

SILVER THATCH GUEST SERVICES

YOUR ON-ISLAND HOSPITALITY TEAM



Upon arrival, all villa guests check-in at our Silver Thatch Welcome Center to collect their free snorkel gear and check-in folder which includes villa entry procedures, guest guide, and your Silver Thatch Guest Benefits Card. Your personalized benefit card unlocks exclusive [10% discounts with our preferred vendors](#) from restaurants to water sports providers, boat charters, and more!

Our Welcome Center

Our Welcome Center is located at [846 Frank Sound Road](#) and is en route to most of our villas. Our knowledgeable hospitality staff can answer your questions about the island and make excellent local recommendations. We also have an on-site fitness center complete with cardio equipment, weights, and a yoga studio, plus a business center for printing, computer, or courier mailing services.

Complimentary Items

Our villa guests can select from a wide array of complimentary items available to enhance their stay. All we ask is that you care for these items and return them prior to your departure.

- | | | |
|--------------------------|----------------------|-------------------------------|
| - Snorkel Gear | - Bluetooth Speakers | - Pack-n-Plays |
| - Apple TVs | - DVD Players | - Baby Gates |
| - Keurig Coffee Maker | - Beverage Coolers | - High Chairs & Booster Seats |
| - Nespresso Coffee Maker | - Box Fans | - Crib Sheets |

Guest Benefit Card

[Our Preferred Vendors](#) extend our villa guests a discount of up to 10% off all regularly-priced goods & services simply by showing your Guest Benefit Card. Your card also provides secured access to [our fitness center](#) open daily from 6AM - 9PM.

QUICK LINKS:

- [Silver Thatch Fitness Center](#)
- [Grocery Delivery](#)
- [Private Chefs & Cooks](#)
- [Wine & Spirit Delivery](#)
- [Airport VIP Meet & Greet](#)
- [In-Villa Massage Service](#)
- [Kayaks & Paddleboard Rentals](#)
- [Snorkel Charters](#)
- [Dive Charters](#)
- [Private Transportation Service](#)

PREFERRED VENDORS:

- [Silver Thatch Watersports](#)
- [Taco Cantina](#)
- [Tukka Restaurant & Bar](#)
- [Eagle Ray's Bar & Grill](#)
- [The Lighthouse Restaurant](#)
- [The Italian Kitchen](#)
- [The Czech Inn Grill](#)
- [Rum Point Restaurant & Bar](#)
- [Cayman Ferries](#)
- [Jacques Scott Wine & Spirits](#)
- [Cayman Kayaks](#)
- [Perfectly Pampered Massage](#)
- [And more!](#)

FLIGHTS TO CAYMAN

CATCH A DIRECT FLIGHT TO [OWENS ROBERTS INTERNATIONAL \(GCM\)!](#)



With over 100 weekly flights and nonstop service from London, Toronto, and gateway cities across the US, getting to our island paradise has never been easier.

Airline Service to Grand Cayman

- [Cayman Airways](#)
- [Delta](#)
- [WestJet](#)
- [Air Canada](#)
- [jetBlue](#)
- [Island Air](#)
- [American Airlines](#)
- [Southwest](#)
- (Private Aircraft FBO)
- [British Airways](#)
- [United](#)

PRO TIPS:

The airport code for [Owen Roberts International Airport](#) is GCM.

We recommend booking your villa first, then booking your flights. Our 48-hour villa hold policy provides flexibility to book your travel after you've found the perfect villa. We don't charge your card at booking until we receive a signed rental contract.

Fun fact: [Cayman Airways](#) offers all adult passengers a complimentary rum punch cocktail to make your travels that much sweeter—cheers!

To avoid long lines, try the VIP fast-track airport service through the [Cayman Islands Airport Authority](#). Pricing is US \$61 per person. Children three and under are free.



RENTAL CARS

EXPLORE THE ISLAND AT YOUR OWN PACE



Guests staying outside of Seven Mile Beach will want a rental car. There is no Uber or Lyft on-island and taxi service is very unreliable beyond Seven Mile Beach. We suggest booking a rental car early as inventory can become scarce during peak travel seasons. All major rental car companies are located across the street from the airport. Budget, Avis, and Marshall's tend to have the best rates.

Rental Car Companies

Andy's Car Rental	Website	(345) 949-8111
Avis	Website	(345) 949-2468
Budget	Website	(345) 949-5605
Dollar	Website	(345) 949-4790
Economy Car Rental	Website	(345) 949-9550
Hertz	Website	(345) 943-4378
Marshall's Rent-A-Car	Website	(345) 949-7821

Private Car Service

Cayman Luxury Transport	Website	(345) 929-6886
Cayman Luxury Excursions	Website	(345) 326-2018
Weber's Tour LTD	Website	(345) 945-1433
Majestic Tours	Website	(345) 949-7773
Grand Limousine Services	Website	(345) 916-7772

PRO TIPS:

Don't forget, in Cayman we drive on the left side of the road with the steering wheel on the right! Don't worry. Most of the island is a two-lane road with speeds not exceeding 35 MPH. Just take it slow and easy and you'll be fine.

All rental car companies offer car seats and booster seats for children. You can request one using the "Additional Comments" field when booking on-line. Marshall's provides car seats complimentary. Most other companies charge C\$10 per day (US\$12.25).

All major rental car companies are located across the street from the airport. We advise calling your rental car company 30 days prior to arrival to re-confirm your reservation.

GROCERY DELIVERY

HAVE YOUR VILLA PRE-STOCKED WITH GROCERIES



Kirk Market

<https://kirkmarket.ky/>

Kirk Market is a fully stocked grocery store with a wide selection of fresh produce, meats, seafood, and organic foods. Orders are placed via email with their concierge team. Visit the link below for order details and delivery pricing.

[Kirk Market Pricing & FAQs](#)

Store Hours

Monday – Thursday: 7am – 10pm

Friday & Saturday: 7am – 11pm

Sundays: CLOSED

Hurley's Market

<https://hurleys.ky/>

Hurley's offers quality and freshness for everyday basics and gourmet speciality items. Orders are placed via an online ordering system and delivered the day of your arrival. Visit the link below for order details and delivery pricing.

[Hurley's Market Pricing & FAQs](#)

Store Hours

Monday – Saturday: 7am – 11pm

Sundays: CLOSED

PRO TIPS:

DO NOT WAIT UNTIL THE LAST MINUTE TO ORDER GROCERIES!

Place your order as early as possible especially for winter holiday and New Year's stays.

Problems arranging delivery to your villa? Have your order delivered to our Silver Thatch Welcome Center and pick-up when you check-in! We have two large refrigerators on-site to keep your order fresh.

Next door at the Silver Thatch Welcome Center is [Jacques Scott Wines & Spirits](#). After checking in, walk over and stock up on your favorite drink of choice. On-line ordering is also available with delivery to the Frank Sound location for pick up.

Villa guests can save 10% off wine and alcohol (sorry, no beer) when purchasing in-store at the Frank Sound location only. Just show your Silver Thatch Guest Card to receive your 10% discount!

PRIVATE CHEFS & COOKS

PLAN A SPECIAL IN-VILLA DINING EXPERIENCE



Grand Cayman is known as the *Culinary Capital of the Caribbean* and home to many stellar chefs. Our growing roster of chefs and cooks will prepare a delicious menu from start to finish for those nights when you feel like indulging without leaving the comforts of your villa.

Private Chefs

chef@grandcaymanvillas.net

For a gourmet in-villa dining experience, click the email link above to contact our private chefs listed below. Provide your travel dates, group size, and any dietary restrictions and they will reply with their availability and pricing.

- | | | |
|------------------------------------|--------------------------------------|-------------------------|
| - Chef Lloyd Brown | - Chef Keith Griffin | - Chef Carlos |
| - Chef Thomas | - Chef Sean Collins | - Chef Britta Bush |
| - Chef Hansel Rankin | - Chef Guiseppe Gata | (specializes in gluten |
| - Chef Reno Mancini | - Chef Remy | free and vegan cuisine) |

Local Cooks

cook@grandcaymanvillas.net

Hire a local Caymanian cook and enjoy a family-style menu full of island flavors and tropical ingredients. Click the email link above to contact our tested and recommended cooks listed below. Provide your travel dates, group size and dietary restrictions and they will reply with availability and pricing.

- | | |
|-----------------|----------------------------------|
| - Marcia Hulse | - Terence Parris |
| - Linda Jackson | - Stephanie McLean |

PRO TIPS:

Hiring a Chef will be more expensive than hiring a local Cook. For a plated gourmet menu hire a chef. For family-style dinners hire a Cook. Both will take care of the entire menu from start to finish.

You will want to book a chef or cook at least 4-6 months out from arrival. For stays over the winter holidays, you will want to book a chef or cook as soon as possible as availability is extremely limited towards the end of the year.

We recommend booking either a chef or cook for one or two nights depending on your budget. The island has a great dining scene full of delicious restaurants you won't want to miss!

If you're looking for a delicious cake to celebrate a special occasion, visit [The Cake Studio](#) or [The Bake Shop at Mise en Place!](#)

RESTAURANTS

GRAND CAYMAN IS THE CULINARY CAPITAL OF THE CARIBBEAN



Whether it's a night out on the town or at-home with your private chef, Grand Cayman is a foodie's paradise. To help you explore the island's food scene, all villa guests receive a 10% discount when dining with our preferred restaurant partners. Simply present your Silver Thatch Guest Card and our dining partners will adjust your bill. Details and discount card provided upon check-in.

Rum Point, East End, & North Side Restaurants

Sipping a mango mojito on the dining dock at the Lighthouse, or savoring a bite of fresh ceviche at Tukka while watching the moonrise is what dining on Cayman's *quieter side* is all about. The food is stellar, the scenery stunning, and the island vibes totally relaxed.

Fine Dining

Restaurants include: [Tukka](#), [Rum Point Club Restaurant](#), [The Lighthouse](#), and Upstairs @TheKaibo.

Casual Fare

More casual restaurants include [The Czech Inn Grill](#), [Eagle Ray's Bar & Grill](#), [Rum Point Wreck Bar & Grill](#), [Taco Cantina](#), Island Bites, The Caboose, Big Tree BBQ, and Over the Edge.

*The restaurants listed above in blue are participating members of our [Silver Thatch Preferred Vendors](#) program. Just present your Silver Thatch Guest Card when ordering and save 10%.

PRO TIPS:

The pork ribs at The Czech Inn Grill are phenomenal! Located in Bodden Town, this hole-in-the-wall shack by the side of the road serves up top-notch foods.

Rum Point is a beautiful spot to spend the day. The Wreck Bar & Grill serves up a great lunch and drink menu—try their legendary Mudslides! Sunday afternoons can get crowded so arrive early to beat the crowds.

US Dollars are accepted island-wide, as well as all major credit and debit cards. There is no need to exchange currency but businesses will give you back change in Cayman dollars.

SILVER THATCH PRIVATE TRANSPORTATION

OUR EXCLUSIVE TRANSPORT SERVICE FOR VILLA GUESTS



We are now offering villa guests a private for-hire group transport service. This exclusive service will help guests enjoy a night out on the town without worry since there is no Uber or Lyft on-island. Our vehicle is a 2018 Toyota HiAce Van with A/C and room for 14 passengers. Transportation services are only available to our villa guests presenting a valid Silver Thatch Benefit Card.

Dinner Shuttle (Eastern Districts Only)

- US \$75 for each leg of your dinner reservation within the eastern districts.
- Just text our driver 10-20 minutes prior to your departure from the restaurant.
- Driver gratuity is appreciated.

Custom Charter – Island Wide (No Airport Pickups)

- US \$100 for the first hour.
- US \$70 for each additional hour, billed in 30 minute increments.
- Driver gratuity is appreciated.
- One-hour minimum – 8AM to 5PM ; Two-hour minimum – 5PM to 11PM.

Rules of the Road

- We cannot provide service at Owen Roberts International Airport.
- We do not accept cash payment for fares, except for driver gratuities.
- We do not accept equipment or transport of messy or bulky items.
- We do not permit eating in the van. Guests may bring a cooler but please no red wine.

To book, email us at GuestServices@SilverThatchCayman.com or call toll-free: 866-358-8455 ext. 4.

PRO TIPS:

We streamline billing by charging the fare to the credit card on your villa folio. Signature is required at pick-up.

Popular demand has been for dinner transport to and from restaurants so guests can enjoy themselves and return home safely.

Cayman regulations only permit licensed taxis to pick-up travelers from the airport. Therefore, we cannot pick up guests from the airport. Our service is for fun nights out or day trips around the island.

WATER ADVENTURES

EXPLORE THE DEEP SEAS



Private Snorkel Charters

We offer private charters on our 32' luxury World Cat (14 guests plus 2 crew). All snorkel & safety equipment is included. Enjoy the best snorkel spots like Stingray City, Starfish Point, Rum Point Reef, or customize your own adventure on the high seas.

All villa guests save 10% off all dive packages for booking in advance of arrival.*

- Morning Charter : US \$749 - \$875 from 8:00AM - 11:30AM
- Afternoon Charter : US \$799 - \$875 from 1:30PM - 5:00PM
- Sunset Add-On to Afternoon Charter : US \$199 (90 additional mins.)
- Dinner Charter : US \$499

Contact reservations@silverthatchcharters.com to book your private charter!

Dive Charters

Silver Thatch Watersports specializes in daily dive trips, scuba experiences, and private boat charters for families and small groups. Our Captain and Crew provide villa guests with personalized attention and the freedom to explore the island's top dive sites.

All villa guests save 10% off all dive packages for booking in advance of arrival.*

- Half-Day Private Charters : Starting at US\$ 699 for 4 Divers*
- Full-Day Private Charters : Starting at US\$ 1,399 for 4 Divers*
- Morning Charters run 7:30 - 11:00 AM; Afternoon Charters run 12:30 - 4:00 PM

*US\$ 50 Each Additional Diver. Max. Divers: 8

Silver Thatch Watersports also offers non-private dives from shallow dives to two-tank dives.

*Contact info@silverthatchwatersports.com

PRO TIPS:

Save 10% off charters with our Advance Booking Discount! No deposit due at booking. Payment collected 60 days prior to arrival. Cancel without penalty up until your day of arrival on-island.

If you'd rather relax on the water, we recommend booking a dinner charter to one of the delicious restaurants at Camana Bay.

We do not have a license to serve alcohol. However, we welcome guests to bring a cooler with their favorite cocktails, beer, or white wine (no red wine, please) on board with you.

WATER RENTALS

HAVE FUN ABOVE THE WAVES



Kayaks, Paddleboards, & Seaview Snorkel Boards

Add a little extra to your vacation and explore Cayman above the waves! We have invested in high-quality kayaks, stand-up paddleboards, and seaview snorkel boards for our villa guests to enjoy at deeply discounted rates.

Kayak Rentals*

Single Seat Kayak – \$34 per day

Tandem Seat Kayak – \$39 per day

Paddleboard Rentals*

Paddleboard – \$39 per day

Seaview Snorkel Board Rentals

Seaview Board – \$34 per day

All equipment rentals require a 5-day minimum and can be delivered to your villa free of charge.

Extended rentals unlock steeper discounts and free days:

- Rent for 6 days and get 1 day free.
- Rent for 7 days and get 2 days free.

Please note, some villas may lack safe water entry for kayaks or paddleboards. Please inquire at equipment@silverthatchcayman.com to determine if your villa has safe water entry.

*Paddles included with rental. Life jackets are not included, but can be rented from EmptySuitcases.com or SilverThatchWatersports.com.

PRO TIPS:

We streamline the billing process by charging rentals to your villa folio. All you have to do is choose your gear, let us know how many days you want to rent and we take care of the rest.

Double check your villa's amenities before reserving equipment. Your villa may include an owner-provided kayak or paddleboard!

Seaview snorkel boards are perfect for kids and adults who don't want to use a traditional mask and snorkel.

ISLAND FACTS

GET TO KNOW OUR ISLAND PARADISE



The Cayman Islands are a British overseas territory with a British Governor appointed by the Queen. Grand Cayman is approximately 22 miles long and 8 miles wide. Tourism and financial services comprise 80% of Cayman's economy and unemployment is less than 3%. Grand Cayman's temperature ranges from February lows in the 70s to summer highs in the low 90s. The island averages only 50 inches of rainfall per year, however, the eastern districts can average half that figure. Most eastern Caribbean islands experience over 100 inches of annual rainfall.

Cayman's Famous Stingrays

Southern Stingrays have been coming to the Sandbar for over a hundred years. At the end of each day fishermen used to anchor their boats in this shallow area to clean their day's catches. Their unwanted fish remnants were thrown overboard. The stingrays grew to rely on this area as a source of food and the Sandbar is now their permanent home. Grand Cayman's stingrays are used to daily human interaction and mingle peacefully with visitors.

Cayman's Blue Iguanas

Native to Grand Cayman, and once on the road to extinction, the Blue Iguana is a conservation success story. There are approximately 700 iguanas living on the island today. By contrast you will see many green iguanas on the island. Green iguanas are considered an invasive species.

Grand Cayman National Symbols

National Flower: Wild Banana Orchard

National Bird: Grand Cayman Parrot

National Tree: Silver Thatch Palm

PRO TIPS:

With less than 3% unemployment, the island enjoys a low crime rate & high standard of living.

Winter or summer, our climate varies by only 10 degrees on average making Grand Cayman enjoyable year-round.

While citizens of the US, Canada, UK and most EU countries do not require a travel visa, passport holders from many Asian, African, and Middle East countries will need one to pass through Customs. Please check the [Cayman Islands' Immigration website](#) about visa requirements.
