

## BALR X FAQ

---

### Arrivals:

#### [How do I find my transportation at the airport?](#)

- After deplaning, your first stop is Immigration.
  - Make sure you have your current passport in hand. An Immigration official will verify your document. There are now passport readers available that help to facilitate the arrival process
- Next stop is Baggage Claim to collect your bags.
  - Please report any delayed bags at this time to the airline personnel and retain a copy of the report.
- After Baggage Claim, the last stop is Customs.
  - A Customs official will request your Customs Declaration Form or QR code and ask you to push a button.
    - If you receive a red light, your luggage will likely be examined. If you get a green light, you may proceed to the exit, although a random examination of your luggage could still be conducted.
- After exiting Customs you will go through two rooms.
  - Please avoid engaging in conversation with anyone in these rooms as they are time share representatives and are not affiliated with your trip. They may tell you they are there to pick you up, or that you need a confirmation number to proceed. Please disregard their comments and walk to the outside of the terminal exiting through the glass doors to the open air.
- Once you are outside of the arrivals terminal, you will see a series of numbered canopies/shaded areas. Continue walking straight, crossing the street to arrive at Canopy / Shaded Area #6.
  - Terramar representatives wear a uniform of short sleeved yellow shirts and khaki pants. They will be holding a sign with the Blueprint logo for easy identification and you will be departing from that area (Canopy / Shaded Area #6).

---

### Destination:

#### [What time zone is Cabo San Lucas in?](#)

Cabo San Lucas is in the Mountain Time Zone (MST). In January, this time zone is 1 hour ahead of PT / 1 hour behind CT / 2 hours behind ET.

#### [About how long is it from the airport to the hotel?](#)

It is about a 30–40-minute drive from Cabo San Lucas International Airport (SJD) to Chileno Bay Resort.

#### [What is the weather like in Cabo mid-January?](#)

In January, Cabo San Lucas is typically warm, with average daily highs ranging from 74F – 78F. Evenings can get cool, so bringing a light sweater or jacket is recommended. January is part of Cabo's dry season, so the chance of rain is low.

#### [Do I need a passport to get into Mexico?](#)

Yes, a passport will be required to enter Mexico.

---

## Resort:

### [Is breakfast included at the resort?](#)

Breakfast is included at the resort from 7am – 11am, at COMAL restaurant only. COMAL offers an a la carte breakfast (there is no buffet).

Please note, bottled water, alcohol, any specialty coffee drinks (lattes, cappuccinos, etc) and gratuities are not included in breakfast. Once you receive your breakfast check, simply sign it to your room and they will remove the charges, less the excluded items above.

### [What dinner restaurants are available onsite?](#)

If you would like to dine at Chileno Bay Resort, COMAL, YAYA and TnT are available for you to make reservations. If you'd like to dine in your room, private dining is available as well.

If you'd like to experience an evening at Chileno Bay's sister property, Esperanza, a complimentary shuttle is available to take you to/from Esperanza, where you can secure reservations at Cocina del Mar, La Palapa or Las Estrellas. Use of the complimentary shuttle is first come, first serve and it runs every hour on the half hour beginning at 5:30pm. You will be able to charge your Esperanza dining experience to your Chileno Bay room account.

### [What bars are at Chileno Bay Resort and what are their hours?](#)

COMAL Bar: 5pm – 12am

YAYA bar: 12pm – 11pm

The Bar Downstairs: 9pm – 1am on Thursdays, Fridays, and Saturdays

---

## Activities & Rewards:

### [How do I book a spa appointment at Sol Spa \(resort spa\)?](#)

Spa concierge email – **cbr.solspa@aubergeresorts.com**

Be sure to mention you are part of the Blueprint group to get a 15% discount on the treatment cost at the time of booking.

It is recommended that you book early, as January is peak season and Sol Spa books up quickly. You will be required to provide a credit card number as a guarantee to hold the spa reservation.

### [I want to go into downtown Cabo San Lucas or San Jose del Cabo during leisure time. How do I book transportation on my own to get there?](#)

Hotel concierge can assist you with booking a private transfer.

Uber is also widely used throughout Cabo San Lucas and San Jose del Cabo and can be used as transportation if you prefer.

### [I would like to book some activities for the day at leisure. How can I book those?](#)

Please contact the hotel Concierge (rocio.perez@aubergeresorts.com) and Rocio will be happy to assist you.

[Golf – Can I charge things \(greens fees, food, pro shop, etc.\) from the course to my room?](#)

No. Cabo Real Golf Club is not affiliated with Chileno Bay Resort & Residences, so all charges at the golf course must be settled directly with them.

[If I opt not to participate in the golf outing, how much room credit do I receive? What can it be used for?](#)

If you opt not to participate in the golf outing, a \$350 room credit will be applied to your room. This can be used for anything that you purchase at the resort and charge back to your room.

---

**Offsite:**

[I'd like to dine offsite for dinner one evening. Are there any recommendations?](#)

Cabo San Lucas is home to a quite diverse culinary scene. Depending on how far you'd like to travel from the hotel, below is a list of a few restaurants for you to explore:

Cabo San Lucas: Sunset Mona Lisa (15 mins from resort), Edith's (20 mins), Harry's (15 mins), El Farallon (25 mins), Hacienda Cocina (20 mins), Nobu (45 mins), Cayao (15 mins)

San Jose del Cabo: Flora Farms (50 mins), ACRE (50 mins), NIDO (30 mis)

If you'd like to experience an evening at Chileno Bay's sister property, Esperanza, a complimentary shuttle is available to take you to/from Esperanza, where you can secure reservations at Cocina del Mar, La Palapa or Las Estrellas. Use of the complimentary shuttle is first come, first serve and it runs every hour on the half hour beginning at 5:30pm. You will be able to charge your Esperanza dining experience to your Chileno Bay room account.

[Do I need to make reservations to dine offsite?](#)

Yes, January is peak season in Cabo so making reservations in advance is strongly encouraged.

---

**Communication:**

[How will we communicate as a group while in Cabo?](#)

We will be using Whatsapp! Please download the app to your phone prior to your departure to BALR X.

You will receive an invitation to join the BALR X group chat to the phone number you provided during registration. Daily updates, reminders about where to meet for activities, and more will be distributed through this chat.

[Who should I reach out to if I have issues during my travel to/from Cabo?](#)

If you have any issues during your travel, please reach out to Eileen, Miguel, and Jen. Contacting all three of us will ensure you receive assistance as quickly as possible.

Contact information is listed below. Please note that WhatsApp uses the same phone number you provided during registration, so you may reach out via phone or WhatsApp.

Jen  
+1 (847) 274-1167  
jen@jaseventslc.com

Eileen  
+1 (608) 279-4810  
egehring@blueprinthe.com

Miguel  
+1 (312) 684-8559  
mtorres@blueprinthe.com

[Who can I contact with questions during BALR?](#)

For any questions during the trip, please reach out to Jen or Eileen via Whatsapp.

Jen  
+1 (847) 274-1167

Eileen  
+1 (608) 279-4810

---

**Safety:**

When leaving Chileno Bay Resort for off-site activities, including SUR Beach House and El Squid Roe, please exercise the same caution you would in any foreign country. We encourage everyone to stick together and look out for one another. Please plan to use the Blueprint-provided transportation to and from each location to ensure a safe and seamless experience.