

Cayman Islands Airports Authority's Mission Statement

Our Mission is to continuously improve our customers' experience by safely and efficiently enhancing our facilities while offering professional services in a pleasant and innovative environment, focusing on customer satisfaction and the economic sustainability of our airports and the Cayman Islands community.

Our Vision is to bring excellence to your airport experience.

Our Core Values are accountability, commitment, integrity, professionalism and transparency.



Cayman Islands Airports Authority's Meet & Greet Service



As your first point of contact here in the Cayman Islands we are finding ways to ensure your experience is a memorable one. Our Meet & Greet Service is a quick and easy fast tracking offering which allows travelers to avoid long lines in Immigration and Customs so you can quickly get to your destination-whether you are visiting the Cayman Islands for business or pleasure.





How does CIAA's Meet & Greet Service work?

Whether you are arriving or departing you can utilize this service.

Arrivals

- A friendly and informative CIAA customer service officer will meet you as you depart the plane. Name signage will let you know which officer is assigned to you.
- Your customer service officer will then assist you through each step to fast track you through the necessary entry process.
- Once your luggage has been cleared in Customs you will then be escorted to the taxi dispatch booth or directed to the rental car plaza.

Departures

- Your customer service officer will meet you at the drop-off curb side. Name signage will let you know which officer has been assigned to you.
- Assistance with your luggage will be provided (with your consent) and the officer will direct you to your respective airline check-in counter (It is recommended that travelers check-in online and print passes ahead when possible).
- Once bags are checked and check-in complete the officer will fast-track you through the airport's Security Check point.
- The officer will escort you to your gate or to the duty free shopping area should you choose to do some last minute shopping.

How much does the service cost?

The charge is per person on either segment of your trip (arrival or departure). Children 3 years old and under are free of charge.

- \$50 CI dollars or \$61.00 US dollars per person.
- \$75 CI dollars or \$92 US dollars per person for after hour service (before 8:00am or after 6:00pm).
- \$75 CI dollars or \$92 US dollars per person for booking received less than 48 hours of travel time.

How do I sign up for CIAA's Service?

Email:

CustomerService@caymanairports.com

Website: www.caymanairports.ky

Benefits of CIAA's service

- Fast, easy, efficient service.
- No need to wait in long Immigration or Customs lines.
- Ideal service for business travelers or families on vacation.
- Professional and friendly Customer Service.



Contact Us

Cayman Islands Airports Authority
 298 Owen Roberts Drive
 PO Box 10008 KY1-1001 Cayman Islands
 Telephone: 1-345-943-7070
 Email:
CustomerService@caymanairports.com
 Website: www.caymanairports.ky