

# ARRIVAL & DEPARTURE GUIDE

Detailed arrival/departure and ground experience information to help you prepare for your next mission with us.

## **MROC/SJO**

Juan Santamaria International Airport

**PREPARED BY**

UNIVERSAL AVIATION

**24/7 SUPPORT**

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# ARRIVAL PROCEDURES



## PASSENGERS AND CREW ARRIVALS

### IMMIGRATION AND CUSTOMS PROCESS

Upon arrival, passengers will be greeted by a Universal Aviation staff member as they disembark. Passengers and crew will be transported in a Universal Aviation vehicle to the General Aviation Terminal. Meanwhile, the aircraft will be inspected by PCD (Police control of drugs) and SVA local Police. Passengers and crew luggage must be offloaded and taken to customs. You will not be allowed to leave any bags or luggage in the aircraft.

After all, passengers and crew clear customs and immigration, they will be allowed to leave the airport. A staff member will escort them to meet their ground transportation vehicle by the entrance of the General Aviation Terminal.

It can take up to 20 minutes to disembark the aircraft, pass through customs, and leave the airport in their ground transportation vehicle. We will stay in contact with the ground transport driver to ensure passengers have a smooth pick-up.

### CUSTOMS DECLARATIONS

Passengers who bring items that exceed \$500 in value must be declared. The additional items could be subject to import duties. If passengers do not declare the items of value worth more than \$500, they will receive a stamp on their passport indicating that they took advantage of the \$500 exemption. Customs have the legal right to retain the merchandise and transfer it over to a bonded warehouse, where you will have to go through the customs import process. The same applies if you try and bring with you items that require a Costa Rican health permit.

According to all of the above, we recommend that passengers make the declaration of the items per person.

## PROHIBITED FOODS

### NOT ALLOWED IN COSTA RICA

- Handmade or homemade products.
- Eggs of any species and in any presentation
- Raw meat (pork, chicken, and turkey) and seafood
- Canned with products of pork origin
- Fruits and vegetables
- Germinable seeds like rice, beans, and others.

## PASSENGERS WITH DISABILITIES

### WHEELCHAIR AVAILABLE

A staff member will assist passengers with disabilities in deplaning the aircraft. A Universal Aviation van will be waiting to transport the passenger to the General Aviation Terminal. Request a wheelchair prior to arrival to avoid any delays.



## PARKING

### ASSIGNED UPON ARRIVAL

Aircraft parking will be assigned by the airport upon arrival. A Marshall will be waiting to direct the aircraft to its designated parking spot.

## PET ARRIVALS

### PERMITTED WITH VALID DOCUMENTATION

Passengers may bring dogs or cats into Costa Rica with a licensed veterinarian's appropriate documentation. Pet's original health certificate must include the license number and signature of the veterinarian. **The certificate and pet's treatment must not be older than 15 consecutive days after being issued, or it will not be valid.** It must include the following information:

- Ectoparasite and Endoparasite (internal and external treatment). It should include the name of the medicine they used, brand, the active ingredient, lot number, and date given.
- Dogs must be vaccinated against distemper, hepatitis, parvovirus, and leptospirosis.
- Cats must be vaccinated against feline viral rhinotracheitis, calicivirus, panleukopenia, and feline leukemia.
- Adult dogs and cats must be vaccinated against rabies. Puppies and kittens under three months of age do not need to be vaccinated against rabies.

Pets less than three months are exempt from this requirement. Contact a Universal Aviation staff member for additional information.

## DEPARTURE PROCEDURES

### PASSENGER AND CREW DEPARTURES

#### MUST MEET AT THE MAIN TERMINAL ENTRANCE

On average, the entire departure process for passengers and crew can take up to 20 minutes if all documents are in order. A Universal Aviation staff member will be waiting for passengers and crew members at the entrance of the Main Terminal. Everyone will be escorted to the General Aviation Terminal for security and immigration with the assistance of a staff member. Once everyone is cleared from security and immigration, they will be transported via a Universal vehicle to their aircraft.

### LUGGAGE HANDLING

Liquids bigger than 100ml are not allowed through security. You will need to pack them in your luggage. All bags and luggage pieces are received at the entrance of the Main Terminal. A Universal Aviation staff member will take everyone's luggage to the security check area. Once passengers and crew members are cleared, our staff will transport all luggage to the aircraft.

## PASSENGER GROUND TRANSPORTATION

### ADDRESS FOR DRIVERS:

Airport Boulevard Rio Segundo, Alajuela, Costa Rica



FBO Ground Services from  
Universal Weather and Aviation, Inc.

## DANIEL ODUBER QUIRÓS INTERNATIONAL AIRPORT (MROC)



## USEFUL LINKS & RESOURCES

- [COSTA RICA, SAN JOSE \(MROC\) INFORMATION](#)
- [RESOURCES IN LATIN AMERICA](#)
- [IS-BAH ACCREDITATION](#)
- [GLOBAL GROUND HANDLING NETWORK](#)
- [FEASIBILITY - IQ - MISSION PLANNING INTELLIGENCE](#)
- [TRIP SUPPORT](#)



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