



## **FAQ FOR TRAVELERS**

### **COVID-19 IMPACT ON LOS CABOS**

- **Are there any cases of COVID-19 reported in Mexico?** Yes, the spread of the virus has impacted Mexico. All confirmed cases have been in quarantine and are under close medical supervision to avoid the spread of the virus. The current count of cases of COVID-19 in Mexico is available on Mexico's Government website <https://www.gob.mx/salud/es/archivo/prensa> or on the World Health Organization (WHO) site <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>.
- **Are there any cases of COVID-19 confirmed in Los Cabos?** Yes, the spread of the virus has impacted Los Cabos. All confirmed cases have been in quarantine and are under close medical supervision to avoid the spread of the virus. The health and safety of our community and visitors is our utmost priority. For real-time updates of COVID-19 in Baja California Sur, visit <https://coronavirus.bcs.gob.mx/english/>.
- **Have there been any deaths from COVID-19 in Los Cabos?** Los Cabos is working hard to take care of those infected with COVID-19. Unfortunately, there has been loss of life due to the virus. We send our condolences to the impacted family and friends. For real-time updates of COVID-19 in Baja California Sur, visit <https://coronavirus.bcs.gob.mx/english/>.

### **COVID-19 CARE IN LOS CABOS**

- **Which hospitals in Los Cabos are testing for Coronavirus?** All public and private hospitals have tests readily available for individuals who demonstrate symptoms of COVID-19 and/or have recently traveled to known high-risk countries.

Hospitals have also expanded their use of telemedicine, both within their facilities and to reach patients at home. People feeling sick should stay at home and call the state's emergency line 800-BCS-COVID (800-227-26843) to be evaluated by a doctor. People who are exhibiting symptoms and must leave their homes to seek medical attention must wear a mask or face covering to protect themselves and others and to comply with the Baja California Sur's State authority's mandate for all individuals to wear a mask or face covering at all times when interacting with others who are not members of their household in public or private spaces, except for certain instances. Please refer to this list of options for your medical visit:

- Private – AMC Hospital - Phone: 01-624-143-4911
- Private – Blue Net Hospitals - Phone: 01-624-104-3911
- Private – H+ - Phone: 01-624-104-9300
- Private – Hospital de Especialidades - Phone: 01-624-143-2919
- Private – Hospiten – Phone: 01-624-145-6000
- Private – Saint lukes Hospital – Phone: 01-624-143-0911
- Public – Hospital General Cabo San Lucas– Phone:01-624-146-4356
- Public – IMSS Cabo San Lucas – Phone:01-624-143-1401
- Public – Hospital General Familiar Cabo San Lucas – Phone: 01-624-143-1444
- Public – IMSS San José – Phone: 01-624-143-5809



Hotels are also well equipped with medical personnel to help you as well. Please call your hotel's medical or front desk phone line to seek assistance. For any additional information you can call the English speaking **BCS COVID-19** hotline number at +52 612 199 53 86.

- **Are there enough testing facilities?** The health and safety of our visitors is our top priority. We have implemented special protocols and procedures to contain the virus, which includes testing facilities.
- **What are we supposed to do in case of having all the symptoms, especially if we have trouble breathing? Where and how can we get tested?** All public and private hospitals have tests readily available for individuals who demonstrate symptoms of COVID-19 and/or have recently traveled to known high-risk countries. If you have any symptoms upon arrival, contact the international Health team at the airport. If symptoms arise anytime during your stay in Los Cabos, stay at home and call the state's emergency line 800-BCS-COVID (800-227-26843) to be evaluated by a doctor. People who are exhibiting symptoms and must leave their homes to seek medical attention must wear a mask or face covering to protect themselves and others and to comply with the Baja California Sur's State authority's mandate for all individuals to wear a mask or face covering at all times when interacting with others who are not members of their household in public or private spaces, except for certain instances. Please refer to this list of options for your medical visit:
  - Private – AMC Hospital - Phone: 01-624-143-4911
  - Private – Blue Net Hospitals - Phone: 01-624-104-3911
  - Private – H+ - Phone: 01-624-104-9300
  - Private – Hospital de Especialidades - Phone: 01-624-143-2919
  - Private – Hospiten – Phone: 01-624-145-6000
  - Private – Saint lukes Hospital – Phone: 01-624-143-0911
  - Public – Hospital General Cabo San Lucas– Phone:01-624-146-4356
  - Public – IMSS Cabo San Lucas – Phone:01-624-143-1401
  - Public – Hospital General Familiar Cabo San Lucas – Phone: 01-624-143-1444
  - Public – IMSS San José – Phone: 01-624-143-5809

Hotels are also well equipped with medical personnel to help you as well. Please call your hotel's medical or front desk phone line to seek assistance. For any additional information you can call the English speaking **BCS COVID-19** hotline number at +52 612 199 53 86.

- **Is Los Cabos prepared to handle a resurgence of coronavirus cases that could come from the destination reopening to tourism?** The health and safety of our visitors is our top priority. We have implemented special protocols and procedures to contain the virus, which includes testing facilities.

## TRAVEL & ACCOMMODATION FOR LOS CABOS

- **When can travelers return? When will events and group gatherings resume? How can we best plan for a future trip?** Los Cabos is currently open to travelers and tourism activities as of June 15<sup>th</sup>, 2020. Los Cabos has developed a five-phase reopening plan centered on consistent, strict standards that facilitate a safer travel environment. Los Cabos expects to slowly resume travel operations through the summer with the goal of being fully functional by end of year. We recommend contacting your hotel and activity suppliers, such as your tour operator, directly to confirm your reservations for your vacation.



The five-phase approach outlines the following:

- I.** Limit travel activity with focus on the implementation of health and safety guidelines.
- II.** Reopening of the international terminal at the airport and slow recovery of international arrivals.
- III.** Recovery of national and international arrivals, especially reservations that were previously postponed.
- IV.** Return of luxury travelers along with groups and travelers from Canada and the UK. Recovery of 60% of bookings projected by EOY.
- V.** Restore of 60% of air connectivity along with 80% of bookings.

The destination's reopening is aligned with the government of the state of Baja California Sur's new color-coded classification that determines how the destination and establishments must operate based on the level of safety they can offer.

- **What level is Los Cabos under in Baja California Sur's color-coded classification system?** Los Cabos is currently in stage 5 (orange) of Baja California Sur's color-coded classification system. Stage 5 allows for and requires:
  - Non-essential activity to be reopened and conducted
  - Businesses to maintain occupancy at a rate of 1 person per 13 feet
  - Recreational and social activities to operate at a 30% capacity

- **I have a vacation coming up soon. Will the destination be open or should we postpone our vacation?** Los Cabos is currently open to travelers and tourism activities as of June 15<sup>th</sup>, 2020.

We recommend contacting your hotel and activity suppliers, such as your tour operator, directly to confirm your reservations for your upcoming vacation to ensure the provider will be open and operating during the time of your vacation as establishments and providers will be gradually reopening.

- **When will Los Cabos resume all non-essential activities?** Los Cabos is currently open to travelers and tourism activities as of June 15<sup>th</sup>, 2020. We recommend contacting your hotel and activity suppliers, such as your tour operator, directly to confirm your reservations for your upcoming vacation to ensure the provider will be open and operating during the time of your vacation as establishments and providers will be gradually reopening.
- **Are tours and activities open for business?** Yes, as of June 15<sup>th</sup>, 2020, Los Cabos has reopened for tourism activities. We recommend contacting your activity suppliers, such as your tour operator, directly to confirm your reservations for your upcoming vacation to ensure the provider will be open and operating during the time of your vacation as establishments and providers will be gradually reopening.
- **Are restaurants in Los Cabos open?** Yes, restaurants in Los Cabos are open, working under modified operations in order to comply with the government of the state of Baja California Sur's guidance. Restaurants must maintain an occupancy rate of 1 person per 13 feet and operate at no more than a 30% capacity while in stage 5 of Baja California Sur's color-coded reopening classification system.



- **Are hotels in Los Cabos open?** As a part of Los Cabos' phased reopening strategy with the health and safety of our visitors a top priority, hotels are gradually reopening as of June 15<sup>th</sup>, 2020. If you have a current reservation at any hotel, we recommend you to contact them directly to reconfirm your booking.
- **Are hotels open while Los Cabos falls into stage 5 (orange) of Baja California Sur's color-coded classification system? Will tourists be able to stay at hotels during this stage or are reservations only allowed for essential workers?** Yes, hotels are currently open and operating for any kind of patron, whether an essential worker or tourist, while Los Cabos is designated under stage 5 (orange) in Baja California Sur's color-coded classification system. If you have a current reservation at any hotel, we recommend you contact them directly to reconfirm your booking.
- **Will all the facilities at my hotel be available like normal?** Hotels are preparing to open all their facilities upon reopening with increased health and safety protocols put into place to provide the best quality service and with no compromise on your experience. Hotels will apply increased health and safety measures in all common areas like limiting guest capacity, social distancing, advanced disinfecting and sanitizing, among others.
- **Can I receive a hotel reservation refund if I had to cancel my Los Cabos trip due to COVID-19?** As the travel and tourism industry adapts to a new reality, Los Cabos is committed to supporting all travelers during their journey and has launched a more flexible reservation policy. We encourage guests to maintain an open dialogue with hotels and time share hosts to address any concerns and modify reservations when needed. Hotels properties and time shares are working with impacted guests to find alternative times according to their needs, current travel restrictions, and the COVID-19 outlook. Each hotel has specific guidelines, so travelers are encouraged to speak to a representative of the hotel to discuss their options.
- **Can I travel between the US and Los Cabos? Are there any travel restrictions to Los Cabos? Are the US and Mexico borders open?** As of today, there are no travel restrictions to Los Cabos. The airport remains open to international and domestic flights.

Be sure to consult your home country's travel guidance and airline on re-entry and be prepared for additional screening upon your return. As this situation continues to evolve, we advise all travelers to check the U.S. State Department website for current and reliable information.

For US travelers, please be advised that on March 20<sup>th</sup>, 2020, the U.S. government announced the temporary closing of the U.S. and Mexico border to nonessential travel for anyone crossing by car, commuter rail and ferry travel in response to the global impact of COVID-19. The measure follows the U.S. Department of State's implementation of a Global Level 4 Health Advisory on March 19<sup>th</sup>, 2020 advising all U.S. citizens to avoid international travel due to the outbreak. For U.S. Citizens living in or visiting Los Cabos, we advise them to adhere to the guidance provided by the U.S. State Department at [travel.state.gov](https://travel.state.gov) for more information.

- **Is there any impact to flight operations at the Los Cabos International Airport?** The airport remains open to international and domestic flights. The airport is coordinating all air traffic activity through its international terminal (terminal 2). The main terminal (terminal 1) will temporarily close and national flights will depart and arrive at the international terminal. Flight activity will not be restricted. Airlines currently flying between the US and Los Cabos include American, Alaska, Delta, Southwest and United. Also, on August 29<sup>th</sup>,



2020, Eastern Airlines, will launch its inaugural flight from New York's JFK to Los Cabos International Airport (SJD). The flight will run two times a week.

- **Is the Port of Los Cabos operating?** Given the cancellations announced by all main cruise lines internationally, the Cruise Port in Los Cabos is not welcoming any cruises at this time. The Los Cabos Tourism Board is maintaining close communication with cruise lines to plan for the return of cruises.
- **If I travel today, will I be able to find a flight back home in 2 weeks?** The airport remains open to international and domestic flights with several airlines operating between the destination and the US, including American, Alaska, Delta, Southwest and United.

Be sure to consult your home country's travel guidance and airline on re-entry and be prepared for additional screening upon your return. As this situation continues to evolve, we advise all travelers to check the U.S. State Department website for current and reliable information.

For US travelers, please be advised that on March 20<sup>th</sup>, 2020, the U.S. government announced the temporary closing of the U.S. and Mexico border to nonessential travel for anyone crossing by car, commuter rail and ferry travel in response to the global impact of COVID-19. The measure follows the U.S. Department of State's implementation of a Global Level 4 Health Advisory on March 19<sup>th</sup>, 2020 advising all U.S. citizens to avoid international travel due to the outbreak. For U.S. Citizens living in or visiting Los Cabos, we advise them to adhere to the guidance provided by the U.S. State Department at [travel.state.gov](https://travel.state.gov) for more information.

## HEALTH & SAFETY & EXPERIENCE IN LOS CABOS

- **What measures is Mexico taking to limit the spread of the virus?** On May 13<sup>th</sup>, 2020, the President announced Mexico's plan for the gradual reopening of economic, social and educational activities beginning in June. In order to begin reopening, regions will be evaluated based on five categories: public health and workplace measures, essential and non-essential labor, open space and vulnerable people and schoolchildren.
- **Is Los Cabos implementing any health protocols to avoid the spread of COVID-19 when the destination reopens?** The Los Cabos Tourism Board has been proactively working with national and local health authorities, hospitals, care units, airport, port, hotels, resorts, and travel partners to implement health and security protocols to protect the people, share resources and maintain regular communication.

To help keep the community and travelers safe and healthy, Los Cabos has:

- **Created consistent health and safety guidelines**
- **Developed a layered approach** with united support from all travel partners to reinforce hygiene, cleaning, traveler physical distancing, and the use of personal protective equipment (PPE)
- **Implemented standardized health screening protocols** at the airport and port.
- **Partnered with travel providers to obtain a "Clean Point"** (Punto Limpio) certification offered by the Mexico federal government to strictly adhere to hygiene protocols, and a **"Safe Travels" stamp of approval certified by the World Tourism & Travel Council (WTTC)** for recognition of safe travel protocols.
- **Enforced a flexible travel policy** across all hotel properties



- **Streamlined the communication protocols** between hotel, suppliers, and local authorities
- **Won't reopening the destination to travelers and tourism activities increase the spread of COVID-19 in the destination?** Los Cabos is taking extensive precautionary measures to prioritize the health and safety of residents and travelers in Los Cabos. The destination has strictly implemented health and safety protocols to be adopted by hotels, providers and establishments in the destination to help travelers experience Los Cabos as safe as possible.
- **What will Los Cabos do if there is a rise in coronavirus cases due to the destination reopening to tourism? Will the destination close again?** The decision to reopen Los Cabos to tourism was made with deep care and attention to the need to maintain safety as a top priority. Los Cabos is taking extensive precautionary measures to prioritize the health and safety of residents and travelers in Los Cabos. Los Cabos is keeping close contact with State and Federal government to closely monitor the containment of COVID-19 in the destination and will act carefully to implement incremental safety procedures as necessary.
- Are there any recommendations when traveling to Los Cabos? How can I help to avoid getting the virus while traveling to Los Cabos? It is recommended for travelers to take extra precaution to protect themselves and others while traveling. It is recommended to:
  - Apply increased personal hygiene practices, such as frequent and thorough hand washing as strictly as possible, particularly upon entering and exiting shared locations, such as airplanes, restaurants, hotels and group activities, as well as after using the restroom, blowing your nose, coughing or sneezing.
  - Follow the Baja California Sur's State authority's mandate to wear a mask or face covering at all times when interacting with others who are not members of your household in public or private spaces, except for certain instances, such as when eating, drinking, swimming, etc.
  - Carry hand sanitizer for personal use when soap and water are not available.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Maintain appropriate distance from others and limit shared contact with others when possible.
  - Avoid contact with people who are sick.
  - Expect increased health and safety protocols implemented throughout the destination.
  - Pay attention to your health for 14 days after returning to the U.S. Stay home and seek medical advice if you get sick with fever, cough, or have difficulty breathing.
  - Avoid traveling and contact with others if you are sick. Stay home and seek medical advice if you get sick with fever, cough, or have difficulty breathing.
  - Consider underlying health conditions and avoid situations that puts yourself at increased risk for more severe disease. This entails avoiding crowded places, avoiding non-essential travel, such as long plane trips, and especially avoiding embarking on cruise ships.

Visit [the CDC's webpage](#) for additional information about COVID-19.

- **Am I required to quarantine upon arrival in Los Cabos?** Quarantine is not required upon arrival to Los Cabos. It is recommended to pay attention to your health during your trip and for 14 days after returning home. Avoid traveling and contact with others if you are sick. Stay home and seek medical advice if you get sick with fever, cough, or have difficulty breathing.
- **Do I have to wear mask when traveling and throughout my vacation?** The CDC recommends that everyone wears a cloth face covering over their nose and mouth when in the community setting, including





during travel times. It is required under the Baja California Sur's State authority's mandate for all individuals to wear a mask or face covering at all times when interacting with others who are not members of their household in public or private spaces, except for certain instances, such as when eating, drinking, swimming, etc.

- **Will I find any experiences in Los Cabos different now than prior to COVID-19?** To help keep the community and travelers safe and healthy, Los Cabos has designed health and safety guidelines to be implemented by hotels, time shares, restaurants, transportation companies and travel operators. Some of these measures include:
  - At the airport:
    - Implementation of health screenings to detect and isolate travelers suspected to be infected with the virus
    - Strict implementation of social distancing measures at arrivals, check in, and while handling luggage
    - Increased sanitization and routine cleaning of frequently touched surfaces and equipment, including equipment to transport luggage or cargo, scanners, touch screens, handrails, etc.
  - Across transportation:
    - Limitation of close or shared contact between the driver and passengers with social distancing measures where possible
    - Increased sanitization and routine cleaning of frequently touched surfaces
  - At Restaurants:
    - Limitation of close or shared contact amongst staff, between staff and patrons, and amongst patrons
    - Increased sanitization and routine cleaning of frequently touched surfaces and equipment, including lounges, counters and tables, stools and chairs, handrails, beverage stations, trays, etc.
  - Across Various Other Services:
    - Rigorous communication of all health and safety protocols from tour operators/guides/service providers to tourists visiting the destination
    - Limitation of close or shared contact with social distancing measures where possible
    - Implementation of company or guide assessments of potential risks in crowded locations for tours and activities
    - Increased sanitization and routine cleaning of frequently touched surfaces, equipment, vehicles and self-guides
    - Availability of liquid soap and sanitizing gel for staff and tour or activity participants
    - Implementation of an identification, detection and management process for staff or guests suspected of infection of COVID-19

The way we travel might have changed, but Los Cabos' unique experiences remain the same.

- **What is the risk of getting COVID-19 on an airplane?** According to CDC, because of how air circulates and is filtered on airplanes, most viruses and other germs do not spread easily on airplanes. Although the risk of infection on an airplane is low, travelers should try to avoid contact with sick passengers and wash their hands often with soap and water for at least 20 seconds or use hand sanitizer that contain 60%–95% alcohol.



- **What is Los Cabos doing to prevent the spread of COVID-19 from air travelers?** The Los Cabos International Airport is implementing several measures to help detect infected travelers and contain the spread of the virus. These include:
  - Implementation of health screenings to detect and isolate travelers suspected to be infected with the virus including the following:
    - Thermal imaging to monitor and identify passengers with temperatures higher than 99.0 F
    - Risk factor questionnaire to assess travelers arriving in Los Cabos accessible only through mobile devices by visiting the following link: <http://afac.hostingerapp.com/> or scanning the QR code displayed in the airport to limit person-to-person contact
    - Isolation of infected travelers
    - Requirement under the Baja California Sur's State authority's mandate for masks or face coverings to be worn by all individuals at the airport and throughout the destination at all times when interacting with others who are not members of their household in public or private spaces, except for certain instances, such as when eating or drinking, etc.
    - Timely alerts to communicate positive COVID-19 cases at the airport
  - Strict implementation of social distancing measures at arrivals, check in, and while handling luggage, such as:
    - Airport staff and passengers to maintain a safe distance (6 feet) from others at all times including at check in, immigration area, luggage drop-off and pick up, boarding, and disembarking among many others.
    - Airport staff to avoid touching passenger and crew boarding passes, luggage, identification documents, credit cards, mobile devices, etc.
    - Seating arrangement to ensure separation and healthy distancing protocols.
  - Increased sanitization and routine cleaning of frequently touched surfaces and equipment, including equipment to transport luggage or cargo, scanners, touch screens, handrails, etc.
- **Is it safe to go on a cruise?** According to CDC, cruises put large numbers of people, often from countries around the world, in frequent and close contact with each other. This can promote the spread of respiratory viruses, such as the virus that causes COVID-19. You may get sick from close contact with an infected person or by touching contaminated surfaces. **CDC recommends travelers, particularly those with underlying health issues, defer all cruise ship travel at this time.**

To reduce spread of respiratory viruses, including COVID-19, CDC recommends:

- Older adults and travelers with underlying health issues should avoid situations that put them at increased risk for more severe disease. This entails avoiding crowded places, avoiding non-essential travel, such as long plane trips, and especially avoiding embarking on cruise ships.
- Discuss cruise ship travel with your healthcare provider prior to travel.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Stay in your cabin when you are sick and let the onboard medical center know immediately if you develop a fever (100.4°F/38°C or higher), begin to feel feverish, or have other symptoms (such as cough, runny nose, shortness of breath, or sore throat).





## COVID-19 RESOURCES

- **Where can I get the latest updates related to COVID-19 in Los Cabos?** Real-time updates of COVID-19 in Baja California Sur can be found at <https://coronavirus.bcs.gob.mx/english/>.

As Los Cabos continues navigating this challenging time, the Los Cabos Tourism Board has assembled a team of experts who are ready to provide you with the latest information related to the destination. You can reach one of our experts at [covid19@visitloscabos.travel](mailto:covid19@visitloscabos.travel).

- **Is there a hotline where we can call to ask for information and assistance?** If you are in Baja California Sur, you can call 800-0044-800. People feeling sick should stay at home and call the state's emergency line 800-BCS-COVID (800-227-26843) to be evaluated by a doctor. People who are exhibiting symptoms and must leave their homes to seek medical attention must wear a mask or face covering to protect themselves and others and to comply with the Baja California Sur's State authority's mandate for all individuals to wear a mask or face covering at all times when interacting with others who are not members of their household in public or private spaces, except for certain instances. For any additional information you can call the English speaking **BCS COVID-19** hotline number at +52 612 199 53 86.

If you need personalized assistance or have any questions regarding a trip to Los Cabos, please send an email to our COVID-19 response team at [covid19@visitloscabos.travel](mailto:covid19@visitloscabos.travel).

- **Everybody is sharing non-confirmed information. Is there a trusted source we can access?** For a global resource on COVID-19, you can visit the website of the World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>. Real-time updates of COVID-19 in Baja California Sur, where Los Cabos is located, can be found in: <https://coronavirus.bcs.gob.mx/english/>. You may also visit the Centers for Disease Control and Prevention's (CDC) website for additional information about COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

### General Information on Coronavirus Disease 2019 (COVID-19)

- **What is coronavirus disease 2019 (COVID-19)?** Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.
- **How does COVID-19 spread?** The virus that causes COVID-19 probably emerged from an animal source but is now spreading from person to person. The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or



object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.