

**American Express**-- The local office is at Avenida Tulum 208 and Agua (tel. 998/881-4000 or 998/881-4000; [www.americanexpress.com](http://www.americanexpress.com)), 1 block past the Plaza México. It's open Monday through Friday from 9am to 6pm, Saturday from 9am to 2pm.

**Area Code**-- The telephone area code is 998.

**Climate**-- It's hot but not overwhelmingly humid. The rainy season is May through October. August through October is hurricane season, which brings erratic weather. November through February is generally sunny but can also be cloudy, windy, somewhat rainy, and even cool.

**Consulates**-- The U.S. Consular Agent is in the Plaza Caracol 2, Paseo Kukulkán, Km 8.5, 3rd level, 320-323 (tel. 998/883-0272). The office is open Monday through Friday from 9am to 1pm. The Canadian Consulate is in the Plaza México 312 (tel. 998/883-3360). The office is open Monday through Friday from 9am to 5pm. The United Kingdom has a consular office in Cancún (tel. 998/881-0100, ext. 65898; fax 998/848-8229; [information@britishconsulatecancun.com](mailto:information@britishconsulatecancun.com)). Irish, Australian, and New Zealand citizens should contact their embassies in Mexico City.

**Crime**-- Car break-ins are just about the only crime here. They happen frequently, especially around the shopping centers in the Hotel Zone. VW Beetles and Golfs are frequent targets.

**Currency Exchange**-- Most banks are downtown along Avenida Tulum and are usually open Monday through Friday from 9:30am to 5pm. Many have automated teller machines for after-hours cash withdrawals. In the Hotel Zone, you'll find banks in the Plaza Kukulkan and next to the convention center. There are also many casas de cambio (exchange houses). Downtown merchants are eager to change cash dollars, but island stores don't offer very good exchange rates. Avoid changing money at the airport as you arrive, especially at the first exchange booth you see -- its rates are less favorable than those of any in town or others farther inside the airport concourse.

**Drugstores**-- Next to the Hotel Caribe Internacional, Farmacia Canto, Avenida Yaxchilán 36, at Sunyaxchen (tel. 998/884-9330), is open 24 hours. It even delivers to hotels (cash only).

**Emergencies**-- To report an emergency, dial tel. 060, which is supposed to be similar to 911 emergency service in the United States. For first aid, the Cruz Roja, or Red Cross (tel. 998/884-1616; fax 998/884-7466), is open 24 hours on Avenida Yaxchilán between avenidas Xcaret and Labná, next to the Telmex building. Total Assist, Claveles 5, SM 22, at Avenida Tulum (tel. 998/884-1058 or 998/884-1092; [htotal@prodigy.net.mx](mailto:htotal@prodigy.net.mx)), is a small (nine-room) emergency hospital with English-speaking doctors. It's open 24 hours and accepts American

Express, MasterCard, and Visa. Desk staff may have limited command of English. Air Ambulance service is available by calling tel. 800/305-9400 (toll-free within Mexico). Urgencias means "Emergencies."

**Internet Access**-- C@ncunet, in a kiosk on the second floor of Plaza Kukulcan, Paseo Kukulcán, Km 13 (tel. 998/885-0055), offers Internet access at \$4 for 15 minutes, or \$7 per hour. It's open daily from 10am to 10pm. Downtown, Sybcom, in the Plaza Alconde, Local 2, at Avenida Náder, in front of Clinica AMAT (tel. 998/884-6807), offers Internet access for \$1.50 for 15 minutes, \$2.50 for 30 minutes, or \$4 per hour. It is open Monday through Saturday from 9am to 11pm.

**Luggage Storage/Lockers**-- Hotels will generally tag and store luggage while you travel elsewhere.

**Newspapers/Magazines**-- Most hotel gift shops and newsstands carry English-language magazines and English-language Mexican newspapers.

**Police**-- Cancún has a fleet of English-speaking tourist police to help travelers. To reach the police (Seguridad Pública), dial tel. 998/884-1913 or 998/884-2342. The Procuraduría Federal del Consumidor (consumer protection agency), Avenida Cobá 9-11 (tel. 998/884-2634 or 998/884-2701), is opposite the Social Security Hospital and upstairs from the Fenix drugstore. It's open Monday through Saturday from 9am to 3pm.

**Post Office**-- The main correo is at the intersection of avenidas Sunyaxchen and Xel-Ha (tel. 998/884-1418). It's open Monday through Friday from 9am to 4pm and Saturday from 9am to noon (just for the purchase of stamps).

**Safety**-- There is very little crime in Cancún. People are generally safe late at night in tourist areas; just use ordinary common sense. As at any other beach resort, don't take money or valuables to the beach.

Swimming on the Caribbean side presents a danger because of the undertow.

**Seasons**-- Technically, high season is from December 15 to Easter; low season is from May to December 15, when prices drop 10% to 30%. Some hotels are starting to charge high-season rates during June and July, when Mexican, European, and school-holiday visitors often travel, although rates may still be lower than in winter months.

**Special Events**-- The annual Cancún Jazz Festival, featuring internationally known musicians, is held each year over the U.S. Memorial Day weekend, in late May. The Cancún Marathon takes place each December and attracts world-class athletes as well as numerous amateur competitors. Additional information is available through the Convention & Visitors Bureau.

**Telephones**-- The area code for Cancún is 998. All local numbers have seven digits and begin with 8.