

# **Cayman Islands Airports Authority**

# The Cayman Island's "Meet & Greet" Fast Track Program for immigration and customs processing

To book please email: Ivis Matute on <u>ivis.matute@caymanairports.com</u> and copy in Kenworth Connor on <u>Kenworth.connor@caymanairports.com</u> as well as Melissa Ebanks on <u>Melissa.ebanks@caymanairports.com</u>

#### Overview:-

CIAAs meet and greet has the ability to offer our services for a single guest, families and to date groups of up to 420 persons. Below is an outline of the service we provide for arrival and departure. As we refine our services to enhance the programme both the outline below and cost are subject to change.

There is a charge of CI\$30 (US\$ 36.58) per person for each arrival and/or departure, we can do either or both upon request. Service fees are for guest from age 4 and upwards. \*\*\*Children 3 years and under are free\*\*\*

#### Arrivals:

- Greet guest at the airside with a family / group signage
- Fast track the guest through Immigration and Customs arrival process
- Escort guest to taxi dispatch booth, rental car agency or mode of transportation

#### Departures:

- Greet the guest at the drop-off curb side with a family / group signage
- Assist with luggage (with passengers consent)
- Provide escort during check-in (we recommend checking in online whenever possible, the speeds up the process if the guests can arrive with their boarding passes already printed). We advise you of this because at times airline agents does not allow for us to cut in front of the other passengers to check in
- Fast track through security checkpoint and immigration. Please note that during our peak periods and/or season these lines on a Saturday and Sunday between the hours of 11am – 2pm can have a processing time of up to 2 hours
- All prior to escorting the guest to their respective gates

### How to book and other important information:

- CIAA requires our partners to provide us with
  - Passengers full name (as it appears on their travel documents)
  - Full flight information. Airline name flight number flight arrival / departure time
- Due to the customs law we are not allowed to handle baggage for arriving passengers
  - We will however provide a luggage cart; should availability permit and as needed by the guest
- Booking notice: 48 hours' in advance of arriving / departing passenger flights. However, earlier notification is appreciated and accepted
  - Booking notice for larger groups beyond 48 hours' is required to make the necessary arrangements needed
- Payment: at the time of booking we will require either the guest / company credit card to receive payment. This will only be done after the service is provided
  - American express is not accepted our apologies for any inconvenience caused
  - For your convenience, a copy of your receipt will be emailed to you once charged
  - Company billings can also be done through setting up an account with CIAA. At which
    point the Authority will invoice you for services rendered

Please do let us know if you have any questions or concerns.

Regards,

**Ivis Matute** 

**Customer Service Officer** 



# Cayman Islands Airports Authority

## **CIAA's Meet & Greet Service**

	APPLICANT INFORMATION								
Name:									
Email :									
Telepho	one:								
	Mr.		Mrs.		Ms.				
*Please	e attach a list of	First &	Last Names fo	r group larg	er than 4 per	sons.			
Numbe	r of Adults (18+):	_							
Numbe	r of Children ove	r age 3 :	:						
Name c	on Welcome Sign:	_							
I would	like to apply for	the Me	et & Greet Ser	vice for :	□ Arrival	□Departure	□Both		
ARRIVA	15		FLIGI	HT INFORM	MATION				
Date of	Flight:								
Airline	& Flight Number								
Time of	f Arrival:								
DEPART	ΓURE								
Date of	Flight:								
Airline	& Flight Number	:							
Arrival	time to the Airpo	ort :							

#### FEES FOR SERVICE

Cost of Service- \$30.00 Cayman Islands Dollars or \$36.58 US Dollars per person for Arrivals or Departures. No charge for children under 3 years old. \*Exchange rate conversion .82

Type of card: □	VISA	□ MasterCard	□ Discover	
			Exp. Date:	
Security Code:		_(3-digits located on the bac	k of MasterCard or VISA)	
How did you find o	out about CIA	A's Meet & Greet Service?	GRAND CA VILLAS & CC	YMAN INDOS
		Signature	Da	te

Please complete the application in full and then return it to us by fax 1-345-943-7071 or Scan & email CustomerService@caymanairports.com. We require at least 48 hours notice. For larger groups we ask for earlier notification so that we can make the necessary preparations. Thank you for using our service.

298 Owen Roberts Drive | P.O. Box 10098 | Grand Cayman KY1-1001 | CAYMAN ISLANDS Main:+1.345.943.7070 | Facsimile:+1.345.943.7071 | Email: CustomerService@caymanairports.com | Website: www.caymanairports.ky