



# GOVERNMENT OF PUERTO RICO

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## Puerto Rico Tourism Company

September 5, 2017

To all Industry Partners,

The safety and security of our visitors is of utmost priority for the Government of Puerto Rico, the Puerto Rico Tourism Company (PRTC), and our industry partners. Hurricane Irma is making its way towards Puerto Rico and special precaution must be taken to ensure everyone's safety.

### Emergency Contact Information:

In case of emergency hotel guests should first contact their front desk for immediate assistance. Additionally, the following contact information should be utilized if needed:

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



## Hurricane Warning:

**11:00 AM AST Tue Sep 5**  
**Location: 16.8°N 58.4°W**  
**Moving: W at 14 mph**  
**Min pressure: 931 mb**  
**Max sustained: 180 mph**

- Irma has increased in strength to Category 5 with winds of 180 mph and is expected to continue as a major hurricane as it approaches Puerto Rico and the U.S Virgin Islands late Wednesday morning.
- Irma is expected to move just northeast of the local islands Wednesday through Thursday, with hurricane force winds possible across Puerto Rico and strong tropical force winds likely elsewhere. Rainfall accumulations between 4 to 8 inches are likely Wednesday through Friday.
- Stay informed of the latest National Hurricane Center updates by visiting: <http://www.nhc.noaa.gov/>

## Government Response:

- Ricardo Rosselló Nevares has declared a State of Emergency given the imminent path of Hurricane Irma and has activated the National Guard to assist throughout. This measure has been put in place to safeguard the wellbeing of our visitors and residents alike.
- The Puerto Rico State Agency for Emergency and Disaster Management (SEMA) is tasked with coordinating the work of the interagency group that is monitoring the trajectory of the tropical system. SEMA Director Abner Gómez, informed that the phone line 787-724-0124 will be available to provide storm related information.

## Lodging Preparedness:

- Industry partners are encouraged to take necessary precautions to safeguard the safety and wellbeing of staff and guests, including:
  - Testing power generators and water cisterns in addition to securing fuel and water supply in preparation for potential power and water outages.
  - Reviewing local hotel contingency plans and preparing staff accordingly.

## Evacuation Plans:

- Evacuation plans and shelters have been prepared to protect the safety of residents and visitors alike in vulnerable zones. Authorized agencies will inform hotels if evacuation is necessary. Hotels will, in turn, inform guests of evacuation procedures. Shelters are available for all.
- While evacuation in tourist zones is highly unlikely– as most hotel infrastructure meets minimum safety standard to manage this kind of situation– we encourage you to keep guests informed of any updates.
- Information on area specific shelters can be found in: [www.temporadadehuracanes.pr.gov](http://www.temporadadehuracanes.pr.gov)
- Visitors that want to seek shelter in other hotels are encouraged to call the PRTC HOTLINE for assistance: 1(877) 976-2400

## Airport & Airline Information:

### Luis Muñoz Marin International Airport

- Luis Muñoz Marin International Airport will be closing all operations on Wednesday, September 6 at 12:00 PM.
- All inbound and outbound operations will be suspended at that time. The airport will resume operations after 12:00 PM on Thursday, as soon as conditions are favorable and damage has been assessed.
- The PRTC will keep hotels updated as to the situation at the airport.
- The PRTC does not recommend travelers head to the airport without a confirmed flight.

### United Airlines

- United Airlines has canceled all flights departing on Wednesday, September 6. Service will resume once Hurricane Irma passes and conditions are safe for travel.
- Contact your airline's 1-800 number or website for information on flight status and arrangements.

### Copa Airlines

- The last inbound flight to SJU is scheduled to arrive at 11:00 PM on Tuesday, September 6. Service will resume once Hurricane Irma passes and conditions are safe for travel.
- Contact your airline's 1-800 number or website for information on flight status and arrangements.

### Avianca

- Avianca has confirmed flights for Tuesday and Thursday, weather permitting. Wednesday's schedules are canceled.
- Contact your airline's 1-800 number or website for information on flight status and arrangements.

### Vieques & Culebra Airports

- Vieques Air Link is operating final flights to transfer passengers from Vieques to mainland Puerto Rico until 3:00 PM. The PRTC is working closely with hotels, guests and the airline to ensure necessary transport arrangements for visitors that must leave Vieques before Hurricane Irma's passing.
- Cape Air has canceled all operations. All passengers and hotels have been notified.
- Air Flamenco has canceled all operations. All passengers and hotels have been notified.
- The PRTC will inform visitors on Vieques and Culebra once airline service is reinstated.

*\*\*\*The PRTC encourages all guests staying in Vieques and Culebra to consider making the necessary arrangements to travel to mainland Puerto Rico. While local businesses and government are taking the necessary measures to ensure the safety of all residents and visitors while on the islands, transportation to and from Vieques and Culebra as of Wednesday, may take more time than usual to coordinate and reinstate.*

## Closing of Attractions:

### Casinos

- San Juan metro area casinos will close operations at 6:00 PM on Tuesday, September 5. Casinos in the remainder of the island will remain open until 9:00 PM, on Tuesday, September 5.
- Reopening of casinos will depend on conditions.

### Water Attractions and Excursions

- All maritime vessels are required by the Coast Guard to stay on port. Hotels and visitors will be informed once the Coast Guard lifts this restriction.
- Ferry service to Vieques and Culebra has closed all operations. It will be reinstated once conditions are favorable.

### El Yunque

- El Yunque National Forest will be closed to the public effective Tuesday, September 5.
- The Forest and facilities will remain closed to the public until further notice and once roads and recreation facilities are determined to be safe.
- The public is advised to monitor weather updates and media advisories as to when the Forest will reopen or follow the Forest Twitter page at: [www.twitter.com/elyunquenf](http://www.twitter.com/elyunquenf)

### San Juan National Historic Site (El Morro and San Cristobal)

- The San Juan National Historic Site remains closed. In addition, all administrative facilities will be closed.
- For further information on status of closure and details on when facilities may re-open please call 787-729-6777, or visit [www.nps.gov/saju](http://www.nps.gov/saju).

## Cruise Ships:

- Cruise Ships previously scheduled to dock on the San Juan Port on Wednesday, September 6 have been rerouted to other ports of call.

## Executive Order 2017-046:

- Governor Ricardo Rosselló Nevaes signed Executive Order 2017-046, prohibiting the sale of alcoholic beverages during Hurricane Irma. Lodging facilities are exempted.

## General Preparedness:

Now is the time to bring to completion all preparations to protect life and property in accordance with your emergency plan. The PRTC encourages all industry partners to remain vigilant and calm. Puerto Rico is well prepared for handling inclement weather and storms. Government agencies are prepared and on standby to assist residents and visitors alike. Should you require of our assistance, do not hesitate to contact our team at the numbers provided.

Sincerely,



José R. Izquierdo  
Executive Director