

# Cayman Islands Postal Service

## Christmas Mailer Reminder



## General information

### 1. Post early

To avoid disappointment, we recommend that you post your mail before the dates we have supplied. International mail transit times can vary greatly from one country to the next and the dates we have provided are based upon information we have received, but should (not) be regarded as a guarantee for on-time delivery for Christmas.

### 2. Customer declarations

Customs Packs for parcels and small green labels for packets (generally smaller parcels) can be obtained at all post office counters. These should be affixed to your packages prior to posting at the post office counters. Declare value to avoid delays.

### 3. Posting in bulk

To help us provide a better standard of service during the busy Christmas period, it would be helpful if customers would separate their cards into local and overseas, with the addresses facing in one direction.

### 4. Use white labels

White labels are more easily read by postal sorting machines.

### 5. Legible writing

Make sure your writing is legible.

6: Ensure that the address is current and correct and include zip and post codes.

## Mailing Deadlines

### Local:

**Within Grand Cayman:**

Monday, 20th December

**Between Grand Cayman  
to the Sister Islands:**

Friday, 17th December

**Within the Sister Islands:**

Wednesday, 22nd December

### International Mail:

#### U.S.A & Canada

**Air Parcels** - 3 December

**Airmail** - 10 December

**Surface Mail** - 2 November

**EMS** - 15 December

#### UK & W. Europe

**Air Parcels** - 26 November

**Airmail** - 7 December

**Surface Mail** - 2 November

**EMS** - 14 December

#### All other Countries

**Air Parcels** - 26 November

**Airmail** - 3 December

**Surface Mail** - 2 November

**EMS** - 10 December

# Tips for receiving parcels or gifts via the mail:

- 1.** Make sure the sender/shipper is sending your item from the country's parcel service such as USPS, Canada Post, Royal Mail, or from a courier service provider such as DHL or FedEx.
  - You can check which provider is being used from the company's web site. If this information is not listed, call the company or person.
  - Express service is usually provided by the country's parcel service or a courier service.
- 2.** Be wary if the company or person doesn't send through one of the service providers mentioned. The Cayman Islands Postal Service does not process items from private companies that do not use a country's postal provider.
- 3.** Obtain a tracking number whenever possible.
- 4.** Sometimes delays can occur for different reasons, such as an incomplete customs declaration form, which could also lead to the parcel being returned to the sender for completion. Whilst it isn't your fault, it can still mean a significant delay as the delivery process is effectively reset. If you have friends or family members sending you items such as birthday gifts, it would be a good idea to remind them to fill out a declaration form to make sure the delivery goes as smoothly as possible. They should also include an invoice in a separate envelope for Customs.
- 5.** Do remember that the Cayman Islands Postal Service does not deliver to physical addresses except when Express Mail Service (EMS) is used. Ensure your address is correct and complete with a post office box number and postcode or a district post office suffix.
- 6.** Once the parcel/package has been received, CIPS sends a notice to the addressee.
- 7.** The addressee must go to the post office with the notice and his/her valid identification. In the event you are unable to collect a parcel, package or registered mail sent in your name, you may send an agent to collect on your behalf.
- 8.** To do so, you should write a letter addressed to the Postmaster General, informing her of the circumstance. Include a copy of your identification with a valid signature.
- 9.** If the parcel contains items upon which customs duties have been imposed, the addressee must pay the duties in cash or by cheque before taking receipt of the parcel. (The amount of customs due is noted on the original notice sent by the post office to the addressee.)
- 10.** The parcel will be kept at the post office for 30 days from the day the notice was sent to the addressee. After that time, parcels may be returned to sender.
- 11.** Please note that while the Cayman Islands Postal Service is open from 8:15 a.m. to 5:00 p.m., the Customs Department at the Airport Post Office is open between 9:00 a.m. and 4:30 p.m. on Grand Cayman. On Cayman Brac the hours are 8:30 a.m. to -12:00 noon and 1:00 p.m. to 4:00 p.m. weekdays and on Saturdays from 9:00 a.m. to 11:30 a.m.

**For additional questions  
call (345) 949-2474**