



GOVERNMENT OF PUERTO RICO

Puerto Rico Tourism Company

March 17, 2020

Re: Updated guidance for tourism businesses and travelers for the implementation of EO 2020-023

Dear Industry Stakeholders,

As of March 15, 2020, Hon. Wanda Vázquez-Garced, Governor of Puerto Rico, signed into effect Executive Order 2020-023, which seeks to contain and manage the impact of COVID-19 in Puerto Rico.

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.

Airports: Remain open for inbound and outbound 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 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 businesses to remain open. Restaurants and food service establishments will remain open but, limited to those that can offer their services by way of carry out or delivery. Said restaurants will be able to offer their services only in the above described manner, and will not host guests in their facilities.

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. These employees will abide by the dispositions of Section 3 of the Executive Order.

Cruise operations: The San Juan Bay is currently closed for cruise ship vessels.

Hotels: Remain open.

- Public spaces and amenities in hotels, such as spas, pools, and recreational areas must remain closed.
- Beach amenities and services provided by hotels in public areas, such as the beach, are prohibited. Guests who visit beaches adjacent to hotel premises, do so at their own risk. Guests are subject to a fine of upwards of \$5,000 or 6 months in jail. Therefore, hotel staff must responsibly provide guidance to hotel guests about the implementation of EO 2020-023 and the penalties that will be enforced by law and order personnel.
- Guests must not meet in public areas and must remain in their rooms unless leaving the premises for an authorized activity such as visiting the supermarket, pharmacy, doctor or getting takeout.



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- Gatherings in public areas must be discouraged by hotel staff.
- Room service can and should remain available for guests.
- Back office support to maintain essential hotel operations running are permissible.
- Non-essential maintenance work such a remodeling, painting, or building upkeep is not authorized at this time. Routine maintenance work that is necessary for the ongoing operations of the facilities is permissible.
- Guests should be informed that visiting attractions, tours, historic sites, and beaches is not permissible under EO 2020-023 and guests are subject to penalties as stated above.
- All hotels must take extraordinary measures and precautions to safeguard the health and safety of all guests, ensuring that adequate prevention and containment protocols are in place. Hotel management shall inform their employees that particular emphasis should be given to the dispositions of Section 3 of the Executive Order.

Short term rentals: Remain open.

- All hosts must take extraordinary measures and precautions to safeguard the health and safety of all guests, ensuring that adequate prevention and containment protocols are in place. Management shall inform their employees that particular emphasis should be given to the dispositions of Section 3 of the Executive Order.
- Guests must be advised that they must remain within the property unless leaving for an authorized activity such as visiting the supermarket, pharmacy, doctor or getting carry out.
- Guests should be informed that visiting attractions, tours, historic sites, and beaches is not permissible under EO 2020-023 and guests are subject to penalties as defined by the Law.
- Guests are subject to a fine of upwards of \$5,000 or 6 months in jail for breaching the terms established in EO 2020-023 and implementation guidance provided in this letter. Therefore, hosts must responsibly provide orientation to guests about the implementation of EO 2020-023 and the penalties that will be enforced by law and order personnel.
- Staff operations to maintain essential short-term rental operations running are permissible.
- Non-essential maintenance work such a remodeling, painting, or building upkeep is not authorized at this time. Routine maintenance work that is necessary for the ongoing operations of the facilities is permissible.

Casinos: Will remain closed through March 30, 2020.



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Restaurants: Will remain open but, limited to those that can offer their services by way of drive thru, carry out, or delivery. Said restaurants will be able to offer their services only in the above described manner, and will not host guests in their facilities. Bars inside restaurants will be closed. The sale of alcoholic beverage in food and beverage establishments is authorized through takeout or delivery.

Restaurants inside hotels: Will remain open but, limited to those that can offer their services by way of carry out or delivery. Said restaurants will be able to offer their services only in the above described manner, and will not host guests in their facilities. Bars inside restaurants will be closed. The sale of alcoholic beverage in food and beverage establishments is authorized through takeout or room service.

Attractions: All businesses should close with the exception of pharmacies, supermarkets, banks, or those related to the food or pharmaceutical industries. This applies to shopping malls, movie theaters, concert halls, casinos, bars, liquor stores, or any other place that facilitates citizens gatherings. Considering the aforementioned criteria, attractions must remain closed.

Tours: All businesses should close with the exception of pharmacies, supermarkets, banks, or those related to the food or pharmaceutical industries. This applies to shopping malls, movie theaters, concert halls, casinos, bars, liquor stores, or any other place that facilitates citizens gatherings. Considering the aforementioned criteria, tours must not operate.

Transportation providers: Transportation is an essential service. Uber and taxi drivers will be allowed to operate, subject to the limitations in Section 3 of the Executive Order.

Travel agencies: Storefront operations of travel agencies must remain closed. The Puerto Rico Tourism Company authorizes travel agents to be able to work remotely until further notice.

Sincerely,

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

Carla Campos
Executive Director