



GOVERNMENT OF PUERTO RICO

Puerto Rico Tourism Company

May 25, 2020

Re: Updated guidance for tourism businesses and travelers for the implementation of Executive Order 2020-041

Dear Industry Stakeholders,

On May 21, 2020, Hon. Wanda Vázquez-Garced, Governor of Puerto Rico, signed into effect Executive Order 2020-041, which outlines the mandates put into effect to authorize a phased reopening of Puerto Rico's economy, while safeguarding the health and safety of the population amidst the COVID-19 global pandemic.

The Executive Order can be found in the Puerto Rico Department of State's website (www.estado.pr.gov). What follows is a guide on the applicability of the Executive Order on specific tourism operations.

Guidance for Travelers: Executive 2020-030 remains in effect. Any person traveling from abroad shall remain under quarantine for 14 days upon arrival. An extract of this Order follows:

"Any passenger who after the enactment of this Order at the Luis Munoz Marin International Airport in a flight from the United States of America or any international destination shall be considered a person [as to whom there is] a reasonable suspicion that he or she was exposed to COVID-19 and shall remain under quarantine for a period of fourteen (14) days or for the duration of his or her stay in Puerto Rico, whichever is shorter. For purposes of the fourteen (14) day period, said period shall begin to run on the day the person arrives at the Airport, which shall be considered day one (1).

(...)

Any passenger who after the enactment of this Order arrives at the Airport in a flight from the United States of America or any international destination to carry out emergency response work, or critical infrastructure work, essential service and medical equipment repair, health professionals, flight crew, aviation mechanics, federal agents, on-duty military, and any other personnel timely determined by the Department of Health, shall be exempt from complying with the provisions included in the 1st and 2nd Section of this Order in terms of the quarantine, other than as established herein: (1) he or she shall fill out the appropriate form in terms of personal and contact information, for the appropriate follow-up and monitoring by the Department of Health; (2) he or she shall comply with all of the orders, instructions, protocols, and requests for information issued by the Department of Health, the National Guard, and any other governmental relevant government entity during the fourteen (14) days following his or her arrival.



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(...)

Any hotel or place of lodging having any reservation from the enactment of this Order shall contact the person who made the reservation and inform the measures established in this Order. Similarly, to the extent possible, it shall send a digital copy of this Order, so that they can know firsthand and be informed ahead of time as to the measures that are being taken in Puerto Rico. Furthermore, the hotel or place of lodging shall be responsible for maintaining a copy of this Order in several places that are visible to the guests."

Airports: On March 23, 2020, the Federal Aviation Agency (FAA) approved a request of the Government of Puerto Rico to best implement measures and tools to control the international and domestic air traffic on the Island given the threat posed by COVID-19. From Tuesday, March 24, 2020, at 11:59 p.m., all passenger airline commercial flights may only land on the Luis Muñoz Marín International Airport, in order to focus and optimize the use of available resources and technology to sift through the passengers who arrive at the Island. The remaining airports on the Island remain closed for commercial travel. Adjustments in travel itineraries are at the discretion of each airline, in accordance with travel restrictions, as determined by the Government of the United States. Usual operations at the airport are not affected by the "lockdown" or curfew. Passengers arriving or departing from the airports after curfew will be able to transit to and from their respective destinations. Retail operations inside the airport will be subject to the same regulations as those in the rest of the island, allowing for only essential and explicitly authorized businesses to remain open. Restaurants inside the airport are allowed to open and serve patrons so long as distancing and protection measures for the health and safety of employees and guests are observed.

Industry workforce: The Executive Order provides for employees that must transit from their places of residence to their place of employment after curfew to be able to do so. We strongly recommend employers provide a certification to staff whose shifts extend past curfew which may be presented to law enforcement personnel, should need be.

Destination-Wide Health & Safety Program: All tourism businesses duly authorized to remain open as per Executive Order 2020-041 and onwards are required to comply with all guidelines published by the Puerto Rico Tourism Company (PRTC) at <https://prtc-covid19.com> ([Tourism Health & Safety Guide](#)). The PRTC's guidelines takes into account the guidelines established by the [Center for Disease Control](#) (CDC), [World Health Organization](#), the [OSHA 3990](#) report, and the [Puerto Rico Department of Health](#) to prevent the spread of COVID-19 and protect the workforce and clients alike. Owners, general managers or directors of operations must sign the electronic acknowledgement form [HERE](#) prior to re-opening their businesses, expanding current operations in accordance with the Executive Order, or by June 1, 2020. Compliance with PRTC requirements does not liberate businesses from additional reporting or certification obligations required by PROSHA.



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Outdoor Recreation: Recreational activities outdoors, including walking, running, cycling and others are allowed within authorized times (from 5:00am to 7:00pm) with the use of masks when possible and while securing the minimum appropriate physical distance (6 feet). Beaches, reserves, and golf courses will open strictly for professional and recreational non-contact sports. Social beach gatherings are not authorized at this time. Equipment rental for permissible activities is not authorized at this time. Club houses and gyms are not allowed to open. Please consult guidance published by the Department of Sports and Recreation (Carta Circular 2020-01) for further clarification on the implementation of Executive Order 2020-041 as it relates to Sports & Outdoor Recreation.

Hotels: Remain open.

- All properties must strictly comply with measures outlined for lodging properties within the Destination-Wide Health & Safety Program published by the PRTC on the 4th of May in order to safeguard the health and safety of all guests. All properties must submit the Program's Acknowledgment Form (as listed in the Program guidelines found HERE) immediately and/or prior to reopening additional facilities. Strict compliance with all measures outlined in the Program for all areas authorized to remain open is required.
- Guests are subject to a fine of upwards of \$5,000 or 6 months in jail for non-compliance with the terms set forth in the Executive Order. Therefore, hotel staff must responsibly provide guidance to hotel guests about the implementation of Executive Order 2020-041 and the penalties that will be enforced by law and order personnel.
- Guests should be informed that gatherings in attractions, tours, historic sites, and beaches for activities other than walking, running, cycling or non-contact sports are not allowed under Executive Order 2020-041 and guests are subject to penalties as stated above.
- Room service can and should remain available for guests.
- Back office support to maintain hotel operations running are permissible.
- Maintenance work such a gardening, remodeling, painting, or building upkeep is authorized.
- Spas and fitness centers must remain closed.
- Public areas, including pool facilities, may open within the hours of 5:00am and 7:00pm subject to strict compliance of the terms established in the PRTC Destination-Wide Health & Safety Program and operate at up to 25% of the allowable facility's capacity as established by the PR Building Code 2018. All properties must submit the Program's Acknowledgment Form (found in the Program guidelines found HERE) immediately and/or prior to reopening additional facilities and be in strict compliance with all measures outlined in the Program for all areas authorized to remain open as per the guidance published in this document.
- For restaurant and bar area guidance please refer to the appropriate section below.



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Short term rentals: Legally registered properties may remain open.

- Short term rental properties **duly registered and identified by their Innkeepers at the PRTC as per Act 272-2003** are authorized to remain open. For information on registration and identification visit <https://prtourism.com/dnn/Roomtax>. If a listing is not duly registered, it is operating illegally and is subject to fines and penalties as outlined under Act 272-2003 and Executive Order 2020-041.
- All hosts must strictly comply with measures outlined for short term rentals within the Destination-Wide Health & Safety Program published by the PRTC in order to safeguard the health and safety of all guests.
- Guests are subject to a fine of upwards of \$5,000 or 6 months in jail for breaching the terms established in Executive Order 2020-041 and implementation guidance provided in this letter. Therefore, Innkeepers must responsibly provide orientation to guests about the implementation of Executive Order 2020-041 and the penalties that will be enforced by law and order personnel.
- Staff operations to maintain essential short-term rental operations running are permissible.
- Maintenance work such a remodeling, painting, or building upkeep is authorized at this time.

Casinos: Remain closed.

Restaurants inside hotels: may remain open observing the following limitations:

- Carry out and delivery alternatives remain the preferred alternative for servicing clients. Delivery hours are extended through 12:00am in order to encourage further compliance of the population with curfew requirements.
- Room service at hotels is allowed to operate 24 hours.
- As of May 26, 2020, table seating is allowed so long as the seating capacity remains at or below 25% of the total facility's capacity as per the PR Building Code 2018. Restaurant table seating will be arranged by previous reservation only to avoid the gathering of clients and to best plan for the limited capacity.
- The establishment is responsible for ensuring that clients observe 6 feet of distancing between guests.
- The sale of alcoholic beverage in food establishments is authorized.
- Hotel bars (outside of restaurants) must remain closed.
- Compliance with measures outlined for restaurants within hotels as per the PRTC Destination-Wide Health & Safety Program is required.

Attractions: Attractions remain closed at this time, with the exception of outdoor recreation spaces as outlined above.



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Tours: Tour Operators are not authorized to operate at this time.

Transportation providers: Transportation is an essential service and providers are authorized to operate in accordance with the guidance published by the Bureau of Transportation and Public Services (Negociado de Transportación y Servicios Públicos, in Spanish) for the implementation of Executive Order 2020-041.

Travel agencies: Travel agencies are authorized to open for clients from 9:00am to 5:00pm Monday through Saturday by appointment only. The establishment must remain closed on Sunday with the exception of cleaning and disinfecting work. Safe distancing measures and personal protection equipment must be employed at all times. Offices must operate at or under 50% of the permissible capacity of the establishment as per the PR Building Code of 2018.

Sincerely,

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

Carla Campos
Executive Director