

Official Information from the Government of the State of Quintana Roo
COVID-19 Statement Number 3 – March 17, 2020

THE MEXICAN CARIBBEAN CONTINUES TO WELCOME VISITORS AND REMAINS VIGILANT WITH RIGOROUS COVID-19 PREVENTION ACTIONS

QUINTANA ROO, MEXICO – March 17, 2020. The state of Quintana Roo in Mexico – home to the Mexican Caribbean’s most popular tourist destinations including Cancun, Playa Del Carmen, Riviera Maya, Cozumel Island, Tulum, Isla Mujeres, Puerto Morelos, Isla Holbox and Grand Costa Maya – continues to welcome visitors while maintaining rigorous protocols to ensure the detection, prevention and minimization of risks associated with COVID-19.

After nearly two months of coordinated measures across the government and private sector, only four confirmed cases of COVID-19 have been reported in the State of Quintana Roo. It is important to mention that all these cases have to do with individuals that live in Mexico. A Mexican-Italian and three Mexican nationals traveled abroad and had contact with someone that was positive for COVID-19. All health protocols were immediately implemented, including isolation of the patients and starting the appropriate treatment, as well as tracing the individuals they came into contact with.

The global COVID-19 situation is receiving the highest levels of attention and action by the Quintana Roo State government – with supervision by the State’s Ministry of Health – as well as the private sector and the wider travel industry. **Due to these efforts, the risk to visitors remains among the lowest in the world.** There is currently no impact to the visitor experience, and as such all destinations in the Mexican Caribbean are open for business.

We warmly invite travelers to enjoy the incredible hospitality, beautiful weather and beaches, culinary, entertainment and adventure activities, while also requesting that they follow Centers for Disease Control (CDC) recommended guidelines for personal hygiene and prevention.

Key facts to highlight:

- **There has been only four imported cases of COVID-19 in the Mexican Caribbean in more than two months.** Each was quickly detected, isolated and provided treatment, and their contacts were immediately traced and notified. All isolation protocols have been followed to minimize risk.
- **Because of the low risk, the CDC has no recommendation against visiting the State of Quintana Roo due to COVID-19** unless you are a member of a high-risk group where non-essential travel anywhere in the world should be avoided ([high-risk group definition and information](#)).
- **There are no travel bans or restrictions for visitors returning from Quintana Roo to the United States, Canada and most foreign countries,** as long as you have not also visited a country with a “Level 3 travel health notice” by the CDC within the last 14 days ([list of countries](#)). Some countries have begun to limit entry to only their citizens and permanent residents – for more details please consult your country’s State Department or this [tracker of entry restrictions by country](#).
- **International passengers arriving to the Cancun International Airport (CUN) must pass through a thermal scanner to measure body temperature.** If an elevated temperature is detected, a medical evaluation is required before entry is permitted. Additionally, all arriving passengers are asked to complete a health questionnaire and are provided information on hygiene best practices and health support services through materials and displays on 77 airport televisions.

To ensure that the State of Quintana Roo continues to offer all visitors to its Mexican Caribbean destinations an exceptional experience with the lowest level of risk possible, the following steps have been taken and will continue to be diligently implemented and monitored:

- Real-time monitoring of all international developments and recommendations from the WHO, CDC and Mexico's federal Ministry of Health and the Bureau of Epidemiology.
- Ongoing communications and updates from the Quintana Roo Ministry of Health to share international protocols, best practices and other support to private companies and individuals in order to ensure all measures are taken to prevent issues as well as detect and manage risks.
 - This includes regular public health communications for businesses, residents and visitors, including videos, tip sheets and a website with all of the latest information ([website](#)).
- International airport operators, hotels, transportation companies, tour operators, restaurants and the entire travel sector in Quintana Roo are working tirelessly to ensure the highest levels of cleanliness as well as monitoring for any signs of illness. They are prepared for rapid response measures to contain risks and support individuals should they need assistance.
 - This includes the use of thermal body temperature scanners at the Cancun International Airport (CUN) to review all incoming international passengers.
- In addition to these strong efforts in Mexico, other foreign governments, health organizations, airport operators, and airlines have implemented advanced screening procedures for air travelers departing areas impacted by COVID-19. These include screening ticketed passengers before flying by reviewing their travel history, temperature and symptom checks and should an individual be deemed as presenting a high-risk, their travel plans will be suspended.
 - These screening and detection measures that take place prior to arrival in Quintana Roo continue to greatly reduce the number of visitors who are high risk from ever arriving.
- Prevention measures have been taken in all tourist transport and main land terminals and passenger crossings. As well as large-scale training through videos made for all companies in the tourism sector, as well as preventive training and use of protection measures for taxi drivers, transporters, hotels and other forms of accommodation, restaurants, parks, water parks, among others.

These are just some of the efforts underway to ensure Quintana Roo continues to minimize risks associated with COVID-19 while warmly welcome visitors from around the world.

We also are asking that all travelers follow all of the [CDC's recommended prevention practices](#) and maintain the highest levels of personal hygiene and immediately self-report symptoms that may require professional medical evaluation and support. Highlights of these recommendations include:

- Clean your hands often with soap and water, washing for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your mouth and nose with tissues or the fold of your elbow if you sneeze or cough.
- Avoid close contact with people who are sick
- Stay at home if you are sick

Additionally, the state of Quintana Roo offers 24-hour hotlines in English and Spanish should any tourist have questions or need any other kind of assistance while they are visiting the Mexican Caribbean:

- Quintana Roo Epidemiological and Health Intelligence Unit (UIES): 800 832 9198
- Quintana Roo Guest Assist: 800 00 44 800
 - Both of them offer bilingual assistance and provide 24-hour service
- Toll-free calling is also available from six international countries:
 - Spain: 900985288
 - US & Canada: 18552673363
 - Brazil: 0 8008913052
 - UK: 0 8082345859
 - Rest of the World: +52 1 9988685180

As new information is available, we will continue to share updates and wish to reiterate the commitment of the State of Quintana Roo and its tourism industry to protecting the well-being of all travelers.

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