



How to book and other important information (Please read carefully):

The CIAA requires our partners to provide us with

- Passengers full name (as it appears on their travel documents) and date of birth
- Full flight information:

Arrivals:

Date of flight
Airline name
Flight number
Flight arrival time

Departure:

Date of flight
Airline name
Flight number
Flight departure time
Arrival time to the airport (***this is the time an agent will be waiting for guest. Agents will wait for no more than half an hour after the given arrival time and then consider the guest a “no show”***)

- All “no show” guests will still be charged for the service as we require notice of any travel changes
- The fast track service does not allow you to bypass any additional/random search which is assigned to guests by the airline, border control or Security (SSSS guests)
- Submission of application does not guarantee service. Service is based on availability
- Booking notice: 48 hours’ in advance of arriving / departing passenger flights. However, earlier notification is appreciated and accepted
- Booking notice for larger groups (20+ persons) beyond 48 hours’ is required to make the necessary arrangements needed
- Cancellation: cancellations need to be sent 48 hours’ in advance to avoid being charged
- Payment: at the time of booking we will require either the guest or company credit card to process payment. Cards will be processed within 48 hours of service date
- For your convenience, a copy of your receipt will be emailed to you after payment has been processed
- Company billings can also be done through setting up an account with CIAA. At which point the Authority will invoice you for services rendered.

Meet & Greet Service Fees: Service fees are per each segment of arrival or departure and for guests over the age of 3. **Children 3 years old and under are free**

- KYD\$50.00/USD\$61.00 per guest one way (arrival or departure)

- KYD\$75.00/USD\$92.00 per guest for after hour meet and greet service (bookings before 7:00 A.M. or after 7:00 P.M.)
- KYD\$75.00/USD\$92.00 per guest will be applied to bookings received less than 48 hours of travel time.

To book please email: CustomerService@caymanairports.com.

Programme Overview: -

CIAAs meet and greet has the ability to offer our services for a single guest, families and to date groups of up to 190 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.**

Arrivals:

- Greet guest at the airside with a family / group signage
- Fast track the guest through Customs & Border Control (CBC) arrival process
- Due to CBC's law, we are not allowed to handle baggage for arriving guests. We will however provide a luggage cart; should availability permit and as needed by the guest
- Escort guest to taxi dispatch booth or direct guest to the rental car plaza.

Departures:

- Greet the guest at the drop-off curb side with a family / group signage
- Assist with luggage (with guest's consent)
- Direct guest to their respective airline check-in counters (we recommend that guest check-in online and print passes ahead)
- Fast track through security checkpoint. Please note that during our peak periods and/or high season these lines on a Saturday and Sunday between the hours of 11 a.m. – 2 p.m. can have a processing time of up to 2 hours
- Escort guest to their respective gates.

Please do let us know if you have any additional questions.



298 Owen Roberts Drive, PO Box 10098
Grand Cayman KY1-1001, CAYMAN ISLANDS

+1 345 943 7070
ciaa@caymanairports.com
caymanairports.com

Meet & Greet Service

Applicant Information

Name: _____

Email: _____

Telephone: _____

Mr. Mrs. Ms.

Group Details

Number of Adults: _____

Number of Children over age three (3): _____

Name on Welcome Sign: _____

I would like to apply for the Meet & Greet Service for: Arrivals Departures Both

Flight Information

Arrivals

Date of Flight (DD/MM/YYYY): _____

Airline & Flight Number: _____

Time of Arrival: _____

Departures

Date of Flight (DD/MM/YYYY): _____

Airline & Flight Number: _____

Time of Flight: _____

Arrival time to the Airport: _____



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Purpose Of Visit

- Anniversary Honeymoon Birthday Other

Important Informaton

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- For your convenience, a copy of your receipt will be emailed to you after payment has been processed.

Fees For Service

Service fees are per each segment of arrival or departure and for guests over the age of three (3). Children three (3) years old and under are free.

As we refine our services to enhance the programme, both the outline and costs are subject to change.

- KYD\$50.00/USD\$61.00 per guest one way (arrival or departure)
- KYD\$75.00/USD\$92.00 per guest for after hour meet and greet service (bookings before 7:00 a.m. or after 7:00 p.m.)
- KYD\$75.00/USD\$92.00 per guest will be applied to bookings received less than 48 hours of travel time

Credit Card Information

Type of card: VISA MasterCard

Credit Card # _____ Exp. Date: _____

How did you find out about CIAA's Meet & Greet Service? _____

Signature _____ Date _____

Please complete the application in full and then return it to us by email at CustomerService@caymanairports.com

Thank you for using our Meet & Greet service.

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Email: CustomerService@caymanairports.com | Website: caymanairports.ky