

A Message to Travelers

Last Update: September 25, 2017 4:30 pm EDT

If you're thinking of visiting Puerto Rico or have travel plans booked in the coming weeks, we're here to keep you informed.

The safety and security of everyone on the Island is our biggest priority in the aftermath of Hurricane Maria. We continue working with state and federal government agencies and collaborating with our industry partners to assess the impact and continue to provide updates to you.

Airport Updates:

- The Luis Muñoz Marín International Airport (SJU) is operational again but on a limited schedule from 7:00 AM to 5:00 PM EDT until Monday, September 25.
- There are approximately ten commercial flights scheduled daily:
 - Six American Airlines flights: five to/from MIA and one to/from PHL
 - One Delta flight to/from ATL
 - Two JetBlue flights to/from JFK
 - One Spirit flight to/from Orlando
- International flights are expected to resume Monday, September 25.

Reservations are not being managed at the airport. Only travelers with confirmed flights should go to the airport. Travelers are encouraged to make flight arrangements by contacting airlines directly.

Airplane seat capacity is extremely limited and airlines continue to work on additional recovery flights.

Please note that all this information is subject to change. We encourage travelers to contact airlines directly, as they have the most up-to-date information specific to each traveler's circumstances.

Lodging Updates:

While an assessment of all properties is still underway, this is what we're able to share at this point.

The following hotels are closed and not taking new reservations until further notice. If you have an existing reservation in the coming days, please contact the hotel directly for rebooking.

- Condado Plaza Hilton (planning to reopen on October 15)
- El San Juan Hotel
- Embassy Suites Dorado del Mar Beach Resort
- Ritz-Carlton Reserve Dorado Beach
- W Retreat in Vieques
- Gran Melia
- Coral by the Sea
- Wyndham Grand Rio Mar (planning to reopen at the end of the year)

The following hotels are open, but not taking new reservations prior to September 30:

- Hilton Ponce Golf & Casino
- Caribe Hilton
- Hilton Condado Lagoon Villa
- Embassy Suites Isla Verde

- Hampton Inn Isla Verde
- DoubleTree Hotel San Juan

The following hotels are open, but not taking new reservations prior to October 15:

- Hyatt Place San Juan
- Hyatt House San Juan

The following hotel is open, but is not taking new reservations prior to October 22

- Hyatt Hacienda del Mar (Dorado)
- Hotel El Convento
- Sheraton Old San Juan
- Vanderbilt Hotel
- AC Hotel in Condado
- La Concha Hotel
- InterContinental Hotel in Isla Verde
- San Juan Marriott
- The Wave Hotel
- Holiday Inn Express San Juan
- El Canario Inn
- Coral Princess Inn
- At Wind Chimes In
- Verdanza Hotel
- Best Western Condado Palm Inn and Suites
- Comfort Inn San Juan
- Hotel Miramar
- Hotel Villa Montaña

The following hotels are open, but are not taking new reservations prior to October 31:

- Hilton Condado Lagoon Villas

The following hotels are not taking new reservations prior to December 15:

- El Conquistador, a Waldorf Astoria Resort
- Las Casitas Village at El Conquistador

If you have a trip scheduled for this upcoming week, we recommend you call your hotel or travel agent directly and consider alternative plans.

This is some contact information that may prove useful:

- Hilton Hotels [1-800-445-8667](tel:1-800-445-8667) hilton.com
- Marriott Hotels [1-800-721-7033](tel:1-800-721-7033) www.marriott.com
- Hyatt Hotels [1-800-323-7249](tel:1-800-323-7249) hyatt.com
- Wyndham Hotels [1-800-466-1589](tel:1-800-466-1589) wyndhamhotels.com

Puerto Rico Tourism Company Travelers Support Center:

We are online and standing by to support you. If you have questions about your upcoming travel plans, please call: [787-522-5960](tel:787-522-5960).

Aid and Support:

Many of you have inquired about ways to help us get back on our feet. Your support means a lot to us and is greatly appreciated. Please visit unitedforpuertorico.com for information on how you can make a difference.

United for Puerto Rico is an initiative brought forth by the First Lady of Puerto Rico, Beatriz Rosselló, in collaboration with the private sector, with the purpose of providing aid and support to those affected in Puerto Rico by the passage of Hurricane Irma and Hurricane María.

We are confident that Puerto Rico will quickly recover. We came together not long ago to help our Caribbean neighbors post-Irma and it's this generosity, the hospitality of our people, and the beauty of our Island that we know will continue to entice millions of travelers like you to visit us.

Please continue to check back with us here and thank you for your continued interest in visiting us. We're looking forward to welcoming you to our Island once again.

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