



CANCELLED REPATRIATION FLIGHTS TO NICARAGUA

APRIL 18, 2020

FREQUENTLY ASKED QUESTIONS (FAQ)

WHY WERE THE NICARAGUA REPATRIATION FLIGHTS CANCELLED?

On Friday April 17, 2020 the Nicaraguan Government decided to close their borders indefinitely and with immediate effect, meaning that they will not be accepting the return of their citizens, nor citizens from any other country. The repatriation flights from Grand Cayman were scheduled to operate on Saturday April 18, 2020, and therefore had to be cancelled.

DID THE CAYMAN GOVERNMENT NOT KNOW ABOUT THE BORDER CLOSURE BEFORE CONFIRMING THE FLIGHTS?

No, because the Nicaraguan Government's decision to close its borders was made days after Nicaragua approved the repatriation flights from Grand Cayman.

WILL THE FLIGHTS BE RESCHEDULED?

The Nicaraguan Government has advised the Cayman Government that they will consider reopening their borders once the global COVID-19 crisis has eased. The flights therefore can only be rescheduled when that country's borders reopen.

CAN I GET A REFUND FOR MY TICKET?

Yes. Passengers will receive a refund back to their original form of payment. Cayman Airways Reservations Agents are contacting all affected passengers, but passengers can also call 345-949-2311.

WILL THE CAYMAN GOVERNMENT PROVIDE SUPPORT FOR STRANDED NICARAGUANS IN CAYMAN?

Yes. The Cayman Islands Government appreciates that many people who booked to travel on the repatriation flights may now find themselves stuck on-island without accommodations and funds. Those persons may reach out to the following contacts:

Work permit holders: Call 244-8000 or email cigcovidsupport@gov.ky

Residents: Call 946-0024 or email nauinfo@gov.ky

Applications for assistance are also available at all supermarkets and gas stations in Cayman.