



Department of Tourism

Publication Scheme

Produced in accordance with the Chief Secretary's Code of Practice

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1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Department of Tourism to making information available to the public as part of its normal business activities.

The Department of Tourism will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. Information that may be withheld

The Department of Tourism will generally not publish:

- information in draft form;
- information that is not held by the Department of Tourism or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible. However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*. Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Department of Tourism's (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below. *Section 7: Categories of information* provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

Online

Key information about us and many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can find the information you require either by browsing the “Access to Information” pages on our website www.caymanislands.ky/foi or by using the “Search” facility. If you are still having trouble locating information listed under our scheme, please contact Kyle McLean, Information Manager at foi@caymanislands.ky or (1 345) 949 0623.

Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at foi@caymanislands.ky to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Kyle McLean
Information Manager
Department of Tourism
Windward 3, Regatta Office Park
PO Box 67
Grand Cayman, KY1-1102

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section. Information on our location and office hours can also be found in *section 7: Categories of information*.

Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact Mr Kyle McLean, Information Manager or Ms Kate Joad, Alternate Information Manager at foi@caymanislands.ky or by phone on (1 345) 949 0623.

The Department of Tourism will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Department of Tourism is legally required to translate any information, it will do so.

4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Department of Tourism strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

The Department of Tourism does not offer any publications for sale. However, access to certain statistics requires an online registration. This is free and can be done through our statistics website www.caymanislands.ky/statistics.

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size). Computer discs will be charged at a rate of \$2 per disc.

Postage costs

The Cayman Islands Department of Tourism will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*. If a fee applies, you will be advised of the amount and how it has been calculated. The information that you have requested will be provided when the Department of Tourism has received your payment.

5. Requests for information outside the Publication Scheme

Information held by the Department of Tourism that is not published under this scheme can be requested in writing. You may submit your written request either in person, by email at foi@caymanislands.ky or by using our information application form which can be found on our website <http://www.caymanislands.ky/foi/formsinfo.aspx> or collected from our offices. Your request will be considered in accordance with the provisions of the FOI Law.

6. Complaints

The Department of Tourism aims to make our publication scheme easy to use, and to ensure our information is accessible to the public. If you wish to complain about any aspect of this

publication scheme, please contact the Information Manager at foi@caymanislands.ky or by phone on (1 345) 949 0623 and we will try to resolve your complaint as soon as possible.

Further information about our general complaints procedures and a complaints form can be found on at the following link: <http://www.caymanislands.ky/foi/contact.aspx>. If you do not have access to the internet, copies of our complaints form can be obtained from our office location between the hours of 8.30am and 5.00pm.

Our internal complaints process allows us to gain valuable information from the people it serves, and allows the organization to improve its reputation as one of the best public authorities. Information given by people complaining often contains useful criticism. Complaints made by the public can provide valuable decision and policy making information to management as well as highlight the challenges faced by employees.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,
2nd Floor, Elizabethan Square, Building 1
George Town, Grand Cayman
PO Box 1375,
Grand Cayman KY1-1108,
CAYMAN ISLANDS
Telephone: +1 345 747 5402
email: appeals@ico.gov.ky

7. Categories of information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

ABOUT US

The Cayman Islands Department of Tourism – sometimes referred to as the Tourism Department

Windward 3
Regatta Office Park, West Bay Road
PO Box 67
Grand Cayman, KY1-1102

Tel: (1 345) 949 0623
Fax: (1 345) 949 4053

Email address: foi@caymanislands.ky

Website: www.caymanislands.ky
www.divecayman.ky

Ministry

The Ministry of Financial Services, Tourism and Development

Chief Officer

Mr. Carson Ebanks, Ministry of Finance, Tourism & Development, 4th Floor, Government Administration Building, Grand Cayman KY1-9000, Cayman Islands.

Department of Tourism Principal Officer

Acting Director of Tourism - Mr Shomari Scott

Key Staff:

Assistant Director Tourism (Finance and Admin) – Mr Kyle McLean
Deputy Director International Marketing – Mr Shomari Scott
Deputy Director Product Development – Vacant
Public Relations Manager – Ms Gina Matthews
Human Resources Manager – Ms Jan Peters
Information Systems Manager – Mr Lloyd McBean
Manager National Promotions and Events – Mrs Rosa Harris
Manager E-Business and Research – Mrs Cassandra Morris

US General Manager – Mr Tom Ludington
Country Manager Canada – Mr Paul Minich
Country Manager UK – Mr Don McDougall

Information Manager

Information Manager – Mr Kyle McLean
Alternate IM and Principal Records Officer – Ms Kate Joad
Records Officer – Vacant

Tel: (1 345) 949 0623

Email: foi@caymanislands.ky

Website: www.caymanislands.ky/foi

Freedom of Information website www.foi.gov.ky

Organisation and functions

The Cayman Islands Department of Tourism is a public sector agency charged with short and medium term responsibility for the strategic planning and general destination management for the Cayman Islands tourism industry. It requires business management in the public sector environment and involves a close working relationship with a wide range of stakeholders. To be successful, the Department must maintain a global perspective and parallel local sensitivity in order to meet its broadest objectives as outlined in the National Tourism Management Policy.

The nature of the activities executed by the Department range from research and policy advice to international marketing and sales, from industry training programmes to the development of environmentally responsible management of the tourism industry. At all times, the Department seeks to advance the heritage, culture and values of the Cayman Islands and promote the advancement of sustainable tourism policies for the benefit of future generations.

The scope of the Department of Tourism activities is:

- Strategic planning for the Tourism Industry
- Technical Advice, Research and Policy Input
- Coordinate the implementation of the National Tourism Management Policy;
- Support for Tourism Boards and Committees
- Tourism Public Relations Services
- Crisis and Emergency Communications
- Product Development and Regulatory Activities
- Collection and Audit of Tourism Revenue
- Marketing and Public Relations (International and National)
- Development of Human Capital for the Tourism Industry

The Cayman Islands Department of Tourism holds information and records relating to the following areas of its operations:

Administrative

- Financial Management
- Human Resources Management
- Operations Management
- Management of Information Systems
- Strategic Management

Operational

- E-Business
- Familiarisation Trips
- Human Capital Development
- Marketing and Promotions
- Public Relations
- Research
- Tourism Development Services

A copy of the Department of Tourism Organisational Chart can be found on our website at the following link:



Department of Tourism Organisation Chart.pdf

Office locations and addresses

<u>Location and hours</u>	<u>Matters handled</u>
Head Office, Grand Cayman: <u>Physical Address:</u>	<ul style="list-style-type: none"> • Effective and targeted promotion of the Cayman Islands as a premier tourist destination. • Specific event organisation such as Cayman Cookout.

<p>Windward 3, Regatta Office Park West Bay Road Grand Cayman</p> <p><u>Mailing address:</u> PO Box 67 Grand Cayman, KY1-1102</p> <p><u>Opening Hours:</u> Mon-Fri 8.30am-5pm Closed on weekends and all public holidays</p>	<ul style="list-style-type: none"> • Consideration of sponsorship opportunities such as Summer Splash and Free Fallin' • Arranging Cayman Travel Specialist and staff familiarisation trips. • Electronic marketing of the Cayman Islands • Website maintenance and creation of sitelets • Development of new and existing product to enhance the visitor experience • Human capital development through the PRIDE Programme, a customer service standards initiative, and the Tourism Apprenticeship Training Programme. • Inspection and licencing of all tourist accommodations. • Provision of statistical information to the public, creation of an annual survey document, as well as data collection at the airport and cruiseship terminals. • Budget preparation and management for all DOT offices • Accounts payable functions • Collection of Tourist Accommodation Tax and licencing fees • Records management • Departmental HR management • Management of all DOT information systems • Provision of advice to Ministers • Liaison with external tourism partners
<p>Cayman Brac Office:</p> <p><u>Physical address:</u> 209 West End Rd West Cayman Brac</p> <p><u>Mailing address:</u> PO Box 194 Cayman Brac, KY2-2001</p> <p><u>Opening Hours:</u> Mon-Fri 8.30am-5pm Closed on weekends and all public holidays</p>	<ul style="list-style-type: none"> • Inspections and Licencing • Tourism Promotions • Finance and Administration
<p>Overseas Offices:</p> <p><u>US</u> New York Empire State Building, Suite 1801, 350 Fifth Avenue, New York, New York 10118</p> <p>Opening hours: Mon – Fri: 9am</p>	<p>The main objective of all Department of Tourism overseas offices is the promotion of tourism to the Cayman Islands.</p> <p>This includes the following functions and activities:</p> <ul style="list-style-type: none"> • advertising • direct and internal marketing

<p>– 5pm Closed on weekends and all US public holidays</p> <p><u>EUROPE</u> 6 Arlington Street, London SW1A 1RE United Kingdom</p> <p>Opening hours: Mon – Thurs: 9.30am – 5.30pm Friday: 9am – 5pm Closed on weekends and all UK public holidays</p> <p><u>CANADA</u> 1200 Bay Street, Suite 1101 Toronto, Ontario M5R 2A5</p> <p>Opening hours: 9am to 5pm Mon – Fri Closed on weekends and all Canadian public holidays</p>	<ul style="list-style-type: none"> • attendance at trade and consumer shows arranging training for travel agents • arranging familiarisation visits to the Cayman Islands for travel agents and journalists • promotion of marketing promotions • facilitating visits overseas by Government ministers and senior staff • administration of regional budgets and staff • liaison with head office staff on press issues <p>Further information about the work of our overseas offices can be found on their country-specific websites:</p> <p>www.caymanislands.co.uk www.caymanislands.ky/canada www.caymanislands.ky/europe</p>
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Boards and committees

Name	Meetings	Minutes
<p><u>Hotel Licencing Board</u></p> <p>Chairman: Minister of Tourism (as stipulated by Law) – in practice, this responsibility is delegated to the Deputy Chairman Deputy Chairman: Director of Tourism (as stipulated by Law) Members: Mr. Carvin Forbes Mr. Marshall Levy Plus two further members to be appointed by the Chairman Appointees: Representatives from The Fire Service, Dept of Environmental Health and Dept of Tourism</p>	<p>Meetings are held monthly at DOT</p> <p>Meetings are not open to the public.</p>	<p>The minutes of these meetings are not available online.</p> <p>Please refer to section 3 – Methods of Access for further information.</p>

<u>Tourism Apprenticeship Council</u> Co-Chairperson: Dan Szydlowski Co-chairperson: Belinda Blessitt-Vincent Members: Chevala Burke Wendy Jackson Juliet DeFeu Elsa Cummings Nominees from Dept of Tourism and Ministry of Tourism	Meetings are generally held monthly but on occasion can be held twice or even three times per month depending on the need. Meetings are usually held at the Department of Tourism Head Office Meetings are not open to the public	The minutes of these meetings are not available online. Please refer to section 3 – Methods of Access for further information.
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Frequently asked questions

A list of frequently asked questions and answers about the Cayman Islands can be found at the following link: <http://www.caymanislands.ky/faq/default.aspx> with the main areas listed below.

General

- What time zone do the Cayman Islands operate on?
- Can I bring my pet to the Cayman Islands?
- What is the Legal drinking age in the Cayman Islands?

Weather

- What about hurricanes?
- Will it rain while I am there?
- What about the heat?

Internet/E Mail Access

- Where can I find Internet or email access on the Islands?

Transportation

- Are there Public buses?
- How much would it cost me to get a taxi from Owen Roberts Airport on Grand Cayman to Seven Mile Beach?

Money / Exchange Rate

- Is the US dollar accepted there & what is the exchange rate?

Activities

- What is there for my kids to do?
- Where can I play Golf?

Getting Married

- Can we get married in the Islands?
- What if we just want to renew our vows?

Inter Island Travel

- How can I get to the Sister Islands or Cayman Brac and Little Cayman?

Dining Out

- How much would you expect to pay for a local two-course lunch or dinner?
-

General

Question: What time zone do the Cayman Islands operate on?

Answer: The Cayman Islands are GMT - 5 hours.

Question: Can I bring my pet to the Cayman Islands?

Answer: No dog or cat will be allowed entry into the Cayman Islands unless it is at least ten (10) months old. An Import Permit application for dogs and cats must be completed and submitted with an official health certificate of the pet(s), a rabies laboratory titre report and the processing fee for the import permit. For the procedures required visit www.customs.gov.ky

Question: What is the legal drinking age?

Answer: 18 years and older. Our Rum Punches can pack a punch, so please remember no drinking and driving.

Question: Can we camp in the Cayman Islands?

Answer: Visitors are not permitted to camp on the Cayman Islands as there are no designated Camp sites. The Cayman Islands offer a wide variety of accommodations to suit any budget.

Question: Are there nude beaches or nudebathing?

Answer: You will not find any nude beaches in the Cayman Islands in fact, please note that the Cayman Islands Law prohibits all forms of public nudity, including topless sunbathing. Many business places also request that you wear shoes and an appropriate cover-up before entering.

Weather

Question: What about hurricanes?

Answer: The Atlantic Hurricane season starts June 1st and ends officially on November 30th. The Caribbean is a large region and most storms have shown a tendency to veer to the Northwest (towards the US Mainland) long before reaching the far Western Caribbean area. Consequently, the Cayman Islands have often been spared the full wrath of devastating hurricanes. Nowhere is exempt from hurricanes though and we endured Hurricane Ivan which passed through in September 2004. Prior to Hurricane Ivan the last occurred in 1932, and more recent brushes causing some property damage, were Hurricane Gilbert in 1988, which passed 30 miles south of Grand Cayman, and Hurricane Mitch in 1998 passing about 200 miles to the south.

Hurricane Guarantee

The Cayman Islands' with its *Worry Free Hurricane Guarantee*, is the perfect late summer/early fall destination for some fun in the sun. This unique Hurricane Guarantee covers any cancellations made prior to arrival and compensation if vacation time is cut short because of inclement weather.

Question: Will it rain while I am there?

Answer: The year divides into two seasons, the summer or "rainy" season, generally from mid-May through October, moving into the winter or "dry" season, from November to April. March and April are our driest months and May and October are traditionally the highest rainfall months.

This of course, does not mean that it rains constantly during either of those months, but reflects the trend within our region. Being in a tropical zone, it is not unusual to have brief afternoon showers during the summer, and, at certain times, brief morning sprinkles too. Similar to most West Indian Islands, rainfall tends to be higher in the western sections.

Question: What about the heat?

Answer: The average temperature in the winter is 75 degrees Fahrenheit and 85 degrees in the summer. Winter or summer, the temperature generally stays within the range of 70 - 90 degrees. The months with the least humidity and lowest temperatures are December through April, February occasionally recording night-time temperatures in the mid 60's, and March probably being the most "temperate" month of the year.

Transportation

Question: Are there Public buses?

Answer: There is a daily bus service which runs from 6 am until midnight depending on the route and the day of travel. The bus fare also depends on the route and varies between CI\$1.50 to CI\$3.00 per person.

Question: How much would it cost me to get a taxi from Owen Roberts Airport on Grand Cayman to Seven Mile Beach?

Answer: On average a taxi would cost from US\$10 to US\$25 depending on what part you are going to.

Money / Exchange Rate

Question: Is the US dollar accepted there & what is the exchange rate?

Answer: Yes it is widely accepted throughout the islands. CI\$1.00 equals US\$1.25 or, the US dollar equals CI \$.80. This rate may also vary on the company / business doing the exchange.

Activities

Question: What is there for my kids to do?

Answer: They will enjoy the various watersports like the banana boats, two person parasailing or discovering our fantastic marine world through snorkelling and swimming with colourful tropical fish. Adolescents over 12 years can also learn to dive! View our amazing underwater reefs in submarines, semi-submersibles and glass bottom boats. Not to be missed is our famous Stingray City snorkel trip where everyone becomes a child at heart swimming with tamed southern stingrays in their natural habitat, the open sea.

There is the Turtle Farm located in West Bay where you can find many different species, sizes and ages of turtles in addition to indigenous animals and birds.

Other activities include mini-golf, a visit to the Cayman Islands Museum and the multi-media

theatre at Pedro St. James Historic Site. For kids 10 years and older horseback riding is available, as well as cycling, golf and tennis.

Some hotels also host kid camps for children under the age of 12. If you are visiting for our national festivals Batabano or Pirates Week - there are numerous activities for children as well.

If you are staying at a guest house, condo or other accommodation we have a list of childcare service providers to help you enjoy your time in the Cayman Islands even more.

Question: Where can I play Golf?

Answer: There are two golf courses in the Cayman Islands, both located on Grand Cayman. The Britannia Golf Course is a unique 18 hole executive with par 3's and 4's. On Mondays, Wednesdays, Fridays and Sunday mornings the course is played Executive format. Otherwise it is played as a very challenging 9 hole regulation course (twice for 18 if you so desire).

Getting Married

Question: Can we get married in the Islands?

Answer: Couples can marry the day they arrive in the Cayman Islands, including visitors arriving by cruise ship. You must first arrange for a marriage officer within the Cayman Islands and apply for a special marriage license for non-residents granted by the Governor. Contact the Deputy Chief Secretary's office for more information.

Question: What if we just want to renew our vows?

Answer: All you would need is a marriage officer and your proof of marriage. All other details relating to your special moment can be arranged at your discretion.

Inter Island Travel

Question: How can I get to the Sister Islands or Cayman Brac and Little Cayman?

Answer: Cayman Airways Express offers numerous flights daily from Grand Cayman to Cayman Brac and Little Cayman for reservations call 00 1 345.949.2311 or visit www.caymanairways.com Cayman Airways also offers a 737 jet service from Grand Cayman to Cayman Brac.

Dining Out

Question: How much would you expect to pay for a local two-course lunch or dinner?

Answer: On average you can expect to pay between US\$16.00-US\$32.00

Further information

If you do not have internet access, you may obtain further information about the Cayman Islands and the Department of Tourism by calling our Head Office on (1 345) 949 0623 or by contacting any of our offices overseas. Contact details for our overseas offices can be found in the Office Locations section on pages 7 & 8 of this publication scheme.

STRATEGIC MANAGEMENT

This deals with the development of business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; administering the authority's operations at the organisational level; managing programs to improve business processes and ensure consistent service delivery; and making recommendations that seek to advise on revisions of laws and other regulatory instruments that affect the authority's functions and responsibilities.












The key strategic goals and objectives for the Department of Tourism are:

- Provide high quality products and services for the visitor
- Present a distinctive Caymanian experience
- Adopt a sustainable approach to tourism development
- Protect and enhance the marine and terrestrial environment
- Attracting a more discerning and higher spending visitor
- Develop a highly skilled Caymanian workforce
- Develop nature-based/soft adventure tourism in the Sister Islands and Grand Cayman
- Organise tourism in the Cayman Islands more effectively
- Research, monitor and report on the tourism economy more effectively
- Increase awareness of and positive attitudes towards tourism in the community
- Brand Management - Management and Enhance the Image of the Cayman Island Tourism Brand

Governance

This section includes high-level documents that inform and direct the functions and activities of the authority. Documents include governing legislation and regulations and corporate policies and documents. These documents are available on our website and are issued to all properties when they apply for a tourist accommodation licence. Copies of the laws and regulations can also be purchased from the Legislative Assembly.

Legislation

-  [Tourism Law \(1995\) Revision \(.pdf\)](#)
-  [Tourist Accommodation \(Taxation\) Law \(.pdf\)](#)
-  [Tourism Regulations \(2002\) Revision \(.pdf\)](#)
-  [Freedom of Information Law 2007 and Freedom of Information Regulations 2008](#)
-  [Personnel Regulations](#)
-  [National Archive and Public Records Law 2007](#)
-  [Public Accountants Law \(2009 Revision\) - International Public Accounting Standards](#)
-  [Public Service Management Law](#)
-  [Labour Law \(2007 Revision\) and Regulations](#)
-  [Electronic Transactions Law 2003 revision](#)
-  [Public Management and Finance Law \(2005 Revision\) and \(Regulations 2007 Revision\)](#)

Corporate management

This section includes high-level documents that plan and evaluate the work of the authority. Copies of these documents are available either on our website or the website of the relevant government department. Where indicated, copies can also be obtained from the Department of Tourism Head Office.

Available on DOT website or from Head Office



National Tourism Management Plan 2009-2013



Continuity of Operations Plan – Please note that internal and external contact lists and the Appendices to the plan have not been published as these parts of the document contain personal information.



Press releases

Statistics about the Cayman Islands can be found at the following link www.caymanislands.ky/statistics, or by contacting our Research Unit on (1 345) 949 0623.

Available on Cayman Islands Government website or elsewhere



Annual Report 2004-2005



Annual Plan and Estimates 2009-2010

BUSINESS ADMINISTRATION AND FINANCIAL MATTERS

Administering the authority's internal functions and managing its resources efficiently and effectively. This includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

Financial management

This section includes documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.



Annual Budget 2010-2011



CTC Open Tender Process






Departmental process for the purchase of goods or services exceeding \$50,000

Tourist Accommodation Tax collection reminders





Unpaid tax - First Reminder

-  Unpaid tax - Final Reminder
-  Surcharge - First Reminder
-  Surcharge - Final Reminder







Administration

This section covers records relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management. Documents relating to these subject areas can be found on our website at the links below or by contacting the Department of Tourism on (1 345) 949 0623.

-  Job vacancies; career opportunities
-  Records management classification scheme



POLICIES & PROCEDURES

These are the current written protocols used by the Department of Tourism for carrying out functions, activities and delivering services.

-  Complaints-handling procedure
-  DOT Complaints Form
-  Intern Programme
-  Code of Conduct
-  Information Management Policy
-  Departmental process for the purchase of goods or services exceeding \$50,000

DECISIONS & RECOMMENDATIONS

This section includes information about proposals, resolutions, assessments and results, including decision-making processes.

-  Licenced Properties 2009-2010
-  Tourism Accommodation Manual 2009

LISTS & REGISTERS





This includes information held in registers required by law and other lists or registers relating to the functions of the authority.

-  FOI disclosure log



OUR SERVICES

This category provides detailed information about the services offered and activities carried out by the Department of Tourism, to fulfil its high-level functions and responsibilities. All of the information can be found on our website www.caymanislands.ky or through the links below. Further information about any of our services and programmes can be obtained by calling the Department of Tourism on (1 345) 949 0623.


Programmes and Project Development

-  Programme and Product Development
-  PRIDE - Personal Responsibility In Delivering Excellence
-  National Tourism Management Policy
-  GO EAST



Events, Sponsorships and Partners

-  International Scuba Diving Hall of Fame
-  Cayman Cookout


Inspecting; Investigating; Monitoring; Regulating

-  Tourist Accommodation - Inspection and Licencing

Researching; Advising; Training; Scholarships; Subsidies

-  Tourism Apprenticeship Training Programme
-  Tourism Awareness

Licensing; Applications; Registering

-  Tourist Accommodation - Licencing and Inspection Process