

Travel

Q: What is the required arrival time the day of their surgery?

A: Before 11:00am

Q: What if I cannot arrive before 11:00am?

A: If you cannot arrive by 11:30am, arriving the day before in San Diego and staying at a local hotel in San Diego is suggested. (9am-9pm is required for Cervantes patients deviations are \$50)

You can select a hotel with a shuttle or take Uber from the airport to the hotel you select.

There is no need to return to the airport for pick-up within a 15 miles radius of the airport, our driver will pick you up in the lobby the day of your surgery. Pick-up beyond the 15 mile radius will be an additional \$50.

Suggested San Diego Hotels and typical rates (please confirm shuttle times accommodate your flight):

- Holiday Inn Express Old Town \$125+
<https://www.ihg.com/holidayinnexpress/hotels/us/en/san-diego/sannf/hoteldetail>
- Holiday Inn Bayside \$150+ (619) 224-3621 <http://www.holinnbayside.com/>
- Ramda Gaslamp \$100-\$150+ (619) 531-8877 <https://www.stjameshotel.com/>
- Howard Johnson SeaWorld <\$100 (619) 224-8266
<https://www.howardjohnsonsandiego.com/>

Q: What is the required departure times? Why?

A: Departure time is after 12pm

This time is established because of time to get to the airport because of the following conditions:

- Medical Pass Lane opens at 8am
- Border Crossing (especially in the mornings) can take 2+ hours
- Must arrive at airport 1.5-2 hours early.

If departing is before 11am it is strongly suggested to stay in San Diego the night prior, especially for early morning flights, the crossing can take up to 3+ hours.

You can select a hotel with a shuttle or take Uber to the airport from the hotel you select.

Suggested San Diego Hotels and typical rates (please confirm shuttle times accommodate your flight):

- Holiday Inn Express Old Town \$125+
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Q: What if I want to stay an extra day to be safe?

A: While almost all of our patients stay the 3 nights, staying an extra day in Tijuana or San Diego is permitted.

Departure times still apply for extra Tijuana days.

Tijuana extra nights are \$100 extra and subject to availability (must notify coordinator ASAP - coordinator indicates the extra hotel according on AC)

The driver can also drop you at a San Diego hotel. Hotels with shuttles or Uber/Taxi will be required for airport return.

Suggested San Diego Hotels and typical rates (please confirm shuttle times accommodate your flight):

- Holiday Inn Express Old Town \$125+
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- Holiday Inn Bayside \$150+ (619) 224-3621 <http://www.holinnbayside.com/>
- Ramda Gaslamp \$100-\$150+ (619) 531-8877 <https://www.stjameshotel.com/>
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<https://www.howardjohnsonsandiego.com/>

Q: What if I want to forgo/omit the hotel stay?

A: While almost all of our patients stay the 3 nights, not staying in Tijuana or San Diego is permitted.

Flight departure time should be scheduled after 2pm due to discharge time at 10am and border crossing time.

Q. What is the name of the hotel?

A. Tijuana: Real Inn Tijuana Zona Rio -
<https://www.hotelesrealinn.com/Hotels/Details/RI/tij>

Make sure when you google it you find the tall white building.

Q. Info about the hotel?

A.

- Rooms very modern - hardwood floors, marble counters, walk-in rain shower
- WIFI
- Gym
- Spa
- NO pool (cannot submerge incisions anyways)
- Restaurant for companion
- Shopping Mall, Restaurants, Movie Theater, Casino across the street
- Full Service/Size Starbucks in bottom
- Complimentary Bariatric Clear Diet provided via room service

Q. Do I require a passport?

A.

- **Cancun or Canadian:** Yes a passport book is required for international air travel
- **Tijuana:** If you have more the 30 days until your procedure yes we suggest a passport card. If less than 30 days as a US citizen you can use your certified Birth Certificate (not a copy - with a seal for county or original).

Passport cards are valid for land border crossings and come in under 4 weeks for \$65.

<https://travel.state.gov/content/travel/en/passports/apply-renew-passport/how-to-apply.html>

Passports for First Time Applicants

<http://travel.state.gov/content/passports/english/passports/first-time.html>

Where to Apply

<http://travel.state.gov/content/passports/english/passports/information/where-to-apply.html>

How Long Does It Take?

<http://travel.state.gov/content/passports/english/passports/information/processing-times.html>

Q: Safety, How safe is TJ?

A: We use a closed network and the hospital and hotel are very safe and just like San Diego we do not suggest going out at night or to certain areas, but that is not the focus of your trip.

Q: Is the border safe and/or crossable?

A: Yes, we have not had any issues, nor do we plan to. In the event that it closes again we have an alternate crossing about 20 minutes away. We will always insure a way and your safety so no worries. Most of this is dissipating and will be even more by your surgery date.

Cancun

Q. Can I arrive early in Cancun?

A. Yes, a lot of guest treat Cancun as vacation. The driver will pick you up and drop you off on the day of your arrival or departure regardless of when it is. Do remember though to have your dietary needs.

Q. Is hotel included in Cancun?

A. (1) hotel night is included but can be eliminated for your own choice of hotels.

Q. What hotel is used in Cancun?

A. Real Inn Cancun (lagoon side - closer to hospital)
<https://www.hotelesrealinn.com/Hotels/Details/RI/RICUN>
and sometimes
Beachscape(beachside) <https://en.beachscape.com.mx/>

Q. Can I stay after in Cancun?

A. Yes, but please do realize you will be on your post-op diet at this time and require specific foods that are harder to acquire. Additionally swimming is not permitted until week 4. Staying before is encouraged.

General

- There is free wi-fi and phone while you are at the hospital plus a small safe in each room that you program the combination yourself.
- IMPORTANT: For your phone to work in Mexico, you will need to check with your carrier to see if you have coverage or roaming while in Tijuana)
- Our transportation coordinator will contact the evening before your travel to verify your flight itinerary and give your pick-up instructions. He will call you by 7 pm PST the night before your travel. If you have any last-minute changes, please call 844-736-3963
- Pack light
- Room Service is provided to you at the hotel: Broth, Water, Jell-O and Popsicles for patients during
- Have your companion(s) bring a few \$5.00 and \$1.00 USD bills for any small purchases, food, and etc. Most place accept US currency - but give change in pesos. This will avoid returning home with pesos that you will have to exchange later.
- If you will be using a Check card or Credit Card while in Mexico, be sure to call your bank ahead of time to let them know you will be traveling to Mexico
- It is customary to tip service people in Mexico. I recommend bringing \$1 and \$5 bills to tip your driver or hotel staff if you wish
- Make sure to take your medications with you in the original RX bottles so you can discuss with the doctors when you are to resume taking them'
- Bring ANY medical equipment you need on a daily basis i.e. CPAP machine. If you do not, you will be responsible for any charges incurred if the hospital provides it for you.