



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

### Reactive U.S./International Media Statement

As part of the Island's responsible four-phased reopening plan, Puerto Rico will formally reopen for in-bound tourism on July 15, at which point, travelers with a negative molecular COVID-19 test will be welcomed to the Island. In the meantime, measures are gradually lifting. Sunbathing and other recreational activities on beaches and in some nature reserves are allowed, but limiting group gatherings to only those within the same household. Restaurants, spas, museums, theaters and casinos are open and operating at 75% capacity. A curfew on the Island is in effect from 10:00PM – 5:00AM, except for emergencies.

Residents and visitors are required to wear face masks when in public, and subject to a fine, if not. Social distancing is enforced with floor plans and capacities adjusted Island-wide, as the health and safety of visitors and residents remain a top priority. 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.

### Island Arrival

- The Puerto Rico National Guard is assisting with enhanced health screenings of all arriving passengers at the Luis Muñoz Marín International Airport in San Juan Airport, where all passenger flights are currently being diverted. Face masks are mandatory and thermographic cameras remain operating to monitor temperatures.
- Beginning July 15, arriving passengers must complete a travel declaration form from the Puerto Rico Health Department, as well as demonstrate a negative molecular COVID-19 test from the 72 hours prior. Testing sites on the mainland U.S. can be found here.
  - If travelers arrive on the Island without the requested documentation, they will be offered a rapid COVID-19 test at the airport. Even if the test result is negative, it will be mandatory for the traveler to quarantine and cover their own medical expenses/possible extended stay. The quarantine is mandated until the traveler provides proof of a negative molecular test result on Island; a list of testing sites in Puerto Rico will be available on site and online.
  - If a negative molecular test is not provided, the traveler will be required to quarantine for 14 days, or the length of their stay.
  - Puerto Rico's curfew is in effect from 10:00PM – 5:00AM through July 22; exceptions are for emergencies.
- Visitors should check the latest travel advisory for more information.

## **Experiences**

- Public beaches and natural reserves are accessible for sunbathing and other recreational activities are permitted with those in the same household. Hotel pools are open within curfew hours.
- Limited ferry service to Vieques and Culebra is available. Tickets must be purchased online through [www.PorFerry.com](http://www.PorFerry.com).
- Venues will reopen in phases, with face masks and social distancing enforced, and in accordance with the CDC's guidance for large events and mass gatherings. Drive-in and open-air events are held with limited capacity, and indoor space venues such as the Puerto Rico Convention Center are open.
- Tour operators are currently available for internal tourism needs and will resume fully once the Island reopens for outside tourism on July 15.
- Individual/team sports and recreational training has resumed. Professional league sporting events may continue as of July 15, except for contact sports such as boxing.

## **Businesses**

- Restaurants are operating at 75% capacity and temperature checks are being performed before entering; those with temperatures over 100.3 will be denied entry.
- Supermarkets, agricultural markets, pharmacies and gas stations are open, with supermarket delivery services available through midnight.
- Malls and other retail stores remain open, with no leisure strolling permitted and appointments required.
- Hair salons, barber shops and individual spas are open via appointment, with the exception of saunas.
- Casinos have reopened at 75% capacity.
- Other non-essential businesses that are open include movie theaters, gyms, film industry support and ad/government agencies.

## **Transport**

- Taxis are accessible from 5:00AM - 10:00PM, except for airport service.
- The Puerto Rico Metropolitan Bus Authority (AMA) and Tren Urbano subway system are operating.

## **Education**

- Universities are open, complying with CDC/OSHA guidelines, while public and private schools will remain closed until July 22.

## **Reactive Group Travel Statement**

As part of the Island's responsible four-phased reopening plan, Puerto Rico will formally reopen for in-bound tourism on July 15, at which point, travelers with a negative molecular COVID-19 test will be welcomed to the Island. In the meantime, measures are gradually lifting. Sunbathing and other recreational activities on beaches and in some nature reserves are allowed, but limiting group gatherings to only those within the same household. Restaurants, spas, museums, theaters and casinos are open and operating at 75% capacity.. A curfew on the Island is in effect from 10:00PM – 5:00AM, except for emergencies.

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Residents and visitors are required to wear face masks when in public and will be subject to a fine if they do not comply. Social distancing is enforced with floor plans and capacities adjusted Island-wide, as the health and safety of visitors and residents remain a top priority. 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.

### **More on what's in place, in Puerto Rico:**

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Please do not hesitate to reach out with questions about group travel. More information can be found in the FAQ on the [DiscoverPuertoRico.com](https://www.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), summarized via this infographic, alongside U.S. Travel Association (USTA) guidelines, to safeguard the wellbeing of guests and employees.

### **Upon Arrival | Airport**

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### **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.
- Ride sharing 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*

- Restaurants are operating at 75% capacity and temperature checks are being 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*

- Outdoor spaces including public beaches, natural reserves and golf courses are accessible for sunbathing and other recreational activities are permitted with those in the same household.
- Malls and shopping centers enforce social distancing and may require appointments.
- Museums and theaters are open at 75% capacity, and with the proper local measures enforced.
- Tour operators are currently available for internal tourism needs and will resume fully once the Island reopens for tourism on July 15.
- 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*

- Casinos are open with 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. Hotel pool facilities and fitness centers/spas (except for

saunas) are open within the hours of 5:00AM and 10:00PM, 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 touch points, contactless transactions, daily monitoring systems, and more.
- The venue is temporarily reducing guest capacity to 25% and adding distancing guidance via floor labeling to ensure separation between guests.

### *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