

Can the Consulate assist me in getting or changing a plane reservation?

Unfortunately, the Consulate is not able to assist with flight arrangements. Please contact your airline directly for assistance.

Are the airports open? What about the ferry to and from Cozumel?

Cozumel and Cancun airports are both open after the storm, and ferry service between Cozumel and Playa del Carmen has resumed. The ferry between Isla Mujeres and Cancun is also running again. Americans attempting to make travel plans should contact their airline. The airports advise travelers not to proceed to the airport unless they have a ticket in hand—people hoping to travel should contact airlines by phone rather than going to the airport.

I am trying to get in touch with a friend or relative in the area affected by Hurricane Rina. Can you help?

If you are concerned about a friend or relative who is a U.S. citizen, we can try to locate them, ascertain their welfare and, as appropriate, either offer assistance or alert local authorities to their situation. With their permission, we will let you know their situation, time permitting. We are able to take action more quickly on requests we receive by e-mail. Please provide as much of the following information as you can and send it to RinaEmergencyUSC@state.gov.

Your name, phone number, and your relationship to the person you are inquiring about.

For the person you're inquiring about:

Full name, date and place of birth, e-mail address, location in Mexico (name of hotel or address of house), phone number in Mexico.

Please also let us know about any known medical conditions or other information about any specific assistance needs he or she may have.

If available, please also provide us with the U.S. passport and/or Social Security number of the person who you are inquiring about.

Also please let us know if you haven't heard from them, or if you have heard from them and remain concerned, or if there is another reason for your inquiry. If you are able to contact the person you are inquiring about, and you get updated information from him or her about his or her safety, location, and circumstances, please write back and let us know.