

## FREQUENTLY ASKED QUESTIONS

### *Reopening the Borders*

- **When will the borders be re-opened to visitors?**
  - As of June 15, 2020, the Jamaican borders are open 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 protect 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 a resurgence of 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***

- **I'm a Jamaican national. Do I still need to have a test before boarding my flight to Jamaica?**
  - ALL travellers to Jamaica, 12 years of age and over, regardless of nationality, will be required to present a negative COVID-19 PCR or Antigen test result in order to board a flight to Jamaica.
  - All visitors are required to complete the online questionnaire when doing the Travel Authorization, no more than seven days prior to arrival in Jamaica. There is no need to upload test results during this process. For more information on travel entry requirements, please go to <http://www.visitjamaica.com/travelauthorization>.
- **When do I need to get a test to travel to Jamaica?**

The date of the sample collection for your test should be no earlier than 3 days from travel date. That means that travellers are allowed to get tested on the 3<sup>rd</sup> day from travel date, the 2<sup>nd</sup> day from travel date and even on the same travel date to Jamaica.
- **What types of tests are accepted?**
  - The Ministry of Health And Wellness has expanded the list of acceptable tests. Accepted are antigen or PCR tests that are approved by the United States Food and Drug Administration (FDA) under an Emergency Use Authorization (EUA) or meet the standards of the World Health Organization (WHO), and must be performed by a College of American Pathologists (CAP) accredited, Clinical Laboratory Improvement Amendments (CLIA) registered or ISO 15189 certified laboratory.)
  - Antibody tests will **NOT** be accepted
  - For more information on our test requirements: [Test-req \(visitjamaica.com\)](#)
- **What information should be on my COVID test certificate?**
  - Name of individual tested (***The first and last names must be same on application, lab test report and passport or other travel documents***)
  - Date of birth of individual tested (***(must be same on application, lab test report and passport or other travel documents)***)
  - Name and address of testing laboratory
  - Laboratory credentials
  - Date of sample collection

- Type of test
  - Type of sample
  - Test result
- **Who is a business traveller?**
    - Business travellers are non-residents travelling to conduct business on behalf of a company or organization.
    - Business purposes do not include funerals, weddings or other personal activities.
  - **If I am a business traveller, will I need to do a test upon arrival?**
    - In addition to presenting negative test results before checking in to flight to Jamaica, business travellers will be required to do a test on arrival at the airport and must remain in quarantine upon receipt of a negative Covid test result.
  - **How long will my test result be valid?**
    - The date of the sample collection must be within 3 days of the travel date.
  - **What if I have had a COVID-19 vaccine, do I still need a negative COVID-19 test**
    - All travellers to Jamaica, including those who have received one or both vaccination dosages, are required to provide a negative COVID-19 test result.
  - **Who will check my test?**
    - The airline will confirm a COVID-19 negative test result for all passengers before boarding. Personal identifiers (name and birth date) on your negative test result must match the personal identifiers on your passport.
  - **What happens if I don't take a test before my flight?**
    - If a passenger chooses not to provide a test result, the airline will deny boarding to the passenger.
  - **What happens if my flight is delayed and it goes over the 3-day limit for testing?**
    - If your flight to Jamaica is delayed before departure, you will need to get re-tested if the delay causes your test to fall outside of the 3-day pre-departure testing period requirement.

- **Do the current testing orders apply to all flights or just commercial flights?**
  - The current testing orders apply to all flights, including private flights and general aviation aircraft (charter flights).
  - All passengers traveling by air into Jamaica are required to have proof of testing regardless of flight type.
- **What if I forget the paper copy of my test results? Can I print them at the airport?**
  - Air travellers may present physical copies of their test results or electronic copies.
- **If my flight is delayed and I then require re-testing, am I responsible for the cost of the second test?**
  - Yes, travellers are responsible for the cost of re-testing.
- **Do I have to quarantine when I arrive to Jamaica?**
  - On arrival in Jamaica, travellers will undergo a health screening and risk assessment and may still be required to be tested at the airport or designated facility, if, for example, they are exhibiting symptoms despite presenting a negative COVID-19 PCR test certificate to board their flight. In this case, travellers would await their test result in their hotel room. If the test is negative, they would leave the confines of their hotel room and continue their stay in Jamaica under the “Stay in Resilient Corridor” control measure.
  - “Stay in Resilient Corridor” control measures allow for travellers staying in approved resorts along the resilient corridor to enjoy the amenities on property and are allowed to visit approved attractions via JTB licensed transportation.
  - If the result of the test is positive, they would be isolated either at the hotel/resort or in a government facility as determined by the health authorities.
  - Jamaican nationals and non-nationals ordinarily resident in Jamaica may be subject to testing if assessed as high-risk as a result of exhibiting symptoms, exposure to persons who have tested positive, belonging to a high-risk group or other risk factors. High-risk groups include cruise ship workers, involuntarily returned migrants and health care workers.
  - Whether or not persons are required to be tested, they will be under a Home Quarantine order for 14 days from their date of entry to Jamaica. More information can be found at [www.visitjamaica.com](http://www.visitjamaica.com)

- **If I am staying at a private residence will I be placed in quarantine for 14 days even if my test result is negative?**
  - It depends on your vaccination status. If you can prove that you are fully vaccinated your quarantine days will be reduced to 8 days.
  - If you are fully vaccinated and you choose to do a PCR test on arrival, you would be released from quarantine upon the receipt of a negative result.
  - 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.
  
- **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.
  - You will be required to isolate and delay travel if symptoms develop or a pre-departure test result is positive.
  - Airlines will refuse to board anyone who does not provide a negative test result for COVID-19 or documentation of recovery.

- **Where is the Resilient Corridor?**
  - In order to manage the risk, we are opening the tourist industry in phases. In the first phase, we have designated a Resilient Corridor which runs from Negril along the north coast to Portland. There is a second 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 approved COVID-19 Resilient attraction. A full list of COVID-19 Resilient attractions can be found at <https://www.visitjamaica.com>.
  - 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?**
  - Yes. Under the current orders visitors can stay at multiple approved accommodation facilities within the Resilient Corridors.
- **Where are visitors allowed to stay during this period?**
  - Guests are now allowed to stay both inside and outside of the Resilient Corridors.
  - Outside of the Resilient Corridors, visitors may stay at hotels, resorts and cottages that have their JTB license, Tourism Product Development Company Limited's COVID-19 Compliance Certificate and comply with the COVID-19 Ministry of Tourism Health and Safety Protocols.
  - The full list of hotels allowed to take guests is 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?**
  - Travellers may apply for their Travel Authorization no earlier than 7 days from travel date.
- **How long does it take to obtain the Travel Authorization?**
  - A response will be generated within 5-10 minutes of receipt of the submission.
- **How long is the Travel Authorization valid?**
  - The Travel Authorization is valid for 10 days from the date it was approved.
- **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 on my authorization form?**
  - The authorization form 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 14 days after.
- **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 review 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?**
  - Yes they will. 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, hand washing stations, and physical distancing are all measures implemented to keep workers safe.

- **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?**

- Yes the protocols are available online. In addition to being distributed by email, they are housed on <https://jtbonline.org>. The Airport Protocols are also housed in the same space.

- **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.