



## FREQUENTLY ASKED QUESTIONS

### Re-Opening of National Borders for Air Travel

#### *Reopening the Borders*

- **When will the borders be re-opened to visitors?**
  - Beginning June 15, the Jamaican borders will be opened to visitors. Controlled entry will be facilitated by registration and approval.
- **Won't opening our borders increase the number of COVID-19 cases in Jamaica?**
  - Until we have mass access to a vaccine, we cannot eliminate the risk entirely. So, for now, we must use our available resources in a targeted way to manage and mitigate the risks as we restart our economy and bring it back to full productive capacity as quickly as possible. This must be done in the safest way possible that protects lives while securing our livelihoods.
- **What will happen if we see a spike in COVID cases once the borders re-open? Will we close the country to visitors again?**
  - The decision to reopen was made with extreme caution, expert counsel and evidence-based information. Jamaica continues to closely monitor the COVID-19 situation on-island as well as globally. We cannot anticipate what will happen with the changing landscape and updated information from health officials and experts, but public health and safety will always remain our top concern and the driving force for decisions made regarding our borders.
- **Is Jamaica prepared to handle resurgence in COVID cases? What has been done to prepare?**
  - We are working hand in hand with the Ministry of Health & Wellness as well as with health facilities on rapid response protocols to implement when a COVID-19 case is identified. We are also in late stage discussions with insurance and logistics providers for coverage of health costs, extended hotel stays, and medevac if needed.

- All of our protocols are intended to be dynamic. We will revisit our protocols every two weeks, which is consistent with the government's approach of evaluating the COVID -19 global situation. As we learn more about the virus, as medical advancements occur, or as the risk profile changes, we will make any necessary and appropriate revision to our protocols. Part of being resilient is being agile, and in a crisis this is more important than ever.

### ***Entry Screening and Testing***

- **What are Jamaica's protocols for pre-testing and testing?**
  - All travellers from designated high risk areas (Brazil, the Dominican Republic, Mexico and the USA – all states) will be required to obtain and upload a COVID-19 PCR test when applying for Travel Authorization on visitjamaica.com
  - Persons who are travelling from low risk areas will not be required to upload pre-test results, but will however be screened and assessed at the airport on arrival.
  - Testing at the airport will take place in instances where travellers are exhibiting symptoms or belong to a high risk group despite presenting a negative COVID-19 PCR test certificate.
  - Tests should be performed at a medical laboratory that is CAP accredited, CLIA-registered or ISO 15189 certified.
- **What types of tests are accepted?**
  - The type of tests that are accepted are:
    - A Reverse Transcription Polymerase Chain Reaction Test (RT-PCR)
    - A Nucleic Acid Amplification Test (NAAT)
    - A RNA or molecular test
  - Only results from oropharyngeal and nasopharyngeal samples will be accepted.
  - Antigen and antibody tests will **NOT** be accepted
  - Results from home-based test kits will **NOT** be accepted
- **What information should be on my uploaded COVID test result?**
  - Name of individual tested (**must be same on application and lab test report**)
  - Date of birth of individual tested (**must be same on application and lab test report**)
  - Name of testing laboratory
  - Laboratory credentials (CAP, CLIA-registered, ISO15189-certified)
  - Date of sample collection
  - Type of test
  - Type of sample
  - Test result

- **Who will need to present a PCR test?**
  - As of August 20, all travellers from areas declared high risk **EXCEPT** children aged 11 years or younger will be required to obtain and upload a COVID-19 PCR test when applying for Travel Authorization on visitjamaica.com
  - In addition to uploading the PCR test results to the website, travellers will be required to present the original document upon arrival in Jamaica.
  - This list of high risk areas is subject to on-going assessment and could therefore change.
- **Who is a business traveller?**
  - A business traveller is a non-resident visiting Jamaica for business purposes.
  - Business purposes do not include funerals, weddings or other personal activities.
- **If I am a business traveller, will I need to upload my PCR test results when applying for Travel Authorization?**
  - Business travellers from areas declared high risk are required to obtain and upload a COVID-19 PCR test when applying for Travel Authorization and will also be required to do a test on arrival at the airport
- **For how long will my PCR test be valid?**
  - Jamaica will not accept results which are 10 days or older on the expected day of arrival.
- **If I am staying at a private residence will I be placed in quarantine for 14 days even if my PCR test is negative?**
  - Yes, you will be placed in quarantine for 14 days at your intended address during which time your movements and interaction with others will be limited. This is applicable even if your test result is negative.
  - You will be able to leave your residence once per day to attend to the necessities of life, for example to get food supplies or to go to the pharmacy.
  - You will be required to download the Jamcovid 19 application from the Google Play Store or App World on to your mobile phone for scheduled location check-ins throughout the quarantine period.
- **Why do I need the Jamcovid 19 app?**
  - In order to monitor and trace any spread of the virus, the health authorities must be able to track the movement of persons visiting the island. All persons staying outside the Resilient Corridor are required to use the Jamcovid 19 app so the health authorities can manage movement. Installing it before your travel will save on airport processing time.

- **Will a non-resident guest who tests positive and their immediate travelling party be quarantined for 14 days regardless of their original length of stay?**
  - If one member of a travelling party tests positive for COVID-19 on arrival, the person who tested positive will be isolated in a public health facility for a minimum period of 14 days, or until they are able to produce two consecutive negative tests in a 48-hour period.
  - The Ministry of Health and Wellness is presently seeking to identify private facilities as an option for visitors to choose if they have a preference with the caveat that there will be a cost associated with any private facility versus free for the public healthcare facility.
  - The other members of the travelling party will be required to “stay in place” at the accommodation facility and have a daily check in with an assigned public health Official until the end of their scheduled stay, at which time they may check out and return home.
- **What happens if a non-resident visitor tests positive while in Jamaica?**
  - If a non-resident tests positive while in Jamaica an “unfit to fly” notice will be issued to the airlines. The visitor will be allowed to leave Jamaica using medical evacuation or private flights.
- **Where is the Resilient Corridor?**
  - In order to manage the risk, we are opening the industry in phases. In the first phase, we have designated a Resilient Corridor which runs from Negril along the north coast to Portland. A second Resilient Corridor is the Kingston Business District (New Kingston and environs) which will be open to business travellers and a third Resilient Corridor on the South Coast which runs from Milk River to Negril.
- **Can I leave my hotel if I am staying along the Resilient Corridor?**
  - If you are a visitor staying along the Resilient Corridor you will be under the Stay in Zone order. This means you will be allowed to leave your hotel/resort to visit any amusement park, water park, or water attraction within the corridor that has been certified by the authorities to be a COVID-19 resilient attraction.
  - All travel to and from the attraction must be on transportation licensed under the Tourist Board Act.

- **Can I stay at multiple hotels within the Resilient Corridor?**
  - No. Under the current orders you are required to stay at the address given to the health and immigration authorities for the duration of your stay.
- **Where are visitors allowed to stay during this period?**
  - Only accommodation facilities located on the beach side of the main thoroughfare from Negril to Portland; and those in the Kingston Business District will be allowed to accept guests. Note that only properties which have received a COVID-19 Compliant Certificate will be allowed to take guests. As the product quality authority assesses each property, the list will be updated daily on the Travel Authorization page on [www.visitjamaica.com](http://www.visitjamaica.com).

#### ***Travel Authorization***

- **Why is the Jamaican government instituting a travel authorization?**
  - The Jamaican government, through the Ministry of Health and Wellness, has an obligation to assess and monitor the health risks of all travellers to the island.
  - The travel authorization provides a first line of risk management for travellers from countries with community transmission of the virus.
- **Who needs to register and get approval to enter the island?**
  - All persons intending to travel to Jamaica are required to get the pre-approval. This includes both Nationals and Non-nationals.
- **Do Jamaicans have a different pre-approval process?**
  - No, the path taken will depend on the responses to the questions.
- **How and where do I get pre-approval to travel to Jamaica?**
  - Registration and approval will be done online at [www.visitjamaica.com/travelauthorization/](http://www.visitjamaica.com/travelauthorization/)
- **What kind of information is needed for the Travel Authorization to be approved?**
  - The questions will relate to your passport information, your possible exposure to COVID-19 and your intended place of stay in Jamaica.
- **When can I request the Travel Authorization?**
  - The Jamaican health regulations require that the Travel Authorization be applied for a maximum of 5 days and no less than 2 clear days before arrival in Jamaica.

- **How long does it take to obtain the Travel Authorization?**
  - A response will be generated within 10 minutes of receipt of the submission **EXCEPT** for persons travelling from high risk areas.
  - For persons travelling from high risk areas, the application for a Travel Authorization will be manually processed and will take up to 2 days for approval to be granted.
- **For how long is the Travel Authorization valid?**
  - The Travel Authorization is valid for 7 days, **EXCEPT** for travellers from high risk areas.
  - For persons travelling from high risk areas, the Travel Authorization is valid for 10 days from the date your test sample was taken.
- **What if I do not get approval before I travel?**
  - If you do not have the approved Travel Authorization, you will not be allowed to board your flight.
- **Can I check in on-line through my airline's website with my approved Travel Authorization or will I have to check-in at the airport?**
  - On arrival at the airport, an Airline Representative will ask to see your Travel Authorization before you are allowed to board the aircraft.
- **What if I provide false information?**
  - This is a legal requirement. Any false information supplied may have consequences under Jamaican law.
- **Where will this data reside? Will my data be used for marketing purposes?**
  - The data resides on the EGov system, a secure platform. The sole use of this information is to assist with the risk assessment of all travellers to Jamaica.
- **Is a printout of my Travel Authorization required? What if I forgot my approval certificate when I go to the airport or lose it during my travel to Jamaica?**
  - You will be required to show the Travel Authorization at check-in whether in print or on an electronic device.
  - The Travel Authorization can be saved electronically on your phone / tablet or can be printed and presented with your travel documents.
- **What if I am denied approval? How long do I need to wait to apply again?**
  - You may re-apply following day.

- **If I am not approved, will the airline be required to rebook me?**
  - Your ability to rebook will be dependent on the restrictions on the air ticket purchased.
- **Does the Travel Authorization have any length of stay requirement or restrictions?**
  - No. Whether you are staying overnight or longer does not matter. You will still need the travel authorization.
- **Who will enforce the Travel Authorization?**
  - Three sets of persons will enforce the Travel Authorization. The Airline will need to see the approval before you are allowed to board the aircraft.
  - Officers of the Ministry of Health and Wellness will also use it in their risk assessment.
  - Immigration Officers will also see it before you are landed.
- **Will individuals from the Caribbean be required to get approval for travel to Jamaica?**
  - Yes. All persons intending to travel to Jamaica require the Travel Authorization.
- **What if I have travelled from another country to a “bubble” country, from which I am entering Jamaica. Do I still need the approval?**
  - Yes.

### ***Tourism Protocols***

- **How did Jamaica arrive at the protocols developed for the tourist industry?**
  - The Jamaican government worked closely with and continues to work in partnership with international organizations to develop public health-focused tourism protocols. These protocols were designed based on benchmarks of nearly 20 markets globally and global health agencies. They were also based on extensive consultations with the Ministries of Health and Wellness, National Security and Foreign Affairs and Foreign Trade, as well as the private sector, the unions, and our international partners within and beyond the tourist industry, including WTTC, the CDC, The World Bank, PWC, and development finance banks.

- **Will these protocols keep hospitality workers safe?**
  - Our robust protocols are carefully designed to prevent transmission of COVID-19 and include health screening before entry and upon entry, the wearing of masks in public spaces for visitors and workers, PPE for workers based on job description, frequent use of sanitizers and hand washing stations, and physical distancing.
- **What are these protocols?**
  - We have designed an extensive set of operational protocols to manage risks to workers, communities and travellers across the lifecycle of prevention, detection and response. Safety is paramount to a resilient and sustainable tourism sector.
  - Beyond the airports, Jamaica has nine fundamental protocol elements that TPDCo is working with businesses to implement.
    - Sanitization for all workers, visitors and surroundings; face masks and PPE for workers and visitors in public places;
    - Physical distancing, allowing people to be together but physically apart; frequent communications and messaging to ensure transparency;
    - Enhanced digital enablement across the industry, to allow for more contactless transactions;
    - Real-time health monitoring and reporting in conjunction with the Ministry of Health, including solutions for quick isolation and containment as needed;
    - Rapid response in the event of a positive test;
    - Training to ensure workers and communities can implement protocols properly and thoroughly.
- **Where can we find the protocols? Are they available online?**
  - The Tourism Protocols are available. In addition to being distributed by email, they are housed on <https://jtbonline.org>. The Airport Protocols are also housed in the same space.

- **Will employers supply hospitality workers with PPE or will it be on the employee to protect themselves?**
  - Employers will provide hospitality workers with the proper PPE appropriate for their specific responsibilities. Concurrently, employees will be personally accountable and required to adhere to safety measures and regulations as dictated by their place of work including strict hygiene practices and proper physical distancing to ensure a safe environment for all.
- **Are you prepared to contain people within hotel properties if any individual property has a breakout?**
  - Each accommodation facility is required to have safety protocols and regulations in place and properly train all staff. To detect cases which might develop, we have included temperature checks, ongoing health screening, trained onsite medical professionals or COVID-19 Safety Point Persons at each property, isolation areas at each property, and risk-based testing as appropriate.
  - The Ministry of Health will collaborate with hotels for ongoing monitoring and assessment. If there are suspected or confirmed cases of the virus, persons will be isolated and managed.