



GOVERNMENT OF PUERTO RICO

Puerto Rico Tourism Company

July 15, 2020

To all Tourism Stakeholders

A handwritten signature in black ink, appearing to read "Carla Campos Vidal".

Carla Campos Vidal
Executive Director

Re: Updated guidance for tourism businesses and travelers for the implementation of Executive Order 2020-052

Dear Industry Stakeholders,

On July 3, 2020, Hon. Wanda Vázquez-Garced, Governor of Puerto Rico, signed into effect Executive Order 2020-052, which outlines the updated mandates put into effect for travelers, hence substituting guidelines previously established in Executive Order 2020-030. These protocols which establish additional screening and protection measures are being implemented to safeguard the health and safety of residents and visitors alike amidst the COVID-19 global pandemic, while simultaneously establishing groundwork for a continuous, phased and responsible reopening of the tourism economy. The Executive Order can be found in the Puerto Rico Department of State's website (www.estado.pr.gov).

The **Puerto Rico Department of Health** has developed and is tasked with the implementation of a comprehensive system to facilitate compliance with the mandates described in Executive Order 2020-052. The Department of Health, in consultation with the **State Department, Puerto Rico Tourism Company (PRTC), National Guard, Ports Authority** and **Aerostar**, launched an online portal found at www.travelsafe.pr.gov or www.viajaseguro.pr.gov that provides a simple alternative for travelers to become aware of Executive Order's mandates and comply with the requirements imposed. Combined with an on-site protocol and linkage to monitoring and contact tracing mechanisms, the system will facilitate an entry process that will reduce screening wait times and allow for the Department of Health to effectively reduce the risk of infection resulting from inbound travelers.

Raising awareness about the new arrival requirements is key. The assistance from lodging and operating partners will increase efficiency of the system, as informed travelers will spend less time at the airport upon arrival if their travel plans include consulting and completion of requirements available at the websites listed above. In addition, the PRTC informed airline partners prior to the Executive Order coming into effect of the revised process, requesting that the information above be provided to travelers before and during flight. Finally, Discover Puerto Rico is actively informing travelers of these new measures in all consumer-facing communications.

What follows is a further guidance for its implementation as it relates to specific tourism operations.



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Guidance for Travelers: All persons entering Puerto Rico must complete a digital Travel Declaration Form which is to be filled out at www.travelsafe.pr.gov or www.viajaseguro.pr.gov. Additionally, a 14-day quarantine is mandatory for all who arrive to Puerto Rico (residents, visitors, corporate travelers, etc.), except for airline crew members, maintenance staff and federal workers expected to be on island for less than 72 hours. The mandatory quarantine can be lifted if:

- Travelers present proof to the Department of Health of a negative molecular-based COVID-19 test.
 - If a traveler provides negative testing **proof upon arrival of a sample being taken up to 72 hours in advance**, the quarantine will be automatically lifted. Test results may be uploaded in the Travel Declaration platform.
 - If the traveler has been **tested within 72 hours of arrival but is not in the possession of the test results** at the time of arrival, the person must quarantine until test results are properly submitted to the Department of Health by following the instructions provided at the time of completion of the Travel Declaration.
 - Travelers that have not been tested prior to arrival can **get tested locally** but must quarantine until negative test results are submitted to the Department of Health during the person's stay on Island. A Testing Authorization document will be provided to the traveler upon completion of the online Travel Declaration and testing will be performed at the traveler's expense.

Travel Declaration Form: All travelers must complete the Travel Declaration Form available through www.travelsafe.pr.gov or www.viajaseguro.pr.gov. Aside from completing the required information, the digital system allows arriving passengers to upload test results.. The form may be filled out through any computer or mobile device at any point prior to the screening checkpoint at the arrival airport.

Upon completion of the Travel Declaration Form and uploading the test results, passengers will receive a confirmation voucher and QR code via email.

Passengers must present the submission confirmation (showing their mobile screen or printed document) to government officials at the checkpoints located prior to exiting baggage claim. Computer stations at the point of entry will be available for travelers without access to a mobile device, and print forms may also be made available upon arrival. Travelers should note that screening delays may be experienced if using a paper form.

Test results: Travelers will be able to upload test results to the Travel Declaration Form at the time of submission. If, however, a traveler is observing a mandated quarantine and receives test results at a later date, the person will be able to report the results at a later date through the link provided for this via email upon initial submission of the Travel Declaration. A traveler's quarantine will be lifted only after a negative test result is properly submitted.



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Daily Monitoring: The data submitted in the Travel Declaration Form will be used by the Department of Health for daily symptom monitoring (Sara Alert). Travelers will receive an automated simple questionnaire via text message or email on a daily basis inquiring about the traveler's health condition. Travelers must reply diligently and the Department of Health will be notified of travelers not in compliance, which may trigger an intervention from the agency with the traveler. A traveler may be contacted by the Department of Health via phone or in person at any time to oversee compliance with quarantine obligations. A person who is found to be not in compliance with quarantine mandates may be fined \$5,000 or processed for up to 6 months in jail.

Hosting Responsibility: All hosts (local residents providing accommodations for travelers, short term rentals, hotels, and other lodging properties) must request to be made aware of the traveler's status of entry to Puerto Rico. The **Travel Declaration Confirmation Number** (available upon electronic submission, sent via email or printed) after completing the requirement at www.travelsafe.pr.gov does not contain sensitive travelers' health information and can hence be shown to hosts without legal limitations.

Hosts must maintain record of guests' **Travel Declaration Confirmation Number** on file should it be requested or deemed necessary by the Department of Health at a later time. Host will not have access to sensitive travelers' information with this confirmation code. Guests that present evidence of a **Travel Declaration Confirmation Number**, may be exempt from completing the "Travel Declaration and Contact Tracing Form" that is required of all guests staying at a lodging partner's property per the PRTC's Destination-Wide Health & Safety Program found on this link: <https://prtc-covid19.com/article-categories/tourism-health-and-safety-operational-guide/>. Hosts must maintain the original "**Travel Declaration and Contact Tracing Form**" that is part of the Program on file for all guests **that do not provide** the Travel Declaration Confirmation Number and for guests who did not travel from abroad (residents doing internal tourism).

If the traveler is mandated to observe a quarantine or isolation¹ so as to protect the health and safety of the local community **and is found to not be in compliance, the host is responsible for reporting the traveler to the Department of Health by calling 787-522-6300 or emailing investigaciones@salud.pr.gov.** When contacting the Department of Health, you must provide the guest's Travel Declaration Confirmation Number so the agency can adequately follow-up with the individual.

¹ Isolation and quarantine help protect the public by preventing exposure to people who have or may have a contagious disease. The terms cannot be used interchangeably.

- Isolation separates sick people with a contagious disease from people who are not sick.
- Quarantine separates and restricts the movement of people who were exposed or are presumed to have been exposed to a contagious disease to see if they become sick.



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It's in the best interest of the host to ensure that all guests that are obliged to quarantine do so responsibly as it is assumed that a guest that does not present a negative COVID-19 molecular test presents a greater risk to the population. While the explicit responsibility of the host as it relates to guests not complying with quarantine obligations is to report the incident to the Department of Health as noted above, we recommend that the host provide the reported guests with an orientation and reminder of his or her obligations as per Executive Order 2020-052. Additionally, the host may reserve the right to lodge any guests that are found to be in obstruction of the aforementioned mandates.

As per Executive Order 2020-052 and PRTC's Destination-Wide Health & Safety Program for tourism businesses, all employees and guests are required to wear a face covering or mask at all times while in and outside the host property. If a guest does not have a mask, lodging property staff is responsible to provide guests with one. A mask can be offered either on a complimentary basis and or sold at cost. Profit for the sale of personal protective equipment (PPE) for guests is not acceptable. Additionally, hosts must provide guests with a "Guest Safety Guide at the time of check-in, with collateral that clearly outlines these responsibilities with specific mention of what is expected from guests for their own safety and the requirements per the local authorities.



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Arrival Scenarios and Hosting Protocols

The PRTC provides guidance for hosts (all lodging partners) for the implementation of Executive Order 2020-052 as it relates to diverse testing scenarios for inbound guests. Should you require specific assistance or consultation on scenarios, please email us at leslie.diaz@tourism.pr.gov. Our team will promptly consult with the Department of Health and provide clarity for your inquiry.

Scenario A: Guest is administered a molecular COVID-19 test 72 hours or less prior to arrival, but, has not received the results upon check in.

Status: 14-day quarantine

Action: Hotel and guests must follow the 14-Day Quarantine measures until negative test arrives and are submitted to the Department of Health through the electronic system provided when the Travel Declaration Form is submitted through www.travelsafe.pr.gov.

- Guest(s) can check-in and shelter at the lodging property or rental unit.
- All guests must be reminded of the Health and Safety Protocol and Guests Responsibilities, including responding to the automated daily monitoring notifications received through the Department of Health's SARA Alert system.
- Host must provide a list of the nearby hospitals, doctors and emergency contact numbers in case symptoms appear.
- Guests are not allowed to leave room except for seeking medical attention.
- Use of amenities and public areas are prohibited. These include bars, pool, gym, use of beach chairs, casino, gift shops, hotel lobby, recreational games, business center, meeting rooms among others.
- Guests are not allowed to ride, drive / rent a car while at the destination, unless seeking medical attention.

Scenario B: Guest arrives at destination without obtaining a COVID-19 molecular test before arrival but agrees to do so while at destination.

Status: 14-day quarantine

Action: Hotel and guests must follow the 14-Day Quarantine measures until negative test arrives and are submitted to the Department of Health through the electronic system provided when the Travel Declaration Form is submitted through www.travelsafe.pr.gov.

- Guest(s) can check-in and shelter at the lodging property or rental unit.
- All guests must be reminded of the Health and Safety Protocol and Guests Responsibilities, including responding to the automated daily monitoring notifications received through the Department of Health's SARA Alert system.



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- Host must provide a list of the nearby hospitals, doctors and emergency contact numbers in case symptoms appear.
- Guests are not allowed to leave room except for going to an authorized testing site or seeking medical attention.
- Use of amenities and public areas are prohibited. These include bars, pool, gym, use of beach chairs, casino, gift shops, hotel lobby, recreational games, business center, meeting rooms among others.
- Guests are not allowed to ride, drive / rent a car while at the destination, unless seeking medical attention.
- Quarantine requirements may only be lifted when the guest reports the test results to the Department of Health through the electronic system provided when the Travel Declaration Form is submitted through www.travelsafe.pr.gov.
 - Guest must inform host of the change in travel status after having done so.

Scenario C: While quarantining at the host's facility, guest obtains test results from a COVID-19 molecular test performed prior to arrival or while at the destination. Results are reported to be positive.

Status: Isolation

Action: Hotel and guests must follow the Isolation Protocol.

- While in quarantine, at the host's facility, guests must automatically report the test results to the Department of Health through the electronic system provided when the Travel Declaration Form is submitted through www.travelsafe.pr.gov.
- Guest must report results to host immediately so that host can take the required isolation protocol precautions, including contacting the Department of Health by calling 787-522-6300 or emailing investigaciones@salud.pr.gov.
- If the guest fails to report test results automatically to the host, the Department of Health will do so upon obtaining the notification through the system provided. The Department of Health will work alongside the host to review isolation and contact tracing protocols.
- Guests will not be allowed to leave the premises when observing isolation so as to minimize risk of infection to others.
- Hosts cannot ask a registered guest to check out after receiving notification of positive test results and host is obliged to work in unison with the Department of Health to oversee the guest's isolation requirements. The guest is advised when completing the Travel Declaration Form that should he or she test positive during their stay and be required to isolate during that period, guest will be responsible for all expenses associated with the extended length of stay.
- Guest (s) must always remain inside their rooms or units, unless needs to seek medical attention.



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- Visitations to the room are prohibited, unless medical personnel wearing appropriate PPE are instructed to do so.
- If guest must leave room for medical reasons, this must be coordinated with the Department of Health through the epidemiologist that will have been in contact with the host upon receiving notification of test results.
- Patient must call the hospital before leaving premises and coordinate the arrival logistics.
- Host must provide a PPE amenity kit with masks, gloves and hand sanitizer to guest(s).
- All interaction with other individuals will be prohibited. No service at room, even if requested. Host will drop off necessities, including medication, food and meals at the door, hence minimizing risk of exposure to others.
- Extra linens, towels and any other product must be left at the door upon request.
- Hotel must provide products for guests to properly clean and disinfect areas while in isolation.
- The isolation requirement may be terminated under the following conditions:
 - At least 10 days have passed since the date of their first positive COVID-19 diagnostic test assuming they have not subsequently developed symptoms since their positive test. If they develop symptoms, then a symptom-based or test-based strategy should be used. In addition, guest will be required to have negative results from a molecular COVID-19 test from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens).
 - After guest (s) checks out, the room or unit must be placed out of order for at least 48 hours. An augmented cleaning and disinfecting process of the room must take place using Environmental Protection Agency (EPA)-approved disinfectants with claims to be effective against viruses, bacteria and other airborne and blood borne pathogens. The list of approved products can be found [HERE](#).

Scenario D: Guest arrives without molecular test results. Takes rapid test at airport and obtains positive results. Guest is awaiting molecular test results from sample taken at the airport.

Status: Isolation

Action: Must follow the isolation protocol and medical instructions received at the airport, until negative molecular test result is received.

- Note that rapid, serological or antibodies testing will indicate if the person has developed antibodies for COVID-19. A person that tests positive to these tests may have been exposed to COVID-19 and currently pose a risk of infection to others. However, the person may also have fully recovered (and not represent an imminent risk of infection to others). The latter can only be confirmed by a negative molecular COVID-19 test.
- Considering the above, hosts reserves the right of admitting or declining registration to the guest.



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- Should the host accept the reservation, guest must be cognizant that he or she will be obliged to remain in isolation until a negative molecular COVID-19 is reported. Host must be vigilant and have the ability to provide oversight for guest's compliance with isolation requirements.
 - Hosts cannot ask a registered guest to check out after receiving notification of positive test results and host is obliged to work in unison with the Department of Health to oversee the guest's isolation requirements. The guest is advised when completing the Travel Declaration Form that should he or she test positive during their stay and be required to isolate during that period, guest will be responsible for all expenses associated with the extended length of stay.
- Should host decline the reservation when the guest is checking in, host must provide a credit or full reimbursement of the deposits or cash advancements received by the host at that point). No cancellation or change of travel plans fees will be applicable.
 - If the guest reserved the stay through an intermediary and the hosts chooses to decline the reservation upon arrival, the host assumes the responsibility of providing the alternative to the traveler at its own expense or through negotiations with the intermediary.
 - The Host must also inquire about the traveler's alternate lodging plan and retain the person's Travel Declaration Confirmation Number on file.
 - Host must immediately contact the regional Department of Health personnel to report (with the Confirmation Number) that the traveler's stay has been declined and that provide information of alternative lodging as was provided by the traveler.
- Guest (s) must always remain inside their rooms and units, unless needs to seek medical attention.
- Visitations to the room are prohibited, unless medical personnel wearing appropriate PPE are instructed to do so.
- If guest must leave room for medical reasons and present COVID-19 symptoms, this must be coordinated with the Department of Health.
- Patient must call the hospital before leaving premises and coordinate the arrival logistics.
- Host must provide a PPE amenity kit with masks, gloves and hand sanitizer to guest(s).
- All interaction with other individuals will be prohibited. No service at room is allowed, even if requested. Host will drop off necessities, including medication, food and meals at the door, hence minimizing risk of exposure to others.
- Extra linens, towels and any other product must be left at the door upon request.
- Hotel must provide products for guests to properly clean and disinfect areas while in isolation.
- The isolation requirement may be terminated under the following conditions:
 - Guest informs the Department of Health after having received a negative molecular COVID-19 test.
 - Guest tests positive to the molecular COVID-19 test and observes isolation. The Department of Health will require that in order to leave isolation, at least 10 days



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have passed since the date of their first positive COVID-19 diagnostic test assuming they have not subsequently developed symptoms since their positive test. If they develop symptoms, then a symptom-based or test-based strategy should be used. In addition, guest will be required to have negative results from a molecular COVID-19 test from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens).

- If guest that tested positive to the molecular COVID-19 test, after getting clearance from the Department of Health checks out, the room or unit must be placed out of order for at least 48 hours. An augmented cleaning and disinfecting process of the room must take place using Environmental Protection Agency (EPA)-approved disinfectants with claims to be effective against viruses, bacteria and other airborne and blood borne pathogens. The list of approved products can be found [HERE](#).

Scenario E: Guest arrives with a negative molecular COVID-19 test and is asymptomatic. While at destination, starts to develop symptoms.

Status: Isolation

Action: Must follow the Isolation measures and seek immediate medical support.

- From the guest's room, guest must immediately inform the host of symptoms presented and request help from host for coordinating a testing authorization through authorized medical personnel or through the Department of Health.
- The guest must remain in isolation but is allowed to leave the premises strictly for testing purposes and promptly return to the designated isolation site.
- Host or guest must notify the Department of Health that the guest will be tested for COVID-19 and provide the Department of Health with the Travel Confirmation Number.
- All isolation conditions as per Scenario C apply to Scenario E until guest results are received and reported to the Department of Health.