

ISLA MUJERES FERRY GUIDE

ULTRAMAR & XCARET XAILING - ENGLISH EDITION



Two good choices, two different departure points. Choose based on where you are staying, the schedule you need and the ticket features that matter most.

ULTRAMAR

PUERTO JUÁREZ

Best fit: downtown, north Cancún, early departures or a late return.

- ✓ Frequent service through the day
- ✓ First outbound shown: 5:30 AM
- ✓ Last outbound shown: 11:00 PM

XCARET XAILING

HOTEL ZONE KM 4.5

Best fit: Hotel Zone stays, open-ticket flexibility and included facilities.

- ✓ Departures from El Embarcadero
- ✓ Open ticket for an available sailing
- ✓ Wi-Fi, restrooms and luggage storage

PUBLISHED VISITOR FARES

MXN - fares the official pages published.

SERVICE	ADULT	CHILD	NOTES
Ultramar	290 one way 580 round	220 one way 440 round	Premium Plus
Xcaret Xailing	261.98 web	198.98 web	Adult 12+ / child 6-11

Environmental fee: Ultramar showed MXN 36.56 separately. Xcaret states that its sanitation fee is added during payment.

Special fares: Resident, INAPAM and other discounts require eligibility and valid ID.

CURRENT DEPARTURE WINDOWS

Use the official date selector for your exact day

ULTRAMAR

Puerto Juárez → Isla Mujeres
First shown: 5:30 AM
Last shown: 11:00 PM

Isla Mujeres → Puerto Juárez
First shown: 6:00 AM
Last shown: 12:00 AM

XCARET XAILING

From Cancún: 9, 10, 11 AM; 12, 1, 2, 4, 5, 6, 7 PM.
From Isla Mujeres: 10, 11 AM; 12, 1, 2, 4, 5, 6, 7, 8 PM.

QUICK DECISION

DOWNTOWN OR NORTH CANCÚN

Start with Ultramar Puerto Juárez.

HOTEL ZONE

Start with Xcaret Xailing at El Embarcadero.

EARLY START OR LATE RETURN

Compare the live Ultramar schedule first.



DETAILED MAPS

Easy-to-use maps to explore with confidence.



TRANSPORTATION

Buses, ferries, transfers & everything you need to know.



PHOTO SPOTS

Find the best views and hidden photo locations.



LOCAL TIPS

Eat like a local and discover authentic experiences.



TRAVEL SMART

Insider tips to save time, money & avoid tourist traps.



Mexico You Feel, Not Just See.

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TERMINALS & HOW TO GET THERE

ULTRAMAR

Cancún: Av. López Portillo,
SM 84, M 5, L 6,
Puerto Juárez.
Isla Mujeres: Av. Rueda Medina.

XCARET XAILING

Cancún: El Embarcadero Isla Mujeres, km
4.5,
Hotel Zone.
Arrival: north Isla Mujeres.

WHAT YOUR TICKET INCLUDES

ULTRAMAR

Air-conditioned high-speed ferry,
restrooms, hand luggage, charging, snack
bar, pet areas and bikes.

XCARET XAILING

Open ticket, Wi-Fi, restrooms, luggage
storage, accessible spaces, insurance, pet
area and Scenic Tower access.

TICKET RULES TO KNOW

- ✓ Bring photo ID
- ✓ Arrive 30-45 minutes early
- ✓ Schedules can change
- ✓ Confirm the final fare
- ✓ Keep ticket or QR code ready

TOPIC	ULTRAMAR	XCARET XAILING
Ticket	6 months; available sailing	Open ticket; 6 months shown
Refunds	Official page says non-refundable	Confirm during checkout
Luggage	1 piece up to 25 kg; max 142 cm total	Storage included; confirm limits
Pets	Designated pet areas; rules apply	Pet area included; confirm rules
Parking	Near terminal; fee applies	MXN 15/hour; MXN 100/day after 12 hours

BEFORE YOU LEAVE

- ✓ Check the live schedule
- ✓ Confirm the terminal
- ✓ Arrive 30-45 minutes early
- ✓ Bring ID, water and sun protection
- ✓ Save the return schedule
- ✓ Check weather and port notices
- ✓ Keep cash/card available
- ✓ Plan the return before departure

CHOOSE BY YOUR TRIP

Hotel Zone day trip
Xcaret Xailing may reduce ground travel. Check the
return schedule before buying.

Downtown or north Cancún
Ultramar Puerto Juárez is often more direct and
shows a broader schedule window.

Early start or late return
Compare the live Ultramar timetable first, then verify
the date.



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TRAVEL SMART

Insider tips to save
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avoid tourist traps.

SEA CONDITIONS

Service may pause when
navigation is unsafe.

FARES CHANGE

Discounts and fees
can change.

RETURN FIRST

Choose the return before
planning the day.

KEEP IT SIMPLE

Use the closest terminal
unless timing says otherwise.



PLAN SMART. ARRIVE EARLY.
CONFIRM CURRENT FARES AND SCHEDULES
BEFORE LEAVING.



BE RESPECTFUL.
TRAVEL RESPONSIBLY.
SUPPORT LOCAL.



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