



GOVERNMENT OF PUERTO RICO

Puerto Rico Tourism Company

September 19, 2017

To all Industry Partners,

Please pay close attention to the information below as it contains essential Hurricane María updates. The Government of Puerto Rico and the Puerto Rico Tourism Company (PRTC) stand by you in this challenging time and we are confident that the public and private sectors have worked diligently to safeguard the lives of our teams and guests.

Hurricane Warning:

5:10 AM AST Tue Sep 19
Location: 16.0°N 62.3°W
Moving: WNW at 9 mph
Min pressure: 930 mb
Max sustained: 160 mph

- As of 5am EST today, Hurricane María is a powerful Category 5 hurricane expected to cross directly over Puerto Rico today.
- Maria is moving slowly at 9 mph (15 km/h), and this general pace is expected to continue through Wednesday.
- The eye of Maria will approach the Virgin Islands and Puerto Rico tonight and Wednesday.
- **The Puerto Rico Tourism Company (PRTC) is encouraging all industry stakeholders to finish all emergency preparations as soon as possible and safeguard the lives of all staff members and guests. The path of Hurricane María directly over Puerto Rico is imminent and will be a dangerous incident.**
- Stay informed of the latest National Hurricane Center updates by visiting: <http://www.nhc.noaa.gov/>

Airport & Airline Information:

Airports

- The San Juan International Airport remains open. AEROSTAR is maintaining regular operations until 7:00pm.
- The airport is expected to reopen on Thursday once damages are assessed.
- A meeting will be held at 10:00am today (Tuesday morning), with airlines and agencies involved. Operations schedule and updates will be communicated throughout the day.



Airlines

- Each airline defines its flight schedule today and potential cancellations.
- Contact airlines' 1-800 numbers or website for information for flight status and arrangements.
- Travelers without flight arrangements should not head over to the airport, and should instead call the airlines to confirm travel.

Important Note for Hotels

- Note that airport and major airlines will continue to operate flights weather permitting. Last minute cancellations are expected as Hurricane María approaches. We ask that all lodging partners consider that travelers whose flights are canceled at the last minute, and have recently checked out, will need to quickly return to safety.
- To lessen the possibility of having to handle tourists or visitors without lodging arrangements, we strongly encourage you to allow guests that will be checking out today, to promptly check in again if flight cancellations are experienced.
- If your property can enact this policy, please inform guests upon checkout so as to minimize the possibility of having travelers without lodging arrangements in this life-threatening situation.

PRTC Support

Hotline

The PRTC HOTLINE is available for hotels, travelers and industry partners 24/7 at 1(877) 976-2400. Travelers can also contact a customer service representative via online chat at sepuertorico.com

Emergency Assistance

If you require emergency assistance, Madeline Santiago, the PRTC Interagency Emergency Coordinator, can be reached at 787-525-4899 or at 787- 724-0124 ext. 30031 or 3000. (madeline.santiago@tourism.pr.gov)

Executive Liaison

The PRTC team is standing by to assist all industry stakeholders before, during and after the passing of Hurricane María.

Each PRTC endorsed property has been assigned a high level or regional executive available to answer any questions and assist you throughout (cellular connection permitting). If you are not yet in touch with your liaison, [please review liaison assignments in the spreadsheet found HERE](#) and call or text as necessary.

Direct contact information for the PRTC liaisons:

- Carla Campos, Deputy Director (787-356-7474)
- Imaris Arocho, Special Aide to the Deputy Director (787-908-1400)
- Carlos Romo, Special Aide to the Executive Director (787-602-3015)
- Saúl Suárez, Director of Planning and Development (787-531-4250)
- Jovani Narváez, Director of Administration and Human Resources (787-379-7063)

- Janice Ramírez, Director of Legal Advising (787-509-4972)
- Luis Umpierre, Chief Financial Officer (787-349-8030)
- Shelyn Silva, Vieques Information Center Supervisor (787-413-2008)
- Miguel Santiago, Regional Director for Porta del Sol (787-248-0303)

Traveler & Industry Information:

Please refer travelers to www.puertoriconow.seepuertorico.com for updated information on weather, hotels, flights, cruises, island attractions, important contact information and links.

Agency	Telephone
PRTC Hurricane Hotline for Hotels, Guests and Industry Partners	1(877) 976-2400
Madeline Santiago, PRTC, Interagency Emergency Coordinator	787-525-4899
The Puerto Rico State Agency for Emergency and Disaster Management	787-724-0124
FEMA	787-296-3500
Puerto Rico Electric Power Authority	787-289-3434
The Puerto Rico Firefighters Corps	787-343-2330
Puerto Rico National Weather Service	787-253-4586
Police Department	787-343-2020
Red Cross	787-758-8150
Puerto Rico Water Authority	787-620-2482

Lodging Preparedness:

- The most dangerous part of this system will be crossing directly over Puerto Rico.
- Please identify safe zones within hotel properties that can shelter guests and staff during the peak of the storm.
- Monitor the hurricane path closely and make sure to inform guests and staff of the approximate time when they should report to the previously identified safe zones.
- **Ensure preparedness measures are in place by 3:00P.M. on Tuesday, September 20 for tourism businesses located on mainland Puerto Rico. Vieques and Culebra properties should have already enacted full emergency protocols.**

Attractions:

Casinos

- Casinos are now closed (effective at 5:30am on Tuesday, September 19).
- Opening times are yet to be confirmed but tentatively scheduled for Friday, September 22 at 11:20am or 7:30pm.

Other Attractions

- All other major tourist attractions remain closed.

Official Media Statement:

OFFICIAL STATEMENT FROM JOSE IZQUIERDO, EXECUTIVE DIRECTOR OF THE PUERTO RICO TOURISM COMPANY

The safety and security of our visitors is of utmost priority as we prepare for Hurricane Maria. We've been open for business on the tourism front post-Irma, and feel very confident we have the right preparedness plans in place to recover quickly. We are collaborating tourism industry partners to ensure preparedness plans are in place and everyone is well-informed and safe.

We're fortunate to have recovered very from Irma. Our tourism infrastructure has been fully operational and we have continued to welcome visitors to the Island these past few weeks. While it's too soon to tell, we feel optimistic it will be "business as usual" across our major hotel and tourism attractions as soon as possible after hurricane Maria.

As always, the safety and security of our visitors and residents is our number one priority. Government agencies are prepared and on standby to assist residents and visitors and the PRTC is here to help as best we can through this time. We urge you to take all necessary precautions in preparation for Hurricane Maria.

José R. Izquierdo

Executive Director
Puerto Rico Tourism Company