

Frequently Asked Questions:

Are travelers able to travel to/from Puerto Rico?

There are no disruptions to tourism and areas outside the southern region of the Island were not impacted. Travelers with upcoming plans and specific questions about their itineraries should reach out to their travel providers, hotels and other businesses to confirm details.

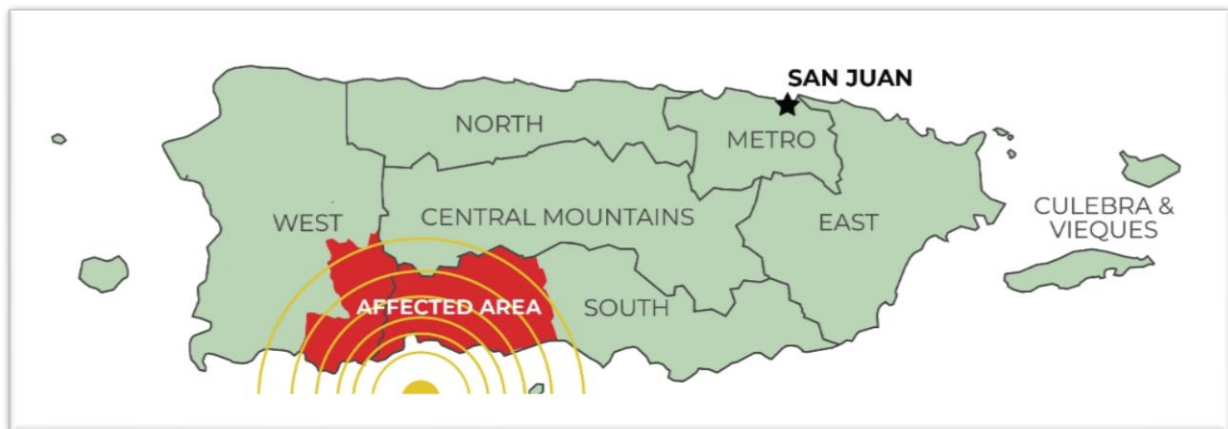
- All flights are operating normally to/from the San Juan Luis Muñoz Marín, Ponce and Aguadilla airports. However, some airlines, including Delta, Southwest, American, JetBlue, Spirit, United and Frontier have activated their flex policies for travelers who wish to alter their travel plans.
- Ports are operating as usual. All cruises expected to arrive this week are operating normally. In fact, yesterday/on January 8th, the San Juan port received 56,000 cruise passengers from three different cruises who disembarked and enjoy tours and strolled the beautiful colored streets of Old San Juan.

What does the state of emergency in Puerto Rico mean?

Governor Wanda Vázquez declared a state of emergency as a precaution and to ensure resources such as FEMA and the National Guard are deployed to assist those on the southern region of the Island who may need it.

Which areas suffered damages?

The areas primarily impacted are in the southern region of the Island. Please refer to the below map.



Were any specific hotels or tourist attractions damaged?

Some properties in the southern region of the Island reported damage. These include Hotel Copamarina, Ponce Plaza, Hotel Guánica and Costa Bahía. Two tourism sites, Punta Ventana in Guayanilla and the Ruins of the Lighthouse in Guánica, were damaged.

I hear the Island lost power in some areas, when will power be restored?

Power across the Island is being restored and any hotel not back on the grid is prepared and operating on generators. While damage occurred at two electrical plants in the southern region, certain electrical plants had shut down as a safety measure to help prevent further damage.

What tourist sites are open?

Tourist attractions and shopping centers, such as Casa BACARDI and Plaza las Americas. : The Ponce Cruise Port, the Puerto Rico Convention Center, and major attractions such as El Morro, El Yunque, San Cristobal Fort, and hotels throughout the northern region of Puerto Rico, including all areas around San Juan, continue to be open for business. Our beaches, restaurants, attractions, hotels and travel service providers across the Island are ready to share Puerto Rico's unique culture and warm hospitality with travelers.

Is the water safe to drink?

Given electricity impacts water supply, we are in close contact with the government, the Health Department and the Puerto Rico Aqueduct and Sewer Authority to learn more about the status of potable water as power is restored throughout the Island. While we gather additional information, we recommend travelers drink bottled water as a precautionary measure.

If people want to help, how can they?

One of the best ways that people can show their support for Puerto Rico at this time, is to keep their upcoming vacations, work trips, meetings, conferences and events and consider a visit in the year ahead. Tourism is vital to the local community and to keep the economy recovering, Puerto Rico needs to maintain the record-breaking tourism boom it experienced in 2019, which fueled the local communities. The local [American Red Cross](#) chapter is gathering donations for those who wish to provide support to those in the southern region.

For travelers staying in short-term rentals, are there any resources to consult?

We recommend travelers reach out to their unit owners, property managers, or booking platforms directly should they need specific assistance related to their stay. For any other emergencies, they should contact the local police authority or dial 911.

What about taxis and cabs? Everything operating normally?

Taxis and ride sharing options are available throughout the Island.

Will these earthquakes impact my upcoming event or meeting?

Puerto Rico is open for business and that there are no disruptions to events and/or meetings as areas outside the southern region of the Island. We are committed to the success of meetings and events in Puerto Rico, and thankful for your ongoing trust and partnership. Planners with upcoming events/meetings should reach out to their travel providers, hotels and other businesses should they have any specific questions.