is required for all attendees.



## **EXCURSION: Xcaret Adventure Parks**

**Activities: Ziplining, Guided ATV trail tour, swimming, cenotes, cultural site tours.**

- **Excursion options were provided at sign up – no other excursions are permitted.**
- Travel to parks provided only by AMStar
- Visitors should bring some cash, credit/debit card to buy drinks, food, souvenirs
  - There are multiple shops along the paths of the activities with drinks/snacks and gifts.
- **Lockers are available at each activity site.**
  - **NRG ES suggests renting a locker at site for storage of personal items or purchases made at site.**
- All excursion options at Xcaret parks require participants follow safety rules and wear safety equipment provided by the park. Do not deviate from safety requirements.

**Please remember – we are ALL ambassadors of our brands. This is a company sponsored event and poor actions reflect on the company. Drink responsibly, do not use or obtain drugs, and follow our code of conduct.**

**Employees are responsible for the actions of guests they have invited to attend.**