



GOVERNMENT OF PUERTO RICO
PUERTO RICO TOURISM COMPANY

April 16, 2021

To all Tourism Stakeholders

Carlos Mercado
Appointed Executive Director

Re: Updated guidance for tourism businesses and travelers for the implementation of Executive Order 2021-027

Dear Industry Stakeholders,

On April 15th, 2021, the Governor of Puerto Rico, Hon. Pedro R. Pierluisi signed the Executive Order 2021-027, to amend the Executive Order 2021-026, which outlines the official mandates to control and decrease the contagions and mortalities of the population in Puerto Rico.

The Executive Order can be found in the 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 for the period beginning **April 17, 2021 through May 9, 2021**.

Overall Guidance on Tourism Operations:

Puerto Rico is currently open for domestic tourism (internal tourism) and for essential travel for those living overseas. The Executive Order does not authorize Discover Puerto Rico to generate demand for immediate travel among those living outside the island. Only those with a crucial need to travel are permitted, and the [Travel Requirements and Protocols](#) continues to be in effect.

The Puerto Rico Tourism Company (PRTC) has been authorized to gradually resume internal tourism promotional efforts as long as responsible tourism is advocated. The efforts must highlight the safety measures requirements for residents and the tourism businesses.



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Destination-Wide Health & Safety Program: All tourism businesses are required to comply with all guidelines published by the Puerto Rico Tourism Company (PRTC) found [HERE](#). In compliance with all Programs dispositions all hoteliers must complete the [electronic acknowledgement and self certification form](#). Owners, general managers or directors of operations must sign [the electronic acknowledgement form](#). The PRTC could validate its complying by making random visits without previous notice. For inspection purposes, the PRTC has been authorized to make collaborative agreements to assign a compliance joint team with authority to inspect tourism facilities and demand the full compliance with the Executive Order. The PRTC's guidelines integrate all guidance published by the Center for Disease Control (CDC), the Department of Health and PROSHA to protect workforce and clients alike. Compliance with PRTC requirements does not liberate businesses from additional reporting or certification obligations required by PROSHA.

Hotels and Lodging Properties:

- The hotelier, property manager and the Health & Safety Officer are responsible for monitoring the compliance of the health and safety protocols.
- Day passes and club members are allowed in this executive order. All hotel guests and club members must be identified with a hotel identification, such as wristbands, in order to gain access to pool and hotel facilities.

Pools:

- Pool facilities may remain open within the hours of 5:00 a.m. and 9:00:00 p.m. for hotel guest, subject to strict compliance of the terms established in the [PRTC Destination-Wide Health & Safety Program](#). Additionally, hoteliers must observe the following guidelines:
- Use of pool facilities is limited exclusively for registered guests from 5:00 a.m. to 9:00 p.m. and members or authorized day passes holders that are properly identified from 5:00 a.m. to 9:00 p.m.
- Pool facilities are allowed to operate at up to 30% of the allowable facility's capacity as established by the PR Building Code 2018. Management must communicate to all staff members the allowable numerical limit of guests that may be in and around the pool area at any given time.
- Management is responsible for having personnel to supervise and secure the compliance of the health protocols inside and around the pool area at all times. Staff should take extraordinary measures to enforce compliance with health & safety standards.
- Additionally, management and staff designated to the pool area must ensure that equipment (like chairs, tables and cabanas) be laid out strictly based on the allowable capacity while observing a minimum of 6 feet of separation between equipment provided for a single registered group. Excess equipment must be
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properly stored in a separate location. Each property must establish a space distribution layout (with the calculation of the 30% allowable facility's capacity and corresponding service equipment). This information must be available for consultation should the PRTC, Health Department or any other enforcement agency require it at any given time.

- We encouraged to establish a reservation system for guest use of pool facilities. All guests using pool facilities must notify management of requested time for use. Management must maintain control and oversight of the reservation system and capacity thresholds at all times.
- As indicated in the [Health and Safety Program](#), all guests must be informed of the health and safety protocols before being allowed to use the facilities.
- Guests must use face coverings or masks at all times except when in the water. Should any guest be deemed in rebellion to the established measures, management must immediately exercise its right to refuse admission and deny the use of facilities. Guests in defiance must be escorted out of the pool premises.

Beaches:

- Beaches are open for recreation every day of the week from 5:00 a.m. to 9:00 p.m., however, social beach gatherings are not authorized at this time.
- Equipment (like chairs, tables and cabanas) are allowed with a minimum of 10 feet of separation.
- Everyone at the beach is required to use a face covering or mask at all times, except when in the water.
- The consumption of alcoholic beverages is prohibited.
- Management is responsible for having personnel to supervise compliance with health and safety protocols at the beach at all times.
- Management should take extraordinary measures to enforce compliance with health & safety standards and should any guest be deemed in rebellion to the established measures, management must immediately exercise it's right to deny admission and ask the guest to cease use of equipment provided by the hotel. Should the hotel require support from government authority to enforce compliance, management must immediately contact its local police department.

Restaurants and Food Service:

Dining Rooms:

- Table seating capacity limit is at or below 30% of the total facility's capacity as per the PR Building Code 2018 and subject to strict compliance of the terms established in the [PRTC Destination-Wide Health & Safety Program](#).

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- Restaurant dining rooms can operate within the hours of 5:00 a.m. and 9:00 p.m. from Monday through Sunday for all patrons.
- The establishment is responsible for ensuring that clients observe between 6 feet and 9 feet of distancing between guests, inclusive of outdoor spaces. If the number of guests inside a restaurant reaches the 30% capacity but the space does not allow the physical distancing required in the Executive Order, the restaurant must minimize the occupation percentage to guarantee a physical distance of 6 feet to 9 feet between guests.
- Outdoor spaces may operate without limiting the percentage of capacity ensuring the 6 feet distancing between guests.
- The use of a reservations systems is highly encouraged to secure capacity limits and safe distancing at all times.

Take Out, Room Service and Delivery is allowed 7 days a week, 24 hours, if the management so desired (Monday through Sunday).

Sale and consumption of alcohol is allowed Monday through Sunday.

Short-term rentals: Legally registered properties are only approved to operate.

- Short-term rental properties, duly registered and identified by their Innkeepers at the PRTC as per Act 272-2003 are authorized to operate. For information on registration and identification visit [HERE](#). If a listing is not duly registered, it's illegally operating and is subject to fines and penalties as outlined under Act 272-2003 and Executive Order 2021-026.
- The owner, manager, administrator or the short-term rental property responsible (independently commercialized, or through platforms like Airbnb, VRBO, Join a Join, among others) must prohibit the entrance of anyone who is not registered as guests of the property.
- Social activities, events and group meetings are strictly prohibited.
- Private properties with shared pool facilities (multiple listings or parties staying on premise at a time), must observe all requirements for pool use, as outlined in the protocols established above for hotel properties), including the provision of on-site staff to oversee compliance of measures.
- Short-term rental properties located within residential complexes (like condominiums, residential complexes, etc.) must ensure that the residential facility complies with the guidelines established by the Puerto Rico Department of Consumer Affairs. Similarly, hosts are responsible for communicating to guests the health and safety protocol established by the complex for use of pool facilities before guest arrival.

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- Strict compliance of the terms established in the PRTC Destination-Wide Health & Safety Program are required of all short-term rental properties.

Casinos:

- May open within the hours of 5:00 a.m. and 9:00 p.m. from Monday through Sunday subject to strict compliance of the terms established in the [PRTC Destination-Wide Health & Safety Program](#) and the Gaming Division (Gaming Commission).
- Can operate at up to 30% of the allowable facility's capacity as established by the PR Building Code 2018—maintaining a distance of at least between 6 feet and 9 feet between patrons, utilizing physical distance mechanisms such as disabling slot machines between clients.

Spas:

- Wellness centers and spa services can operate Monday through Sunday from 5:00 a.m. to 9:00 p.m. The use of reservation system is required and facilities must be in compliance with the established measures in the [PRTC Destination-Side Health and Safety Program](#).

Gyms and Fitness Centers:

- Fitness centers can operate Monday through Sunday from 5:00 a.m. to 9:00 p.m. for all patrons.
- The use of reservation system is required.
- Capacity must remain at or below 30% of the total facility's capacity as per the PR Building Code 2018 at all times.
- Management must secure that facilities are under strict compliance of the terms established in the PRTC Destination-Wide Health & Safety Program and that there is personnel to supervise compliance with health and safety protocols during operational times.

Recreational Activities:

- Recreational activities are authorized Monday through Sunday from 5:00 a.m. to 9:00 p.m.
- Businesses must establish appointments and reservation mechanisms that guarantee social distancing between participants, establish a suitable cleaning and disinfection of all recreational equipment and subject to strict compliance of the terms included in the [PRTC Destination-Wide Health & Safety Program](#).

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- Nautical tourism: It is authorized in compliance with the restrictions of the Department of Natural and Environmental Resources (DRNA).
- Tour Operators: Are authorized in compliance with physical distance requirements established in the Executive Order.
- Tour Guides : Are authorized in compliance with physical distance requirements established in the Executive Order.
- Watersports: The practice is authorized observing the physical distance requirements established in the Executive Order. Races or competitive activities are strictly prohibited.

Events and Social Activities:

- Proposals for social activities, such as weddings, birthdays, baby showers, graduations, baptisms, assemblies, corporate activities should be submitted to the Governor's Chief of Staff, at least two (2) weeks in advance for approval and authorization. The proposals must be sent to the following address: secretariadelagobernación@fortaleza.pr.gov. The proposals will be evaluated subject to the implementation of safety and health measures to mitigate the spread of the virus and to protect the health and safety of the workers, artist and everyone participating in the event planning.
- The staff in charge of the event, is responsible of obtaining a list with information of all the attendees of the event.
- The space must allow a physical distance of a minimum of 6 feet between each person, and between chairs and tables.
- Events are allowed to take place Monday through Sunday from 5:00 a.m. to 9:00 p.m.
- All groups or mass activities are prohibited, outdoor, and indoor, including parades and any activities that promotes people crowding or gatherings.
- The use of party buses or moving parties are prohibited for any occasion during the validity of the Executive Order.