



Oceania Customs
Organisation Secretariat



27th OCO ANNUAL CONFERENCE

THE WESTIN RESORT

TUMON, GUAM

21 – 23 May, 2025



Hafa adai!



27th OCO ANNUAL CONFERENCE GUAM 21 – 23 May 2025
CONFERENCE INFORMATION PACKAGE

The Government of Guam Customs & Quarantine Agency is pleased to host the 27th OCO Annual Conference for 2025. This logistics note is jointly prepared by the Guam Customs & Quarantine Agency and the OCO Secretariat to ensure a fulfilling and productive gathering for all OCO delegates and participants attending the conference.

1. Conference Venue

The Conference will be held from 21 - 23 May 2025 at the Westin Resort Guam. Kindly note morning and afternoon tea and lunch will be provided for the duration of the Conference.

Physical Address

The Westin Resort Guam 105 Gun Beach Road, Tumon, 96913, Guam
Tel: +1(671) 6471020
Email: westin@westinguam.com
Website: <https://www.visitguam.com/listing/the-westin-resort-guam/341/>

2. Accommodation

The Secretariat has organized 60 block booked rooms at the main Conference venue, namely the *Westin Resort Guam*. Accommodation has been arranged for participants at the rate of USD\$176.50 – **(Standard Room inclusive of Continental Breakfast)** The OCO and the Government of Guam Customs and Quarantine Agency will assist late registrations with their accommodation but can't make any guarantees.

Check-in time: 3.00pm, Check-out time: 12.00pm

Given that this is a peak period for Guam, all self-funded delegates to the Conference are encouraged to book your room(s) as soon as possible to avoid any disappointment.

You may contact **Michelle Campanon** to book directly with the Westin Resort Guam. **Note:** OCO-funded participants will have their accommodation pre-booked for the duration of the Annual Conference.

Should a participant want to make pre-payment, please contact the hotel via email as provided.

Physical Address & Maps

The Westin Resort Guam 105 Gun Beach Road, Tumon, 96913, Guam
Tel: +1(671) 6471020



Main contact: Michelle Campanon:

Email: michelle.campanon@westinguam.com

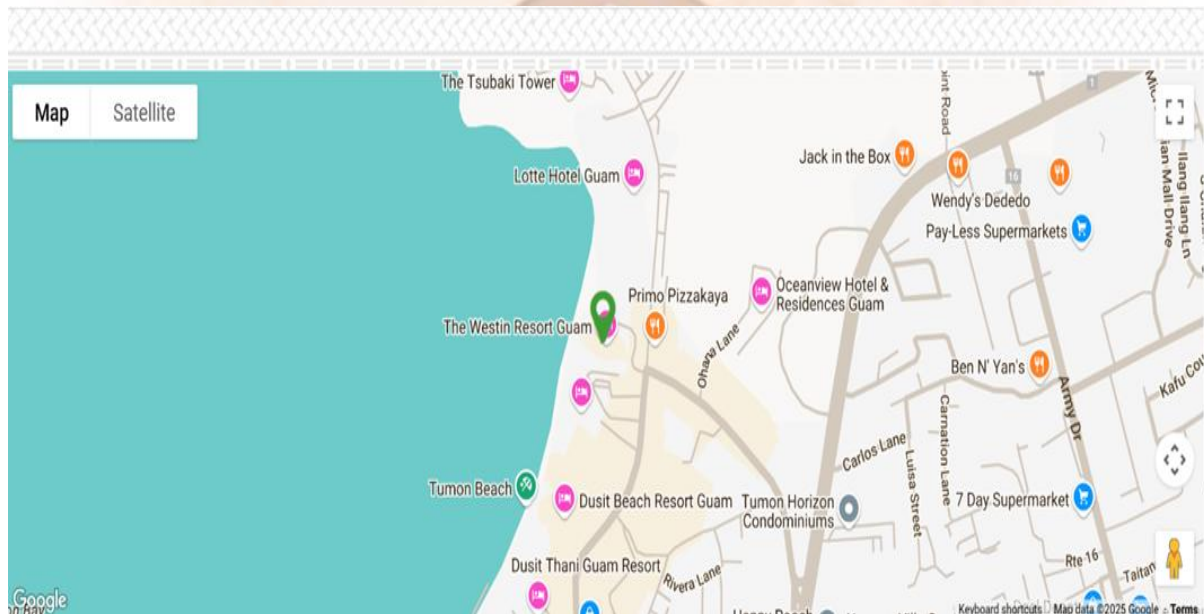
Phone Contact: +16716470910 **OR**

Nicole Quintanilla

Email: nicole.quintanilla@westinguam.com

Phone Contact: +16716470956

MAP:



3. Travel Logistics, Hotel Transfers and Points of Contact

The Conference Planning Committee consist of Guam Customs & Quarantine Agency and OCO Secretariat staff and will be present at the Guam International Airport to welcome participants on arrival and to assist with arrival formalities, luggage pick-up and airport transfers to the hotel. **Note** a 'Special Lane' will be assigned for all Conference participants to assist in clearing Immigration and Customs at the Guam International Airport. Look for the sign or banner “**27th OCO Annual Conference.**”

Transfers from the airport to the Westin Resort Guam (and return), and to dinner venues back to Westin Resort Guam will be organized by Guam Customs and Quarantine Agency.

For those that have not provided travel itineraries, please provide your travelling details to the points of contact for OCO and Cook Islands Customs below:

Oceania Customs Organisation:

Email: ArtikaK@ocosec.org

Telephone: (+679) 7777431



Guam Customs and Quarantine Agency:

Email: Mr. Raymond Blas at raymond.blas@cqa.guam.gov

Telephone: + 1 (671) 689224

4. Dress Code

As hosts, the Conference Planning Committee have agreed that for the official opening ceremony on the first day, conference participants are required to wear their full national Customs uniform or formal business attire.



The dress code (button shirts) will be worn as follows:

Day 2 (Thursday – 22nd May) – Tropical Formal. This may change and an announcement will be made if there is a uniform for the day.

Day 3 (Friday – 23rd May) - the OCO Secretariat issued button down shirt should be worn for conference day.



5. Immigration and Visa Requirements

Kindly be advised that all international passport holders must have a passport valid for a period of at least 6 months beyond their departure date from Guam.

The following countries may enter Guam under the US Visa Waiver Program if they are in possession of an **Electronic System for Travel Authorization (ESTA)**: Australia and New Zealand, France, Japan, and Republic of Korea.

The ESTA application can be found at: <https://www.cbp.gov/travel/international-visitors/esta>

The countries listed below can enter under the **Guam-CNMI Visa Waiver Program** if they are in possession of an approved **G-CNMI eTA travel authorization**:

Australia, Nauru, New Zealand, Papua New Guinea.

G-CNMI eTA can be found at: <https://g-cnmi-eta.cbp.dhs.gov/>

Citizens of the Federated States of Micronesia, Marshall Islands and Palau can enter Guam with a valid passport pursuant to the Compact of Free Association of each.

American Samoans are considered U.S Nationals and require a U.S passport with the "U.S National" annotation on the biographical page.

All other countries not listed or mentioned must be in possession of a United States visa for their intended purposes while in the U.S.

You must also have evidence of a valid outbound ticket or return ticket to your port of origin. On arrival in Guam, you will need to show your air ticket confirmation (printed or digital) to an immigration officer. Note you must have proof of accommodation during your stay in Guam. On arrival in Guam, you will need to show your accommodation booking confirmation (printed or digital) to an immigration officer.

Please visit the US Customs and Border Protection website on at www.cbp.gov or <https://www.cbp.gov/travel/international-visitors> for more information. Please ensure you have the relevant visa(s) prior to travelling.

6. Travel Insurance

OCO does not provide insurance cover for members/partners, or their belongings and delegates/partners are expected to make their own arrangements for accident, illness and luggage insurance, if so desired.



7. Telecommunications

DOCOMO PACIFIC Guam is a mobile provider for telecommunications services in the country. They offer 4G HSPA+ & 4G LTE Services that are available for all customers in Guam. You can purchase a SIM card from Docomo Pacific at their retail stores, kiosks, and various outlets across the island. They offer flexible data, voice, and text options to suit different usage needs. Click:

<https://www.docomopacific.com/support/contact-us> for more information.

GTA Teleguam is another leading mobile operator in Guam. You can buy a SIM card from GTA at their retail outlets, airport kiosks, and authorized dealers. They provide various prepaid plans with competitive rates and good coverage throughout the island. Click: <https://www.gta.net/> for more information.

IT&E Guam also offers a range of prepaid SIM card plans and data bundles. You can find their SIM cards at IT&E stores, kiosks, and authorized retailers across Guam. IT&E is known for its affordable plans and reliable service. Click: <https://store.ite.net/> for more information.

Locations you can Purchase Sim cards from:

1. **DOCOMO PACIFIC Headquarters**
890 S. Marine Corps Drive Tamuning, Guam 96913

Retail Business Hours:

Monday to Saturday: 8 a.m. to 5 p.m.

Sunday: Closed

Drive-Thru Hours:

Monday to Friday: 8 a.m. to 5 p.m.

Saturday: 9 a.m. to 1 p.m.

Sunday: Closed

Customer Care:

Monday to Saturday: 8 a.m. to 8 p.m.

Sunday: Closed

Telephone Tech Support:

Available 24/7

2. [Andersen Exchange](#)
Retail Business Hours:
Sunday to Saturday: 9 a.m. to 6 p.m.
3. [Aqana Shopping Center](#)
Retail Business Hours:
Sunday to Saturday: 10 a.m. to 8 p.m.
4. [Micronesia Mall](#)
Retail Business Hours:
Monday to Saturday: 10 a.m. to 9 p.m.
Sunday: 10 a.m. to 8 p.m.



IT&E Customer Service Guam

Customer Service: (671) 922-4483

Locations and Hours of Operation

1. [AAFES](#)- 9:00 am to 6:00 pm Sunday to Saturday
2. [Agana Shopping Centre](#) -10:00 am to 8:00 pm Sunday to Saturday
3. [Micronesia Mall](#) – 10:00 am to 9:00 pm Monday to Saturday | 10:00 am to 8:00 pm Sunday
4. [Tamuning \(Park Place Business Centre\)](#) – 8:30 am to 5:00 pm Monday to Friday | 8:30 am to 12:30 pm Saturday | Closed on Sunday

8. Guam Safety Tips

Guam has always been known as a safe destination for families and friends traveling as a group. Little crime takes place on the island, and their welcoming, friendly culture includes a desire for visitors to stay safe and healthy. We ask you to please consider the following tips to help ensure your time on the jewel of Micronesia is every bit as enjoyable as it should be:

Some of the most important safety measures are no different from those you already use at home:

- Wear clothes that allow you to move freely and comfortably.
- Wear plenty of sunscreen and minimize your exposure to the sun between 10 AM and 3 PM.
- Ask for directions at your hotel on how to get to any attractions you want to visit.
- Stick to well-lighted public areas.
- Only carry cash when you need it.
- If you get lost, find an open business and ask for directions.
- When traveling on foot, walk, don't run, and always use crosswalks and obey traffic signals.
- When in doubt, always look to your hotel or call the Guam Visitors Bureau at 646-5278/9.

In the event of an emergency, remain calm. *Dial 911.*

Theft

In the unfortunate event that any of your personal belongings are stolen, please contact the Guam Police Department.

To reach the Guam Police Department:

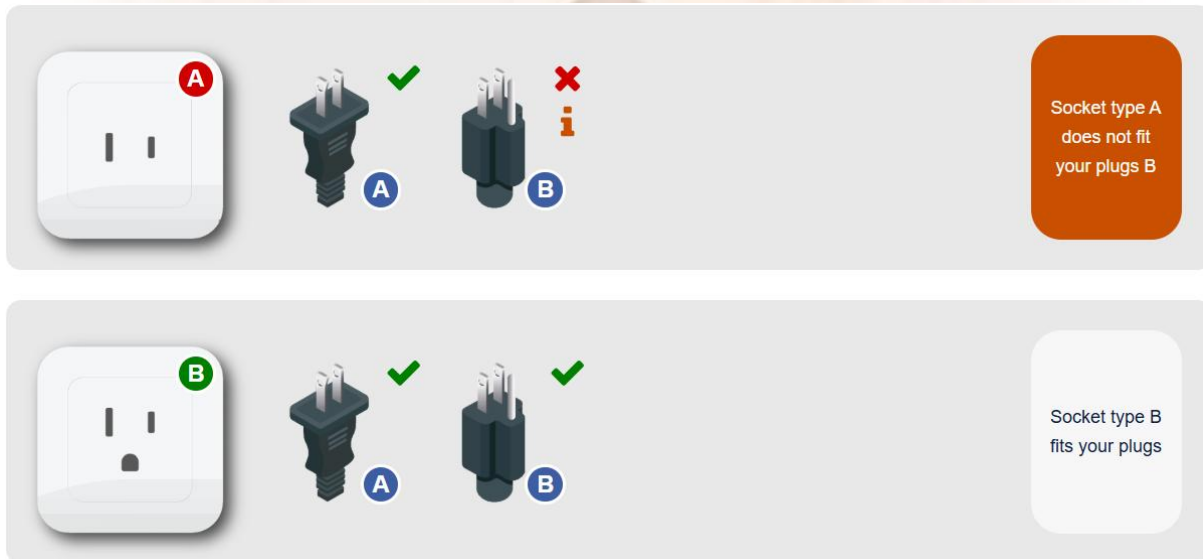
Dial (671) 472-8911



9. Electricity

In Guam, they use power sockets (outlets) of type A and B, like in the United States. You need a power plug adapter in Guam for sockets type A. Sockets type B can fit your plugs but may not always be available locally.

It is advisable to pack a 3-to-2 prong adapter to fit your plugs B into sockets type A.



10. Currency and Banking

In Guam, the currency is the US dollar (USD), and major banks like Bank of Guam, First Commercial Bank, and Philippine National Bank offer a range of banking services, including currency exchange and account opening for both residents and visitors.

Here's a more detailed breakdown:

Currency:

The accepted currency in Guam is US dollar (USD).

The currency code for the US dollar is USD.

You can easily exchange money at currency exchange locations or banks.

11. International Time

The Chamorro Time Zone, formerly the Guam Time Zone, is a United States time zone which observes standard time ten hours ahead of Coordinated Universal Time (UTC+10:00). The clock time in this zone is based on the mean solar time of the 150th meridian east of the Greenwich Observatory. Do your calculation before arrival, as booking accommodation to start a day too late is a common mistake.



12. Official Language

The official languages of Guam are English and Chamorro. Filipino is also a common language across the island. Other Pacific Island languages and many Asian languages are spoken in Guam as well.

13. Climate

Guam has a tropical marine climate, characterized by year-round warmth and humidity, with distinct dry and rainy seasons. The dry season runs from January to June, while the rainy season spans from July to December.

Here's a more detailed breakdown of Guam's climate:

Temperature:

Guam experiences consistently warm temperatures, averaging around 81°F (27.2°C) annually. Monthly average temperatures range from 80°F (26.7°C) in January to slightly over 82°F (27.8°C) in June.

Humidity:

Guam is known for its high humidity, especially during the rainy season. Relative humidity commonly exceeds 84% at night throughout the year.

14. Culture

Guam's culture is a vibrant blend of indigenous Chamorro traditions, American influences, and Spanish and Filipino customs, with a notable resurgence in efforts to preserve the Chamorro language and culture. The Chamorro people, the indigenous inhabitants of Guam, are of Malayo-Indonesian descent, with a mix of Spanish, Filipino, Mexican, and other European and Asian ancestries.

Guam offers a mix of relaxation and adventure, with exciting activities like exploring beaches, snorkeling, diving, hiking, and experiencing Chamorro culture, making it a great destination for a tropical escape.



15. Conference Program

Time	Monday 19th May 2025
	Agenda
9.00am	Customs Chief's Leadership Forum (Closed Session)
12.00pm	Lunch
	Tuesday 20th May 2025
9.00am	Customs Chief's Leadership Forum (Closed Session)
12.00pm	Working Lunch
-	
2.00pm	
	Wednesday 21st May 2025
9.00am	Conference Day 1 - Members Only (Closed Session)
7.00pm	Dinner hosted by Australia & New Zealand
	Thursday 22nd May 2025
8.45am - 6.15pm	Conference Day 2 - Members and Partners
7.00pm	Official Opening Dinner hosted by Guam Customs & Quarantine Agency
	Friday 23rd May 2025
8.30am - 5.10pm	Conference Day 3 - Members and Partners
7.00pm	Closing Dinner hosted by OCO Secretariat (Oceania Night)

