

Tourism Industry FAQs on Executive Order 2020-04 Updated Mandatory Quarantine Protocols

1. What does this quarantine mean for travelers?

All incoming passengers regardless of origin of travel or transit, are subject to a 14-day quarantine at a government designated facility upon entry to Guam.

2. When does the quarantine take effect?

The quarantine is under Executive Order 2020-04. As per DPHSS Guidance Memo 2020-03, protocols were updated and are in effect 12:01AM Tuesday, March 31, 2020.

3. 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) within the last 72 hours 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 AND PASSENGERS MAY BE SUBJECT TO MANDATORY QUARANTINE. The certificate must also be in English.**

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

All travelers are subject to quarantine at a government designated facility.

5. What will happen if a traveler does not volunteer to be quarantined?

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

6. If I pre-booked a hotel can I stay there instead of the government designated facility?

No. Effective 12:01AM on March 31, 2020, all travelers must stay at the government designated quarantine facility.

7. I am a returning resident of Guam, can I self-quarantine at home?

No. Effective 12:01AM on March 31, 2020 you must stay at the government designated quarantine facility.

8. Are airline and ship crew's exempt from the mandatory quarantine?

No, unless otherwise authorized by the government.

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

You will still be subject to quarantine at a government designated facility.

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

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

11. Who is considered a "non-resident"?

A non-resident is considered as a person who does not live and work on Guam or does not have strong ties to the community.

12. Who is handling the ground transportation from the airport to the government designated quarantine facility for travelers?

The Government of Guam will enforce and provide transportation.

13. 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.

14. What happens during the quarantine period?

Asymptomatic travelers 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.

15. What if I am just a transiting passenger?

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

16. Do these protocols apply to residents?

Yes. Residents will be required to quarantine at the government designated facility.

17. Why are these protocols being implemented across the board for all travelers when countries abroad 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.

18. How do we ensure proper sanitation measures are taking place at a quarantine facility?

The approved quarantine facility has implemented pandemic plans to ensure protocols are in place for regular sanitation and provide protection for employees and guests. The Department of Public Health has also done their due diligence in inspecting the facility before approval.

19. Are quarantine facilities decontaminated at the end of the quarantine period?

Yes, protocols and decontamination procedures are implemented. The Government of Guam is working with quarantine facilities to ensure decontamination takes place for up to 15 days. The government will also ensure decontamination methods are EPA and OSHA compliant.

20. How are tourism industry employees protected while working at quarantine sites?

All approved quarantine sites are reviewed and approved by the Guam Police Department, Guam Fire Department and DPHSS before receiving quarantined individuals. The Government of Guam also coordinates with the facilities to follow the pandemic plan for employees to operate back of the house functions to ensure they are protected and not have direct contact with quarantined individuals.

The government has provided staffing to operate on quarantined floors to further protect industry employees from exposure and ensure enforcement of quarantine protocols.

21. Who stays at a quarantine facility?

Any resident and non-resident traveler who arrived on Guam during this mandatory quarantine will stay at the government designated quarantine facility.

22. If I am traveling with my family will we get separated?

Families and children will not be separated.

23. How can I communicate and receive accommodations for special, personal needs such as medication, treatment of a pre-existing medical condition or disability?

Please declare these needs during your screening process with the Department of Public Health upon arrival. You can also communicate these needs during the daily screenings at the quarantine facility.

24. How do the mandatory protocols apply to military personnel?

The Government of Guam is working with Joint Region Marianas and military personnel are subject to the mandatory quarantine.

25. If I am coming from a destination that does not have any COVID-19 cases, am I exempt from mandatory quarantine?

No. Effective 12:01AM on March 31, 2020, no exemptions will be made.