



March 18, 2020

Håfa Adai Tourism Industry Partners,

The Government of Guam recently released its protocols to guide the travel industry through its mandatory quarantine requirements. The travel restrictions are a result of an executive order that was signed on March 16, 2020 by Governor Lou Leon Guerrero.

We understand the impact these travel restrictions are creating for our industry partners. This decision was not made lightly and was done to protect the health and safety of our island residents and visitors.

This is a critical time to open our channels of communication as an industry. The Guam Visitors Bureau (GVB) has also been working closely with the Guam Hotel & Restaurant Association (GHRA). In a combined effort, we have created a Frequently Asked Questions (FAQs) fact sheet to provide further clarity.

GVB remains committed to sharing your feedback and concerns to our government partners. We kindly ask for your patience and understanding as we work with the global community to mitigate and control the spread of COVID-19. We are in this together while we navigate through this challenging time in global history.

Si Yu'os Ma'åse (thank you),

PILAR LAGUANA
President and CEO

FAQs on Quarantine Protocols

1. Who is considered a “non-resident”?

A non-resident is considered as a person who does not live and work on Guam.

2. When does the mandatory quarantine take effect?

The mandatory quarantine will take effect immediately 12:01AM Thursday, March 19, 2020.

3. What happens to passengers of flights that arrived before the mandatory quarantine took effect?

The travel restrictions were implemented on March 16, 2020, but not enforced. However, if they are feeling ill and displaying symptoms they are to contact the Department of Public Health & Social Services at 671-734-7143 or 671-888-9276.

4. The guidelines state that the mandatory quarantine will apply unless the traveler possesses a Department of Public Health & Social Services recognized or certified document (certificate) that shows the traveler tested negative for COVID-19. What is considered a recognized and certified document (certificate)?

Several countries are requiring certified documentation similar to Guam’s local mandate as a condition of entry. The certificate must include results from a lab accredited by the World Health Organization (WHO) or the Centers for Disease Control and Prevention (CDC) that an individual tested negative for COVID-19. While DPHSS is aware that countries are developing a uniform certificate to satisfy the legal requirements, **NO CERTIFICATE HAS BEEN PRE-APPROVED BY DPHSS at this time.** Additionally, the certificate must be in English.

5. How many protocols are there?

There are currently (2) protocols. One for Manila travelers and one for Non-Manila travelers. Please refer to the supplemental documents attached to this correspondence from the Government of Guam’s Joint Information Center.

6. If a non-resident traveler does not have any health clearance certification that is recognized by DPHSS, will they be mandatory quarantined?

All non-resident travelers are subject to quarantine.

7. What will happen if a non-resident does not volunteer to be quarantined?

The quarantine will be enforced and they will be transported to an approved quarantine site.



8. Which hotel is accepting non-resident travelers?

GHRA is coordinating with the hoteliers to self-identify who will be accepting asymptomatic non-resident travelers during this quarantine period. Should a asymptomatic non-resident traveler be denied access, the government will coordinate relocation to a participating hotel.

9. What if I decline asymptomatic travelers at my hotel?

You must notify DPHSS and the asymptomatic non-resident will be transported to an approved quarantine site.

10. If I am a non-resident traveler, how will I know if my pre-booked hotel is an approved quarantine site?

You will be informed at the airport by government officials. If your pre-booked hotel is a participant you will be transported to the facility by the government. If your pre-booked hotel is not a participant you will be escorted to an alternate facility.

11. How do you ensure proper quarantine is enforced at the hotels?

As part of their pandemic plan, hotels should have identified certain floors to be used exclusively for quarantine. The hotels and the Government of Guam will work together to ensure safe practices while servicing guests.

12. What if I am not staying in a hotel but a vacation rental?

You will be transported to the approved quarantine facility.

13. Who will cover my expenses during this quarantine period?

The non-resident traveler and airline carrier will cover the expenses.

14. Who is handling the ground transportation from the airport to the quarantine facility for the non-resident travelers?

The Government of Guam will enforce and provide transportation.

15. The quarantine period is for (14) days. Will a non-resident traveler be allowed to return home sooner?

If they are asymptomatic they will be allowed to fly home sooner than the (14) day period and will be transported from the quarantine facility to the airport by the government. If they plan to stay longer than (14) days they will be released from quarantine after the 14th day, granted that they remain asymptomatic.



16. What happens during the quarantine period?

Asymptomatic non-residents are confined to their room and subject to public health screenings at least twice a day. Any in-room service will be coordinated between facility staff and the government to ensure minimal exposure.

17. What if I am just a transiting passenger?

Transit passengers will go through regular airport protocols and allowed to pass through Guam. If they are planning to stay overnight, they will be subject to quarantine.

18. Do these protocols apply to flight crew?

If the flight crew is transiting on a turn around flight they are exempt but still subject to health screenings. If the flight crew is transiting overnight there are some requirements. If they are asymptomatic, crew will be required to undergo in-room quarantine in a pre-approved hotel. If they are symptomatic, crew will be required to undergo in-room quarantine for the 14 day period in a pre-approved hotel secured by the government.

19. Do these protocols apply to residents?

If the returning resident is arriving from Manila, Philippines they will have to undergo an involuntary quarantine at a designated facility. All other residents arriving from other destinations will be asked to self-quarantine for 14 days at home. If DPHSS does not find the home suitable to self-quarantine, they will be transported to an approved facility.

20. Why are these protocols being implemented across the board for all travelers when Japan and Korea have demonstrated proper containment?

As part of the community mitigation strategy, the Government of Guam is trying to stop the inflow of infected carriers and slow down transmission in the community.