



## Frequently Asked Questions:

### Are travelers able to travel to/from Puerto Rico?

- All flights are operating normally to/from the San Juan Luis Muñoz Marín, Ponce and Aguadilla airports.
- Ferries to/from Vieques and Culebra are operating as usual.
- The U.S. Coast Guard is currently inspecting all other ports and docks. Three cruise ships with roughly 15,000 visitors are expected to arrive on the Island today. All cruises expected to arrive this week are operating normally.
- Some airlines, including Delta, Southwest, American, JetBlue, Spirit, United and Frontier have activated their flex policies to support travelers who wish to alter their travel plans.

### For travelers with Puerto Rico in their travel plans this week, is it safe to visit?

There are no major disruptions to tourism as it does not appear that areas outside the southern region of the Island were impacted. Travelers with upcoming plans should reach out to their travel providers, hotels and other businesses to confirm if operations have been impacted.

### What does the state of emergency in Puerto Rico mean?

Governor Wanda Vázquez declared a state of emergency as a precaution and to ensure resources such as FEMA and the National Guard are quickly deployed to assist those on the Island who may need help, specifically in the southern region. Federal funds have been approved to help areas in need.

### Which areas have suffered damages?

The areas primarily impacted are in the southern region of the Island. For more information about the specific location, please visit: <https://www.usgs.gov/news/magnitude-64-earthquake-puerto-rico>

### Were any specific hotels or tourist attractions damaged?

Some properties in the southern region of the Island reported damage. These include Hotel Copamarina, Ponce Plaza, Hotel Guánica and Costa Bahía. Two tourism sites, Punta Ventana in Guayanilla and the Ruins of the Lighthouse in Guánica, were damaged.

### I hear the Island lost power in some areas, when will power be restored?

The power outage was not caused by damage. It was a preventative measure. Power across the Island is being restored with 50% of those who lost power yesterday back on the grid. Any hotel without power is operating with generators. While damage occurred at two electrical plants in the southern region, all electrical plants shut down early this morning as a safety measure to help prevent further damage.

### What tourist sites are open?

- We recommend travelers reach out to specific attractions, hotels and other businesses for information on their operations, however, below are some key tourist sites that are open and welcoming visitors.
  - El Yunque National Rainforest
  - El Morro & San Cristóbal
  - Old San Juan and most of the metropolitan area
  - All casinos across the Island, except in Guayanilla and Ponce Hilton.

[DiscoverPuertoRico.com](http://DiscoverPuertoRico.com)

- Tourist attractions and shopping centers, such as Casa BACARDI and Plaza las Americas.

**Is the water safe to drink?**

- Giving electricity impacts water supply, we are in close contact with the government, the Health Department and the Puerto Rico Aqueduct and Sewer Authority to learn more about the status of potable water. While we gather additional information, we recommend travelers drink bottled water as a precautionary measure.

**If people want to help, how can they?**

- The local [American Red Cross](https://www.redcross.org/local/puerto-rico/donar.html) chapter is continuing to assess the needs post-earthquake and working with Island authorities and FEMA. Any donations wished to be made can be done so by visiting their website, <https://www.redcross.org/local/puerto-rico/donar.html>

**For travelers staying in short-term rentals, are there any resources to consult?**

- We recommend travelers reach out to their unit owners, property managers, or booking platforms directly should they need specific assistance related to their stay. For any other emergencies, they should contact the local police authority or dial 911.

**What about taxis and cabs? Everything operating normally?**

- Taxis and ride sharing options are available throughout the Island.

**Will these earthquakes impact my upcoming event or meeting?**

- We are committed to the success of meetings and events in Puerto Rico, and thankful for your ongoing trust and partnership. There are no major disruptions to events and/or meetings as it does not appear that areas outside the southern region of the Island were impacted. Planners with upcoming events/meetings should reach out to their travel providers, hotels and other businesses to confirm if operations have been impacted.