

Discover Puerto Rico Destination Health & Safety | Messaging for Reactive Inquiries

Reactive U.S./International Media Statement

The Governor of Puerto Rico announced on May 21 that public beaches, hotel pools, natural reserves, and golf courses have reopened with limited access as of May 26, as part of the Island's responsible, four-phased reopening plan. Face masks are mandatory when in public. Shopping centers and restaurants have also reopened but enforce social distancing, with floor plans and capacities adjusted, as the health and safety of visitors and residents remain a top priority.

- The Puerto Rico National Guard will continue to assist with enhanced health screenings of all arriving passengers, including offering rapid COVID-19 testing. Arriving passengers may be asked to self-quarantine for 14 days, regardless of symptoms. Visitors should check the latest [travel advisory](#) for more information.
- Puerto Rico continues to enforce an Island-wide curfew through June 15 during the hours of 7:00 PM - 5:00 AM; exceptions are for emergencies.
- Large events continue to be canceled and plans to resume will be in accordance with the CDC's guidance for [large events and mass gatherings](#)
- As of May 26, public beaches are accessible with limited access for exercise and individual sports, while hotel pool facilities reopened at 25% capacity, both within curfew hours while maintaining the proper locally enforced measures, including social distancing.
- Restaurants are operating with a maximum occupancy of 25% in their dining rooms as of May 26, with temperature checks performed before entering; those with temperatures over 100.3 will be denied entry.
- Supermarkets, pharmacies, and gas stations are open through 8:00 PM, with supermarket delivery services extended through midnight as of May 26. All businesses will remain closed on Sundays.
- Malls and other retail stores will be open Monday through Saturday from 9:00 AM – 5:00 PM as of May 26, with no leisure strolling permitted and appointment requirements possible.
- Businesses like hair salons and barbershops will open Monday through Saturday via appointment from 9:00 AM – 5:00 PM as of May 26.
- Taxis are accessible from 5:00 AM - 9:00 PM, except for airport service.
- Other non-essential businesses that gather groups, including movie theaters, casinos, gyms, playgrounds, valet services, will remain closed until further notice.
- Puerto Rico remains dedicated to providing a safe travel experience as responsible reopening phases continue. Recognizing the importance of hygiene and disinfection, the Island of Puerto Rico is applying [locally enforced measures](#) developed by the Puerto Rico Tourism Company (PRTC), alongside U.S. Travel Association (USTA) [guidelines](#), to safeguard the wellbeing of residents and visitors.

Reactive Group Travel Statement

The Governor of Puerto Rico announced on May 21 that public beaches, hotel pools, natural reserves, and golf courses have reopened with limited access as of May 26, as part of the Island's responsible, four-phased reopening plan. Face masks are mandatory when in public. Shopping centers and restaurants have also reopened but enforce social distancing, with floor plans and capacities adjusted, as the health and safety of visitors and residents remain a top priority.

Like many states and cities across the U.S., all large events on the Island remain suspended in accordance with CDC guidance for [large events and mass gatherings](#) that recommends canceling or postponing events with 250 people or more. Meeting facilities on the Island are ready to receive groups when these restrictions are lifted, as high standards of health and safety have been implemented throughout the Island. This includes [locally enforced measures](#) developed by the Puerto Rico Tourism Company (PRTC), alongside U.S. Travel Association (USTA) [guidelines](#), to safeguard the wellbeing of residents and visitors.

As an ASM Global managed facility, the Puerto Rico Convention Center is implementing a new sanitation protocol, VenueShield Environmental Hygiene Program, which applies new protocols in accordance with international health care guidelines from the CDC, NHS, PHAA, and WHO, among others. These measures will explore the use of personal protective equipment (PPE), food safety measures, air quality control, surface cleaning, physical/social distancing, temperature checks, thermal cameras, hand sanitizers, reduced touchpoints, contactless transactions, daily monitoring systems, and more.

More on what's in place now, in Puerto Rico:

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- Other non-essential businesses that gather groups, including movie theaters, casinos, gyms, playgrounds, valet services, will remain closed until further notice.
- Puerto Rico remains dedicated to providing a safe travel experience as responsible reopening phases continue. Recognizing the importance of hygiene and disinfection, the Island of Puerto Rico is applying [locally enforced measures](#) developed by the Puerto Rico Tourism Company (PRTC), alongside U.S. Travel Association (USTA) [guidelines](#), to safeguard the wellbeing of residents and visitors.

Please do not hesitate to reach out with questions about group travel. More information can be found in the FAQ on the [DiscoverPuertoRico.com](#) website. If you have questions about specific events, please contact the facility or business with which you have organized lodging and/or activities.

Health & Safety Messaging

Puerto Rico is committed to providing a safe travel experience. Recognizing the importance of hygiene and disinfection, the Island of Puerto Rico is applying [locally enforced measures](#) developed by the Puerto Rico Tourism Company (PRTC) alongside U.S. Travel Association (USTA) [guidelines](#), to safeguard the wellbeing of guests and employees.

Upon Arrival | Airport

- All commercial flights have been diverted to Luis Muñoz Marín International Airport in San Juan (SJU), where arriving passengers may be asked to self-quarantine for 14 days, regardless of symptoms. Visitors should check the latest [travel advisory](#) for more information.
- The Puerto Rico National Guard is assisting with enhanced health screenings of all arriving passengers, including offering rapid COVID-19 testing.

Getting Around | Ground Transportation

- Certified transportation carriers will properly disinfect vehicles and have hand sanitizer available.
- Drivers will wear gloves when handling doors and luggage. Face coverings will be mandatory for drivers and passengers.
- Ridesharing options like Uber have released regulations that also mandate face coverings for drivers and passengers, with no front seat passengers permitted.

Things to Do | Visitor Experience

Restaurants

- Are operating with a maximum occupancy of 25% in their dining rooms as of May 26, with temperature checks performed before entering; those with temperatures over 100.3 will be denied entry.
- Employees are required to use face coverings, and floor plans will maintain distancing protocols.
- Buffets, salad bars, and self-serve options, as well as reusable menus, are prohibited, with gloves as mandatory when serving guests, within lodging eateries.

Attractions

- Attractions remain closed at this time, with the exception of outdoor recreation spaces, including public beaches, natural reserves, and golf courses, which will limit access to

exercise and individual sports as of May 26. Malls and shopping centers enforce social distancing and may require appointments.

- Hand sanitizing stations will be set up in targeted areas like entryways, elevator banks, and high-traffic spots. Cleaning and disinfection of surfaces will be augmented, while employees will be screened daily for symptoms.

Casinos and Gaming

- When casinos reopen, there will be wellness checkpoints at points of entry, which will consist of temperature checks and hand sanitation.
- Gaming stations (slot machines, chairs, and tables) will be properly cleaned and disinfected every hour, after each guest, or upon guest request. Social distancing and face coverings will be required, and gloves will be used by casino personnel and guests at gaming tables.

During Your Stay | Lodging

- Thoroughly sanitized properties that follow PRTC standards will be certified with Island-specific health certification seals. Guests will receive a Health & Safety guide detailing the specialized measures implemented by each property individually. We recommend visitors connect with their hotels/hosts directly for additional information.
 - **Hotels/Resorts:** Will conduct temperature checks, screen symptoms, and disinfect luggage in reception areas upon entry while following high standards of cleanliness and housekeeping procedures in accordance with CDC and EPA guidelines. Face coverings will be required in public areas, with limited capacity encouraged in elevators. Furniture, chairs, tables, and surfaces will be sanitized continuously, with fitness centers/spas closed until further notice. As of May 26, hotel pool facilities may open within the hours of 5:00 AM and 7:00 PM at 25% capacity, maintaining the proper locally enforced measures including social distancing.
 - **Short-Term Rentals:** Will be thoroughly cleaned and disinfected, following the health and safety protocol enforced by the Government and the PRTC, including the proper sanitation of kitchenware, glassware, and utensils. Each will be equipped with hand soap, hand sanitizer, and sanitizing wipes for guest convenience. Guests required to complete a Travel Declaration Form and will have the PRTC Health and Safety Guide detailing local measures available, with guests encouraged to make a claim to the PRTC via <http://strhealthandsafety@tourism.pr.gov/> should they find the unit did not meet these requirements.

MICE

Puerto Rico Convention Center

- As an ASM Global managed facility, Puerto Rico's Convention Center - the largest and most technologically advanced in the Caribbean - is implementing a new sanitation protocol, VenueShield Environmental Hygiene Program.
- ASM Global's VenueShield Task Force is applying new protocols and procedures at its facilities in accordance with international healthcare guidelines from the CDC, NHS, PHAA, and WHO, among others.
- These extensive measures will explore the use of personal protective equipment (PPE), food safety measures, air quality control, surface cleaning, physical/social distancing, temperature checks, thermal cameras, hand sanitizers, reduced touchpoints, contactless transactions, daily monitoring systems, and more.

Distrito T-Mobile

- The final construction phase is currently paused due to the COVID-19 pandemic, which has provided the opportunity to develop new, safety-first concepts. This will include technologically advanced equipment as well as refined health protocols to guarantee the safety of all our visitors and employees.
- It is anticipated that the venue will open in the fourth quarter of 2020.

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