

## Frequently Asked Questions (FAQ)

Thank you for your interest in our services. Below you will find important information that could be very helpful when you decide to land in our facilities.

### 1. Does the FBO Terminal operate 24 hours?

Our operating hours are from 07:00 hrs – 21:00 hrs. In case your flight is off hours, we recommend notifying us 24 hours prior to your trip. (Charges apply for Off hours & Non scheduled operations).

### 2. What information do you need from pilots and passengers upon arrival?

Personal information of pilots and passengers are required upon arrival (full name, date of birth, nationality, passport number, pilot's license information and aircraft information).

### 3. Where on the field are you located?

The FBO Terminal is located at the Punta Cana International Airport, on the south of taxiway E and on the west of taxiway F (just at the exit the taxiway F).

### General Information: MDPC AD 2.2 Aerodrome Geographical & Administrative Data

<b>1</b>
Reference coordinates and site AD 18°34' 14.81 "N / 068°21'58.27"W AD center with reference to 09/27 and 08/26 runways.
<b>2</b>
Direction and distance from temperature. 40 kms to the NE of Higüey city
<b>3</b>
Reference temperature 14.20 (47 Ft); 31° C
<b>4</b>
MAG VAR annual change 12° W Year (2015), 4' increase
<b>5</b>
AD administration, Address, Telephone, Telephax, Telex, AFTN Tel. 809.959.2376   AFTN MDSYNYC   puntacanainternationalairport.com
<b>6</b>
Types of traffic permitted IFR/ VFR

### 4. What services does the FBO Terminal offer?

Our FBO Terminal provides our clients with the following:

- Handling operation
- Customs & Immigration Services
- Flight Plan Confirmation
- Fuel Services
- Pilot's Office Rental availability
- Comfort Lounge  
(Free Wi-fi, hot and cold beverages included)
- Ramp Services  
(Parking, Landing, Lavatory & GPU Services)

### 5. What are the prices of the FBO Terminal and Ramp services?

For information on prices and charges, we will need the MTOW of the aircraft, type of aircraft, seats, and the amount of passengers emailed to this address:

[terminalfbo@puntacana.com](mailto:terminalfbo@puntacana.com).

For the moment the fees are charged in cash and in US dollars.

### 6. What do I need to enter the country if I am traveling with my pet?

If traveling with a pet, you will need to present a vaccination certificate issued by a veterinarian, and pay a tax fee to the animal health department which is charged in cash and in US dollars.

### 7. What information does the Customs/Immigration Department need from the pilots and/or passengers?

Upon arrival, we will provide our clients with the Immigration and Customs forms that are necessary for your entry.



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[www.puntacanainternationalairport.com](http://www.puntacanainternationalairport.com)



**8. Is there any government tax fee paid at the entrance?**

Yes, these are the following:

- Overtime taxes (Only applied if your arrival is on a holiday, saturday after 12:00pm and Sunday all day).
- Departure tax (Only for aircrafts with passengers).
- Tourist card (US\$10 per person) \*Only for the arrival\*

If the aircraft exceeds 30,000 MTOW or has more than 12 seats, there will be an Immigration tax fee for arrival and departure, and the other taxes mentioned above. (All taxes are charged in US dollars and cash).

**9. How much is Jet A/Av Gas fuel per gallon?**

- Jet A price per gallon: US\$3.1806 (please notice price may vary).
- AV Gas price per gallon: US\$7.10 (please notice price may vary).
- Gas is charged in US dollars. (UV Air, AV gas, J&D, AV fuel, Colinternal Cards are accepted).

**10. Does your fuel have Prist mixed in it?**

Our fuel is in optimal conditions, it does not contain Prist. If you desire to bring your own Prist to add, it is allowed.

**11. Does the FBO Terminal include Catering Services?**

At FBO we can provide you with the contact information of the Catering Company at our airport. For any catering services feel free to contact: Caribbean Catering Services at 809-959-3061.

**12. Is there a hotel near the FBO?**

We have hotels available within the Punta Cana Resort & Club, which are 3-10 minutes away from the FBO Terminal.

These are:

- Four Points by Sheraton 1+809-959-4444 or [www.fourpointspuntacanavillage.com](http://www.fourpointspuntacanavillage.com)

- The Westin 1+809-959-2222 or [www.westinpuntacana.com](http://www.westinpuntacana.com)

- Tortuga Bay 1+809-959-8229 [www.tortugabayhotel.com](http://www.tortugabayhotel.com)

**13. Does the FBO Terminal have special prices at the hotel for crew members?**

The Westin and Four Points by Sheraton offer special rates for Crew Members.

For further information please contact the hotels at the following numbers: 809-959-2222 and 809-959-4444

**14. Do you offer Taxi Services?**

We offer transportation services only within the Punta Cana Resort & Club complex, which are: Four Points by Sheraton, The Westin Hotel, and Tortuga Bay. (Charges are applied).

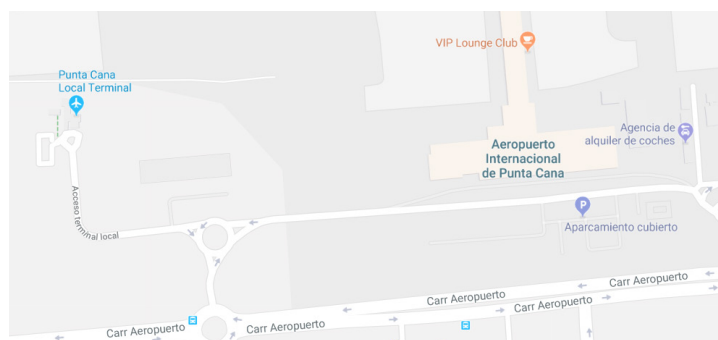
If you are staying in the Bavaro area, before you land we will contact an external Taxi Company to provide you the service.

**15. Does the FBO Terminal offer national flights?**

The FBO only offers handling services. If you are interested in national flights, we can contact external companies to provide these services for you.

**Didn't see your question?**

Please email us at [terminalfbo@puntacana.com](mailto:terminalfbo@puntacana.com)



**Fly Direct to Paradise.**

Punta Cana, Dominican Republic  
809.959.2376 Ext. FBO: 1731  
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