

FREQUENTLY ASKED QUESTIONS

Entry requirements, on-island health and safety measures, testing capacity and more

Entry Screening and Testing

- **I'm a Jamaican national. Do I still need to have a test before boarding my flight to Jamaica?**
 - As of March 4, 2021 – June 30, 2021, 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 7 days prior to arrival in Jamaica. This requirement has not changed and there is no need to upload test results during the 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?**
 - Testing must take place no more than 3 days before your flight to Jamaica.
- **What types of tests are accepted?**
 - Accepted test types are A Reverse Transcription Polymerase Chain Reaction Test (RT-PCR), A Nucleic Acid Amplification test (NAA), An RNA or molecular test or An Antigen test that is 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
 - Results from home-based test kits will **NOT** be accepted
- **What information should be on my COVID test certificate?**
 - Name of individual tested (*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?**
 - 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 test results when applying for Travel Authorization?**
 - Business Travellers are no longer required to upload test results. You will however need to present a negative test result when checking-in for a flight to Jamaica.
 - In addition to presenting negative test results Business travellers will be required to do a test on arrival at the airport and must remain in quarantine until results are available.
 - Business Travellers will be required to pay for the test.

- **For how long will my tests result be valid?**
 - Test results are only valid if the date of sample collection is no more than 3 days prior to the date of travel.

- **What if I have had a COVID-19 vaccine, do I still need a negative COVID-19 test**
 - All air passengers traveling 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 or other travel documentation.

- **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 I test positive?**
 - For travel to Jamaica, airlines will refuse to board anyone who does not provide a negative COVID-19 test result.
- **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.
- **Do I have to quarantine when I arrive in Jamaica?**
 - All persons arriving in Jamaica are subject to risk management movement restrictions depending on their traveller category. Details can be found here <https://www.visitjamaica.com/travelauthorization/traveller-categories/>
- **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.
- **What if I forget the paper copy of my test results? Can I print them at the airport?**
 - Air travellers who forget physical copies of their test results will be permitted to show 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 re-testing.
- **If I am staying at a private residence will I be placed in quarantine for 14 days even if my test result 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 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 for a minimum period of 14 days, or until they are able to produce two consecutive negative tests in a 48-hour period.
 - 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 are the Resilient Corridors?**
 - For the protection of locals and visitors alike, the Resilient Corridors were created to encourage safe tourism practices through the strict delivery of service that conform to a rigorous set of COVID-19 protocols and approved by The World Travel and Tourism Council (WTTC). Within these resilient corridors, the tourism service delivery operators who are permitted to accept guests have been inspected and are compliant with the required standards of training, protective equipment and processes. All employees and patrons of these facilities are required to observe the established protocols of hand hygiene, social/physical distancing and wearing of masks in public spaces. The Resilient Corridors comprise two (2) parts:

- Part 1: A Northern segment stretching from Negril in Westmoreland across the northern coastline to Port Antonio in Portland.
 - Part 2: A South Coast segment running from Milk River in Clarendon westward to Negril in Westmoreland
- **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 that is approved to be COVID-19 Protocol Compliant. A full list of these entities can be found at <https://www.visitjamaica.com>.
- **Can I stay at multiple hotels within the Resilient Corridor?**
 - Yes. Under the current orders visitors can stay at multiple accommodation facilities within the Resilient Corridors.
- **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; those in the Kingston Business District (New Kingston and environs) and those within the Resilient Corridor on the South Coast which runs from Milk River to Negril 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.

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/
- **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 7 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. Between March 1, 2021 and April 13, 2021, a person who is not a citizen of Jamaica, and has been in the United Kingdom within 14 days of their intended date of entry, will not be approved for travel.
 - For returning residents, there is a processing time of two days after which an email will be sent to the registered email with the outcome of the application.
- **For how long is the Travel Authorization valid?**
 - The Travel Authorization is valid for 10 days.
- **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 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 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 The Tourism Product Development Company (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;
 - Timely 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 and Wellness 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.