THE RITZ-CARLTON

GRAND CAYMAN

Shipping Procedures

If you are shipping meeting materials or gift amenities to the hotel, please read this document carefully to help ensure timely and hassle free shipping.

If you are shipping Flyers, gifts or conference materials please attach and enclose in each box a suppliers{ invoice which itemizes all items, exact quantities and prices of each item and the declared value of the total shipment. It must be an official supplier's invoice showing the value of the items shipped. Handwritten or cash register receipts are not accepted by customs. Ensure all amounts add up to the declared value. **Please note Grand Cayman customs officers are very thorough and will hold items which are not in complete order.** If you are shipping amenities, gifts, etc. which will be "imported, given to your participants and then exported by each individual", please state this on company letterhead. Be sure to include this in your shipping documents for customs.

To avoid any delays, do not ship through an Express Mail Company without fully investigating their procedures on duty charges. Duties need to be paid before any packages can be delivered to the hotel. Please ensure the necessary arrangements are made for these charges to be paid. Each company has different policies on payment of duties. Some companies can charge duty to your company's courier account; others require a check or credit card authorization form. Please inquire with your courier on their policy prior to shipping. It is important to note, The Ritz-Carlton, Grand Cayman cannot accept C.O.D. duty charges from the couriers even if you have a master account set up with us.

Allow at least 3-5 working days before your event, for boxes to arrive at the hotel, after they arrive on the island. We kindly ask to refrain from shipping more than 14 days in advance of your group's arrival due to limited storage space.

Label all boxes to the attention of your Meetings and Special Events Manager or Coordinator, Group Name, Date of the Convention. Please send your event manager the tracking numbers as this will help us to identify the boxes, as well if possible to use colored papers to mark your labels.

Address boxes to:

The Ritz-Carlton, Grand Cayman
1066 West Bay Road
Seven Mile Beach
Grand Cayman, KY 1 1209
Cayman Islands, BWI
Phone # 345-943-9000

Compile a master list of all boxes and the contents and send a copy to the hotel contact prior to shipping, along with expected date of shipment. Here are two companies that can offer their expertise and assist you with shipping and clearing items for your program.

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Customs Office hours of operation for Grand Cayman:

Monday – Friday	**8:30am – 5:00pm**
Saturday	**9:00am – 12:00pm**
Sunday	**Office is closed**

Please note they are extremely busy at the customs office. As a result, it can be very time consuming to clear customs. Please remember there will be only deliveries during week days (Monday – Friday), please have it in mind.

The contact telephone numbers for the most widely used local courier offices are:

DHL	345-949-8575
UPS	345-949-8771
FedEx	345-949-5911

It is important to note that the local courier offices are closed on weekends.

We recommend that you keep track of your boxes once you ship them. If your paperwork is not in order, you will require the assistance of a customs broker. It is important to note that The Ritz-Carlton, Grand Cayman cannot provide custom broker services.

Return Shipping:

All return shipments will require a separate invoice on company letterhead with the declared value of goods. We recommend DHL or Fedex for easier shipping procedures. UPS require declaration forms (2 pages) to be completed and signed by shipper. **Please refer to the Business Center to make any return shipment and to make sure all your documents are correct.**