**FAQ FOR TRAVELERS as of May 23rd, 2020:**

* **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, we have been informed that 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/](https://coronavirus.bcs.gob.mx/english/" \t "_blank).
* **Is Los Cabos implementing any health protocols to avoid the spread of COVID-19?** Yes. With Los Cabos being one of Mexico’s top travel destinations, the health and safety of the local community and international travelers is our top priority and special protocols to contain the virus have been implemented. Those who do not comply with the measures in place will be subject to government action, such as fines and arrest. Some of the actions taken in Los Cabos to avoid the spread include:

**Health Measures:**

* Health protocols and medical decisions to be made by the security committee that was previously assembled by state authorities to advise during this crisis.
* If necessary, the state health ministry will increase capacity by adapting additional care units outside hospitals and equipping them with respiratory equipment.
* Hospitals will expand 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.
* The implementation of special training for hospitals and hotels to identify, isolate and avoid the spread of COVID-19 following strict guidelines from the federal government.
* The requirement to wear a mask for those who present COVID-19 symptoms and must leave their homes for medical attention.

**Security Measures:**

* Development of a multidisciplinary committee where private and public organizations will receive constant feedback about the source and spread of COVID-19, which continues to meet regularly.
* The implementation of enhanced procedures at the SJD International Airport, such as thermal cameras and travel background checks on all arriving passengers, that will be done in coordination with other state airports, ports and land entry points.
* The closure of all schools statewide starting Monday, March 23rd, and until May 30th, 2020 in alignment with federal guidelines.
* The implementation of extended social distancing and closure of all non-essential businesses as of March 30th, 2020 through May 30th, 2020. This closure includes restaurants, bars, casinos, gyms, movie theaters, stadiums, shopping malls, all public beaches and other places of gathering. During this time, everyone is required to stay home other than for essential purposes, such as grocery shopping or essential business. They must be alone while out of the home, including while driving, unless for an otherwise justified cause.
* The restriction of operations at hotels, resorts, time shares and online platforms, like Airbnb, through May 30th, 2020.
* Temporary suspension of all sporting, recreational, social, political, cultural, academic, public, private and all similar events that involve the concentration of people to contain the spread of COVID-19.
* Temporary suspension of activity in workplaces that present an active outbreak of the virus.
* The recommendation for all national and international travelers to postpone their upcoming vacation trips to Los Cabos in an effort to avoid the spread of the virus across the state.
* Local residents are encouraged to use grocery and food delivery services to minimize exposure.
* Implementation of extreme cleaning and sanitary measures for service providers, including airports, transportation companies and restaurants to help prevent the spread.
* The implementation of informational campaigns to the local community and visitors to use masks, sanitizing gel and wash their hands more frequently while also avoiding crowded spaces.

**Economic Measures:**

* State authorities to launch a social program to provide food assistance to the most vulnerable populations.
* **Are there any travel recommendations when traveling to Mexico?** Yes, it is recommended for all national and international travelers to postpone upcoming vacation trips to Los Cabos in an effort to avoid the spread of the virus across the destination. If you must travel for essential business purposes, it is recommended to:
* Avoid contact with sick people.
* Clean your hands often by washing with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer with 60%–95% alcohol.
* 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 travelling if you are sick.

Visit [the CDC's webpage](https://www.cdc.gov/coronavirus/2019-ncov/index.html)for additional information about COVID-19.

* **What measures is Mexico as a whole taking to limit the spread of the virus**? On April 21st, 2020, the Ministry of Health announced that Mexico has entered Phase 3 of its emergency plan to fight against the spread of the virus across the country. Phase 3 implements the following measures to be taken across the nation: increased social distancing, the cancellation of large events, the temporary suspension of all gatherings and events in public or private locations, such as movie theaters, stadiums, shopping malls and classes at all educational levels. Phase 3 will also implement a suspension of activity in workplaces that present an active outbreak of the virus.
* **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 in: <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).

**Traveling to Los Cabos: Canceling/Postponing Travel**

* **Are there any travel restrictions to Los Cabos?** As of today, there are no travel restrictions to Los Cabos. However, the private and public sector recommends all national and international travelers to postpone their upcoming vacation trips to Los Cabos in an effort to avoid the spread of the virus across the destination. Additionally, on March 20th, 2020, the U.S. government announced the temporary closing of the U.S. and Mexico border to nonessential 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 19th, 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/content/travel/en/traveladvisories/ea/travel-advisory-alert-global-level-4-health-advisory-issue.html) for more information.
* **Can I travel between the U.S. and Los Cabos?** As of March 20th, 2020, the U.S. government announced the temporary closing of the U.S. and Mexico border to nonessential 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 19th, 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/content/travel/en/traveladvisories/ea/travel-advisory-alert-global-level-4-health-advisory-issue.html) for more information.
* **Is there any impact to flight operations at the Los Cabos International Airport?** As of April 20th, 2020, the Los Cabos International Airport will coordinate all air traffic activity through its main terminal (terminal 1) due to lowered activity at this time. The international terminal (terminal 2) will temporarily close and international flights will depart from terminal 1 and arrive at the General Aviation building (FBO). Flight activity will not be restricted. The international terminal is expected to re-open July 15th, 2020, or depending on increased flight traffic.
* **Is the Port of Los Cabos operating?** Given the recent cancellations announced by all main cruise lines internationally, the Cruise Port in Los Cabos is not welcoming any cruises at this time.
* **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).
* **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 Tourism Board has been proactively working with national and local health authorities to ensure the safety of all travelers visiting the destination and strengthening its security protocols for travelers arriving by air and cruise. Some of the specific actions taken to avoid the spread of COVID-19 in Los Cabos are:
  + Sanitary filters led by the Ministry of Health of the State of Baja California Sur:
    - 1 after the immigration hall in Terminal 2
    - 1 before the x-ray filters in the Terminal 1
    - 1 filter in the FBO right before customs
    - These filters will have medical personnel and state police present
  + There are thermal cameras and travel background checks on all arriving passengers, that will be done in coordination with other state airports, ports and land entry points.
  + There are containment measures in place should a passenger register an abnormally high temperature and exhibiting potential symptoms of the virus.
* **Which hospital in Cabo San Lucas is 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 are also expanding 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.

* **Will we be able to come and go like normal, or should we postpone our vacation?** As of March 30th, 2020, the public and private sector recommends all national and international travelers to postpone their upcoming vacation trips to Los Cabos in an effort to avoid the spread of the virus across the state.

Also**,** as of March 20th, 2020, the U.S. government announced the temporary closing of the U.S. and Mexico border to nonessential 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 19th, 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/content/travel/en/traveladvisories/ea/travel-advisory-alert-global-level-4-health-advisory-issue.html) for more information.

* **If I travel today, will I be able to find a flight back home in 2 weeks?** As this situation continues to evolve, we advise all travelers to check the U.S. State Department website for current and reliable information.

The public and private sector recommends all national and international travelers to postpone their upcoming vacation trips to Los Cabos in an effort to avoid the spread of the virus across the state.

As of March 20th, 2020, the U.S. government announced the temporary closing of the U.S. and Mexico border to nonessential 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 19th, 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/content/travel/en/traveladvisories/ea/travel-advisory-alert-global-level-4-health-advisory-issue.html) for more information.

Be sure to consult your home country’s travel guidance and airline on re-entry and be prepared for additional screening upon your return.

* **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.
* **Will Mexico close its borders?** Currently, Mexico’s borders are open. Though, as of March 20th, 2020, the U.S. government announced the temporary closing of the U.S. and Mexico border to nonessential travel in response to the global impact of COVID-19. The Los Cabos Tourism Board continues to monitor the situation and communicate guidance in real time. The latest information on COVID-19 in Mexico is available on Mexico’s Government website: <https://www.gob.mx/salud/es/archivo/prensa>.

To help contain the virus, as a part of the the epidemiological surveillance actions, the following additional sanitary filters have been installed in all ports (Pichilingue and Santa Rosalía); four international airports (San Jose del Cabo, La Paz, Loreto and Cabo San Lucas); roads entering the state (the Tanspeninsular highway near San Ignacio). In these filters medical personnel will review the body temperature of those who arrive and, if a suspicious case is found they are brought to healthcare specialists to be attended to further, in strict adherence to the WHO action protocols.

* **Where are hospitals where I can get checked?** 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 are also expanding 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. For any additional information you can call the English speaking **BCS COVID-19** hotline number at +52 612 199 53 86.
* **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. For any additional information you can call the English speaking **BCS COVID-19** hotline number at +52 612 199 53 86.
* **Is there a hotline where we can call to ask for information and assistance?** If you are in B.C.S 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. For any additional information you can call the English speaking **BCS COVID-19** hotline number at +52 612 199 53 86. 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>.

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.