

A woman with blonde hair in a bun, wearing a red one-piece swimsuit, is seen from behind hanging from a wooden beam. She is holding onto the thick, reddish-brown ropes of a hammock-like structure. The background is a vibrant turquoise ocean with gentle waves. In the distance, some sailboats and a coastline are visible under a clear blue sky. The overall scene is tropical and relaxing.

travelweek

CARIBBEAN

COMEBACK GUIDE / OCTOBER 2020



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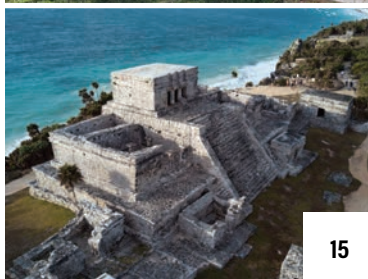
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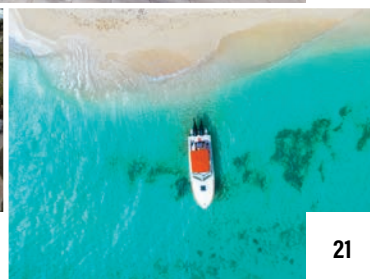
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PUBLISHER'S LETTER



Travel agents and industry friends,

Never before has our beloved industry been faced with a crisis like COVID-19. No one could have predicted a global halt to travel, the ripple effects of which have been felt by everyone from the world's biggest airlines all the way to tour guides, porters and hotel staff in the most remote destinations. But while it's certainly true that we have never faced such a challenge, it's also true that we have never before rallied together as a united industry the way that we have in these past few months.

With the all-important winter season approaching, our travel industry partners in the Caribbean are optimistically awaiting the return of Canadian visitors, with ample consideration being taken to safety and hygiene. Several major tour operators have Sun departures ready to go, a growing number of hotels and resorts have reopened, and an increasing number of COVID-19 travel insurance options is being made available to Canadians. But despite this, Canadians continue to face government advisories and a mandatory quarantine, not to mention an increasing number of COVID-19 cases in many of their favourite destinations.

For the first time in recent memory, winter in the Caribbean – a long-running tradition for many Canadians – looks uncertain at best.

So what can we do to reassure travellers and support our Caribbean partners?

Keep moving forward, knowing that travel will come back better – and safer – than ever before.

A recent survey by Travelweek found that 82% of travel agents are optimistic about the future. Plus, when asked which region they think will recover first, a majority 49.6% of respondents said the Caribbean/Mexico.

With this in mind, we've been working with our industry partners to lay the groundwork for a recovery in travel, and provide clarity to travel agents about what the new normal looks like in the Caribbean. Which islands can clients visit right now? What safety measures have been put in place? And how different will the resort experience be this winter? All of these questions were addressed during our 'Caribbean Comeback' virtual conference on Sept. 30, which was viewed by thousands of travel agents and industry professionals across the country. This complementary 'Caribbean Comeback Guide' builds on the success of our conference, and provides travel agents with all the information they need to sell the Caribbean at this time.

On pages 6 and 7, you'll find key statistics from our recent survey about booking and travel trends in the Caribbean. On page 8, we've also rounded up the latest news from Canada's top airlines regarding their upcoming Sun programs. And from pages 21 to 38, we've included a go-to resource for agents complete with entry requirements and relevant information from some of the Caribbean's top destinations.

Travelweek has always prided itself on being a Canadian media company dedicated to supporting travel agents so that they, in turn, can create unforgettable vacations for their clients. While this is certainly a difficult time for us all, we remain steadfast in our commitment to keep the Canadian travel industry informed through Travelweek Daily, Travelweek magazine, agent and consumer surveys, webinars and virtual conferences with top executives in every sector.

We encourage all travel agents to stay connected and stay informed. You can reach us at any time at travelweek@travelweek.ca. And to all our friends in the Caribbean, we look forward to sipping margaritas with you again soon!



Devin Kinasz

Publisher, Travelweek

"Travelweek has always prided itself on being a Canadian media company dedicated to supporting travel agents so that they, in turn, can create unforgettable vacations for their clients."

CARIBBEAN STRONG

Winter in the Caribbean has been a long-standing tradition for Canadian vacationers for years. But with the COVID-19 pandemic imposing travel restrictions around the world, travel plans have been put on hold – indefinitely – for many.

This, says the Caribbean Tourism Organization (CTO), has led to an unprecedented 57% decline in tourist arrivals between January and June 2020, compared to the same period last year. As a result, visitor spend is estimated to have fallen 50%-60%, a devastating outcome for islands heavily reliant on tourism.

But being a resilient industry, travel is slowly but surely recovering in the region, with many destinations reopening their borders and welcoming back tourists in recent weeks. With stringent health, safety and hygiene protocols in place across the sector, from airports and hotels, to beaches, restaurants and attractions, travel professionals in both Canada and the Caribbean are hopeful that the winter 2020/21 season can still be somewhat salvaged.

"Bringing people together in such an environment of solidarity and trust advances the cooperation and collaboration needed to help us move beyond the pandemic," said Neil Walters, Acting Secretary General of the CTO. "Since the greatest resource in the Caribbean is our people, any investment will result in benefits for generations to come."

TESTING & ENTRY

The majority of Caribbean destinations that have reopened their borders are permitting Canadians to enter – albeit with their own individual rules and regulations. Although entry requirements differ across the region, the dominant trend in the Caribbean has been testing travellers prior to entry to mitigate the spread of COVID-19. Destinations like Aruba, Bahamas, Barbados, Saint Lucia and Turks and Caicos have all made it mandatory for tourists to present negative

results from a certified COVID-19 test taken within a certain number of days prior to arrival. Other destinations like the Dominican Republic and the Mexican Caribbean have no such requirements in place. Travel agents are encouraged to visit the Caribbean Tourism Organization's website for the most up-to-date protocols and requirements: www.onecaribbean.org/resources/coronavirus.

REOPENED HOTELS

With travel grinding to a complete halt in March during the early days of the pandemic, hotels and resorts in the Caribbean were forced to temporarily shutter their doors, rebook their guests and issue travel credits where necessary. But with the situation somewhat stabilizing in certain islands, and a small number of airlines resuming flights to Sun destinations, hotels and resorts have begun the process of welcoming back guests with a newfound focus on health and safety. Big-name brands like Sandals Resorts, Bahia Principe Hotels & Resorts, Marriott International, Meliá Hotels & Resorts, Palladium Hotel Group, RIU Hotels & Resorts and more have all either launched new safety programs or enhanced their existing health protocols. Many have also revised their booking policies to provide more flexibility to guests during this time.

COVID-19 TRAVEL INSURANCE

Several insurance companies, tour operators and even hotels and resorts have announced COVID-19-specific travel insurance in recent weeks to give travellers added peace of mind at this time. Blue Cross and B2C insurance provider Medipac were the first to announce COVID coverage in July, and a few weeks later Allianz Global Assistance and Air Canada Vacations announced a joint venture to offer their own insurance plan. Since then, Manulife has launched its COVID-19 Pandemic Travel Plan, and WestJet, Air Canada, Sunwing and Transat have all come forward with comprehensive COVID coverage built into their packages and/or flights. In addition, the Dominican Republic is now offering a temporary assistance plan at no cost to hotel guests until December 2020, while Palladium Hotel Group is also going above and beyond with new insurance offered to guests at any Grand Palladium or TRS Hotel in Mexico, Jamaica and the Dominican Republic.

TRAVELWEEK'S 2020 TRAVEL AGENT SURVEY

Do you feel that there will be significant pent-up demand resulting in many bookings when travel restrictions ease?

Yes - 83%

No - 17%

When bookings do come back, what do you think will be the first to recover

Caribbean

/Mexico - 49.6%

Canada - 33.1%

Europe - 9.9%

The United States - 3.3%

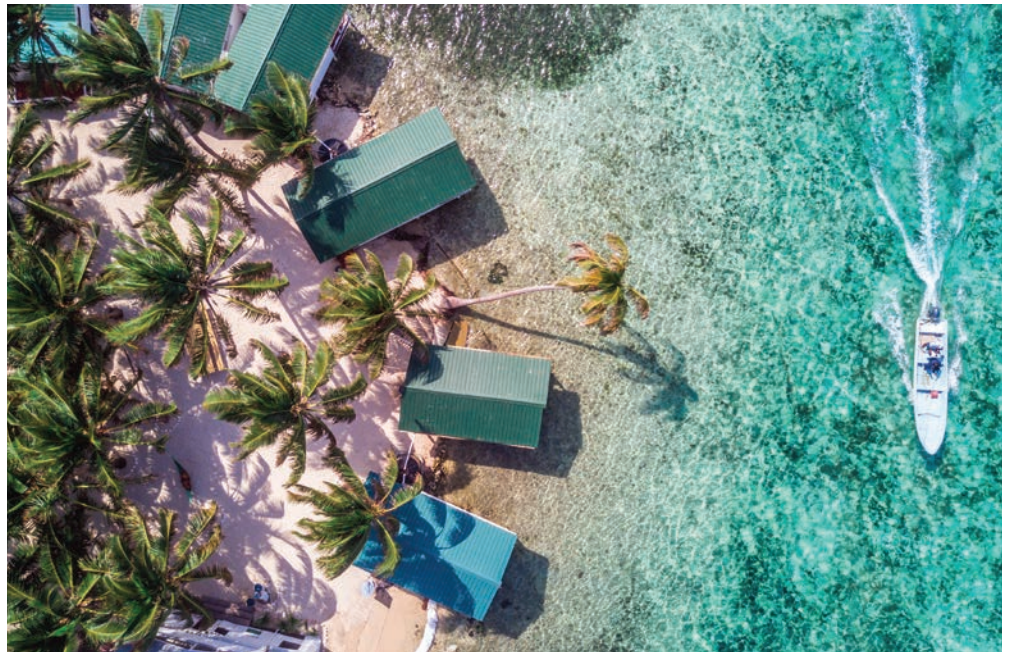
Other - 4.1%

Do you feel comfortable recommending the Caribbean to your clients at this time?

Maybe - 38.3%

Yes - 36.2%

No - 25.4%



A growing number of destinations are requiring mandatory pre-testing for COVID-19 prior to entry. Do you feel this will make your clients less likely to travel to these destinations?

No - 50.6%

Yes - 49.4%

What describes your general feeling about the future of travel?

Cautiously

Optimistic - 56%

Optimistic - 25.6%

Neutral/Undecided - 11.4%

Pessimistic - 6.9%

Do you think that the COVID-19 pandemic has shown travellers the value of working with a travel agent?

Yes - 94%

No - 6%

A TOTAL OF 336 CANADIAN TRAVEL AGENTS PARTICIPATED IN THE SURVEY, WHICH TOOK PLACE IN SEPTEMBER 2020. FULL REPORTS FROM THE SURVEY WILL BE AVAILABLE AT [TRAVELWEEK.CA](https://www.travelweek.ca) IN OCTOBER.



TRAVELWEEK'S 2020 CONSUMER SURVEY

LAUNCHED IN PARTNERSHIP WITH STAR METROLAND MEDIA

How soon after the travel restrictions are lifted will you travel again, in your estimation?

Within 6 months - 66.7%,
More than 7 months - 33.3%

If travel opened back up tomorrow, where would you consider travelling to first?

Canada - 35.2%
Caribbean/Mexico - 31.9%
Europe - 15.6%
The United States - 9.5%
Rest of the World - 7.8%

Do you feel safe travelling to the Caribbean this winter?

No - 54.9%
Yes/Maybe - 45.1%

What kind of trip are you wanting to take most?

Beach Vacation - 51.5%
City Break - 15.9%
Cruise or River
Cruise - 15.2%
Other - 17.4%



A growing number of destinations are requiring mandatory pre-testing for COVID-19 prior to entry. Does this make you less likely to travel to these destinations?

No - 71.7%
Yes - 28.3%

After the pandemic is contained, are you more likely to seek out the services of a travel agent when booking your trips?

Yes - 61.6%
No - 38.4%

A TOTAL OF 2,599 CANADIAN CONSUMERS PARTICIPATED IN THE SURVEY, WHICH TOOK PLACE IN SEPTEMBER 2020. FULL REPORTS FROM THE SURVEY WILL BE AVAILABLE AT [TRAVELWEEK.CA](https://www.travelweek.ca) IN OCTOBER.



WHO'S FLYING WHERE?

Canada's top airlines are ready for sun & fun

AIR CANADA

Canada's largest airline will fly a comprehensive winter schedule from October 2020 to March 2021 that includes an extensive list of sun destinations. These include: Antigua (St. John's); Aruba (Oranjestad); Bahamas (Nassau); Barbados (Bridgetown); Bermuda (Hamilton); Cayman Islands (Georgetown, Grand Cayman); Colombia (Cartagena); Costa Rica (Liberia); Cuba (Cayo Coco, Havana, Santa Clara, Varadero); Curaçao (Willemstad); Dominican Republic (El Catey, Punta Cana); Grenada (St. George's); Guadeloupe (Pointe-A-Pitre, Grande-Terre); Jamaica (Montego Bay); Martinique (Fort-de-France); Mexico (Cancun, Cozumel, Huatulco, Ixtapa, Los Cabos, Mexico City, Puerto Vallarta); Panama (Panama City); St. Kitts (Basseterre); St. Lucia (Vieux Fort); St. Maarten (Philipsburg); St. Vincent (Kingstown); Trinidad and Tobago (Port of Spain); and Turks and Caicos (Providenciales Island).



Credit: iStockphoto / Shutterstock.com



Credit: Markus Mankel / Shutterstock.com

WESTJET

As part of its 2020 fall schedule, WestJet will operate flights to 48 destinations starting on Oct. 4, including three in Mexico and two in Jamaica. The carrier is bringing back non-stop service between Toronto and Kingston and Montego Bay in Jamaica, as well as between Toronto and Cancun.

TRANSAT

As part of Transat's winter program, Air Transat will offer direct service from Montreal, Toronto and Quebec City to various sun destinations.

From Montreal, it will fly to: Colombia; Costa Rica; Cuba; the United States; Guadeloupe; Haiti; Honduras; Jamaica; Mexico; Martinique; Panama; Puerto Rico; the Dominican Republic; St. Maarten; and El Salvador.

From Toronto, it will fly to: Colombia; Cuba; the U.S.; Jamaica; Honduras; Mexico; Panama; the Dominican Republic; and St. Maarten.

From Quebec City, it will fly to: Cuba; the United States; Mexico; and the Dominican Republic.

Direct flights to the most popular destinations in Florida, Mexico and the Caribbean are also scheduled from Halifax, Hamilton, London, Moncton and Ottawa.

SUNWING

Sunwing is resuming operations over the coming months to several top sun destinations, including Mexico, Jamaica and the Dominican Republic.



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unspoilt • untouched • undiscovered

PLATINUM PROTOCOLS

Sandals Resorts is setting the bar when it comes to safety and cleanliness

Sandals Resorts is going above and beyond to keep guests and employees safe in 'the new normal' with its newly launched Sandals Platinum Protocols of Cleanliness.

The series of health and safety measures has been rolled out across all 15 Sandals Resorts and three Beaches Resorts, and includes everything from social distancing and enhanced sanitization, to staff training and temperature checks. All this, says Sandals Resorts' Deputy Chairman Adam Stewart, are in line with the company's long-standing commitment to service excellence.

"In a time where health and safety are now top of mind for everyone, we can confidently say that cleanliness and safety have always been our #1 priority," he says. "Our existing industry-leading practices have been enhanced to include several pre-emptive cleanliness measures set forth in our Sandals Platinum Protocols of Cleanliness, guaranteeing our guests' peace of mind from a brand they can trust."



As part of the new protocols, Sandals has integrated advanced hygiene practices across 18 key touch points, including the airport lounge, guest transfers, guestrooms, food and beverage outlets, fitness centres, spas, Kids Camps, beaches and more.

A Triple-Check system has been implemented to keep all resorts cleaned and sanitized on an ongoing basis, and a minimum of three inspections are performed daily. These inspections include all hard surfaces, public restrooms that are sanitized in 20-minute intervals, kitchens, bars and restaurants, and pools and hot tubs.

Housekeeping measures not include additional hospital-grade disinfectants, electrical aerosol sprayers, the use of UV-LED lighting equipment and air duct sanitization for each arrival and upon each departure.



To promote social distancing, Sandals has added more airport transfers with fewer guests per vehicle, extended check-in times between visitors, limited capacity in elevators and more.

All staff are now required to wear protective face gear and gloves at all times when on resort as well as undergo temperature checks before the start of each shift.

With these new protocols in full effect, Sandals Grande Antigua was the first to reopen on June 4. Since then, the following resorts have also reopened their doors: Sandals Montego Bay; Sandals Royal Caribbean; Sandals Negril; Sandals Grande St. Lucian; Sandals Regency La Toc; Sandals Royal Barbados; and Sandals Barbados.

Opening in the coming months will be: Sandals Grenada (Oct. 1); Sandals South Coast (Oct. 1); Sandals Royal Plantation (Oct. 8); Sandals Ochi (Nov. 1); Sandals Emerald Bay (Nov. 1); Sandals Halcyon Beach (Nov. 1); and Sandals Royal Bahamian (Jan. 28).

FOR MORE INFORMATION GO TO [SANDALS.COM/CLEANLINESS-PROTOCOLS](https://www.sandals.com/cleanliness-protocols)

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and miles of untouched paradise.

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THE NEXT PHASE

Anguilla is set to launch Phase Two of its reopening plan on Nov. 1

Anguilla's Ministry of Tourism is getting ready to launch Phase Two of its reopening on Nov. 1, 2020. On this date, hotels, resorts and villas will be added to the approved and certified list of accommodations, and eligible tourists will be able to return to the sun-soaked island.

Applications for tourist arrivals opened on Sept. 30 for travel dates as of Nov. 1. Priority is being given to long-stay travellers as well as those from low-risk countries where the COVID-19 virus prevalence is less than 0.2%. Persons from high-risk countries will be reviewed on a case by case basis.

All visitors will be given a PCR test upon arrival, with subsequent testing done on day 10 of their visit, for those originating from low-risk countries, and on day 14 for guests from high-risk countries. A negative test result obtained three to five days prior to arrival is also required.

This three-testing protocol has demonstrated a predictive value rate of 97% in identifying the virus in persons from a low-risk area, says the Hon. Parliamentary Secretary, Quincia Gumbs-Marie.

"There are three main principles that have governed and grounded our efforts as we formulated our reopening protocols: research, risk mitigation and capacity," she says. "Given our current COVID-19-free status, management of risk is at the center of our strategy."

Managing these stringent re-entry protocols does come at a cost, which is why the Government of Anguilla has established the following fees, payable only on approval of the application:



FOR STAYS OF 5 DAYS OR LESS AT A CERTIFIED PROPERTY

Individual traveller: **US\$300**

Couple: **\$500 + \$250 per additional family member**

Family: **Main applicant \$300 + \$250 per additional family member**

FOR STAYS OF 6 DAYS TO 3 MONTHS AT A CERTIFIED PROPERTY

Individual traveller: **\$400**

Couple: **\$600 + \$250 per additional family member**

Family: **Main applicant \$400 + \$250 per additional family member**

FOR STAYS OF 3-12 MONTHS AT A CERTIFIED PROPERTY

Individual traveller: **\$2,000**

Family of 4 persons (main applicant + 3 dependents): **\$3,000 + \$250 per additional family member**

FOR VISITORS QUARANTINING AT GOVERNMENT FACILITIES

Individual traveller: **\$2,000**

Family of persons (main applicant + 3 dependents): **\$3,000 + \$250 per additional family member**

FOR MORE INFORMATION GO TO [IVISITANGUILLA.COM](https://www.visitanguilla.com)

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A GREEN LIGHT ON TOURISM

Archaeological sites in the Mexican Caribbean have begun to gradually reopen

After reopening to tourists on June 8, the Mexican Caribbean is now ready to reopen its archaeological sites with new sanitary measures.

Thanks to the coordinated efforts of health officials and recent updates to the region's epidemiological 'traffic light' system, the National Institute of Anthropology and History (INAH) has approved the



gradual reopening of key historical sites in the north. Ones that have already reopened include Tulum, Cobá, San Gervasio, and Muyil.

"The reopening of archaeological sites has been the most frequently asked question we've received during these last few months," said Darío Flota Ocampo, director of the Quintana Roo Tourism Board, which represents 12 destinations including Cancun, Riviera Maya and Playa del Carmen. "We're thrilled to finally



begin reopening and continue offering travellers the opportunity to explore the cultural heritage of the Mexican Caribbean."

To ensure the safety of visitors and staff, archaeological sites have implemented new measures including reduced capacity, group maximums of 10 (including guided tour groups), sanitary filters at entrances and mandatory usage of masks or face coverings.

Tulum will be limited to 2,000 visitors daily, while Cobá will see only 1,000 visitors per day. San Gervasio and Muyil will not enforce a limit as they typically see a minor influx.

The destinations of Cancun, Costa Mujeres, Cozumel, Holbox, Isla Mujeres, Playa del Carmen, Puerto Morelos, Riviera Maya and Tulum recently celebrated the next phase of the epidemiological light system, transitioning from orange to yellow. This means that economic activity has been reactivated and that select public beaches can gradually reopen.

Since the beginning of the health crisis, the state authorities of Quintana Roo, including the Tourism Board, have implemented strict hygiene and sanitation protocols across airports, ground transportation, hotels, restaurants and recreational centres.

On the state of tourism in the region, Flota added: "We are working hard to recover and increase the number of tourists coming to our destinations, and we are starting to see the numbers go up, both in the air connectivity from different parts of the world and in the increase in hotel occupancy. We hope to have a very good last quarter of the year."

FOR MORE INFORMATION GO TO [MEXICANCARIBBEAN.TRAVEL](https://mexicancaribbean.travel)

HERE COMES THE SUN

Bahia Principe Hotels & Resorts is ready to welcome back guests

With travel slowly but surely resuming across the Caribbean, Canadians can once again enjoy world-class vacations with Bahia Principe Hotels & Resorts.

The hotel company began opening select resorts in popular Sun destinations like the Dominican Republic, Mexico and Jamaica on July 1, with most other properties in the Caribbean expected to reopen by next spring. Each reopened resort will welcome back guests with new health and safety protocols made in accordance with local governments and standards set by HS Consulting, an international consulting firm specializing in the tourism industry.



"We are committed to guaranteeing safe and responsible services with a high degree of customer service," said Gavin Jimenez, National Accounts Manager for Bahia Principe Hotels & Resorts. "From requesting health certifications from guests to sanitizing luggage on arrival, these are just some measures that are in place to adapt to and anticipate guests' needs."

Other safety protocols include mandatory masks for staff when a minimum distance of two metres is not possible, safety kits for guests upon arrival, limited capacity in all facilities, protective screens at buffets, restaurants and shops, digital pre-check-in and more. Though guests are not required to wear masks (except if showing symptoms), they will undergo a temperature check upon arrival and be asked to fill out a health declaration as a preventative measure.

Caribbean resorts that are already open include: Bahia Principe Luxury Ambar and Bahia Principe Fantasia Punta Cana in the Dominican Republic, Bahia Principe Luxury Akumal in Riviera Maya, and Bahia Principe Grand Jamaica.

Resorts reopening in the Dominican Republic in the next few months include: Bahia Principe Grand La Romana (Dec. 15, 2020); Bahia Principe Luxury Bouganville (April 1, 2021); Bahia Principe Luxury Esmeralda (April 1, 2021); Bahia Principe Grand Aquamarine (April 1, 2021); Bahia Principe Grand Punta Cana (Dec. 15, 2020); Bahia Principe Grand Bavaro (May 1, 2021); Bahia Principe Grand El Portillo (Dec. 15, 2020); Bahia Principe Luxury Samana (Nov. 1, 2020); and Bahia Principe Luxury Cayo Levantado (Feb. 1, 2021). Bahia Principe Grand Turquesa in Punta Cana and Bahia Principe Grand Cayacoa in Samana have no scheduled opening date.

In Riviera Maya, Mexico, the completely renovated Bahia Principe Grand Tulum will reopen on Nov. 15, 2020, while both Bahia Principe Grand Coba and Bahia Principe Luxury Sian Ka'an are expected to open their doors on April 1, 2021.

Bahia Principe Luxury Runaway Bay in Jamaica will welcome back guests on Dec. 1, 2020.

Jimenez recommends that agents check out Bahia Principe's official YouTube channel where they can watch recent videos that detail the company's safety protocols and learn more about new offerings.

FOR MORE INFORMATION GO TO [BAHIA-PRINCIPE.COM](https://www.bahia-principe.com)



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November 2020

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BACK TO BUSINESS

Canlink's luxury resorts are resuming operations across the Caribbean

Canlink's collection of luxury properties throughout the Caribbean and the United Kingdom, like most hotels around the world, were forced to temporarily close this past spring due to the COVID-19 pandemic. But during these past few months, management at these resorts did not stand idly by. Instead, they took the opportunity to implement new safety protocols in preparation for when they will be able to welcome back guests.

And now, that time has come, with many of Canlink's properties having already opened their doors, and all others reopening soon. Being true luxury resorts, these properties are able to offer absolute assurance that their guests' safety is their number one priority.

Resorts that have already reopened include the five-star Jamaica Inn, which welcomed guests back in July with a grand reopening cocktail party complete with champagne toasts, a ribbon-cutting and steel drum band. Also in Jamaica, Round Hill Hotel & Villas reopened with enhanced cleaning measures across the resort, while The Tryall Club is ensuring guest safety with its newly launched Tryall Club Commitment and Assurance Policy.

In St. Lucia, sister resorts Jade Mountain and Anse Chastanet reopened their doors on July 24. Anse Chastanet, known for its extra-large deluxe and premium suites and extensive art collection,



is a one-of-a kind resort that makes the foliage and surrounding landscape an integral part of the vacation experience. Jade Mountain, considered one of the world's most luxurious resorts, is renowned for its bold architectural design that brings the outside in.

Grace Bay Club in Turks & Caicos has also reopened with an extensive list of safety protocols that includes everything from temperature checks to deep cleaning of guestrooms and reduced capacity in restaurants.

In Barbados, Sea Breeze Beach House and South Beach Hotel have already reopened their doors, with Ocean Two Resort & Residences set to reopen on Oct. 24.

The final resort to reopen its doors will be Hermitage Bay in Antigua on Oct. 1.

"As Canadian vacationers again start planning for their return to travel, there is no doubt they will be proceeding with caution," says Canlink. "Canlink's properties have all gone above and beyond to ensure their guests are safe and comfortable."

FOR MORE INFORMATION GO TO [CANLINKTRAVEL.COM](https://canlinktravel.com)



JAMAICA

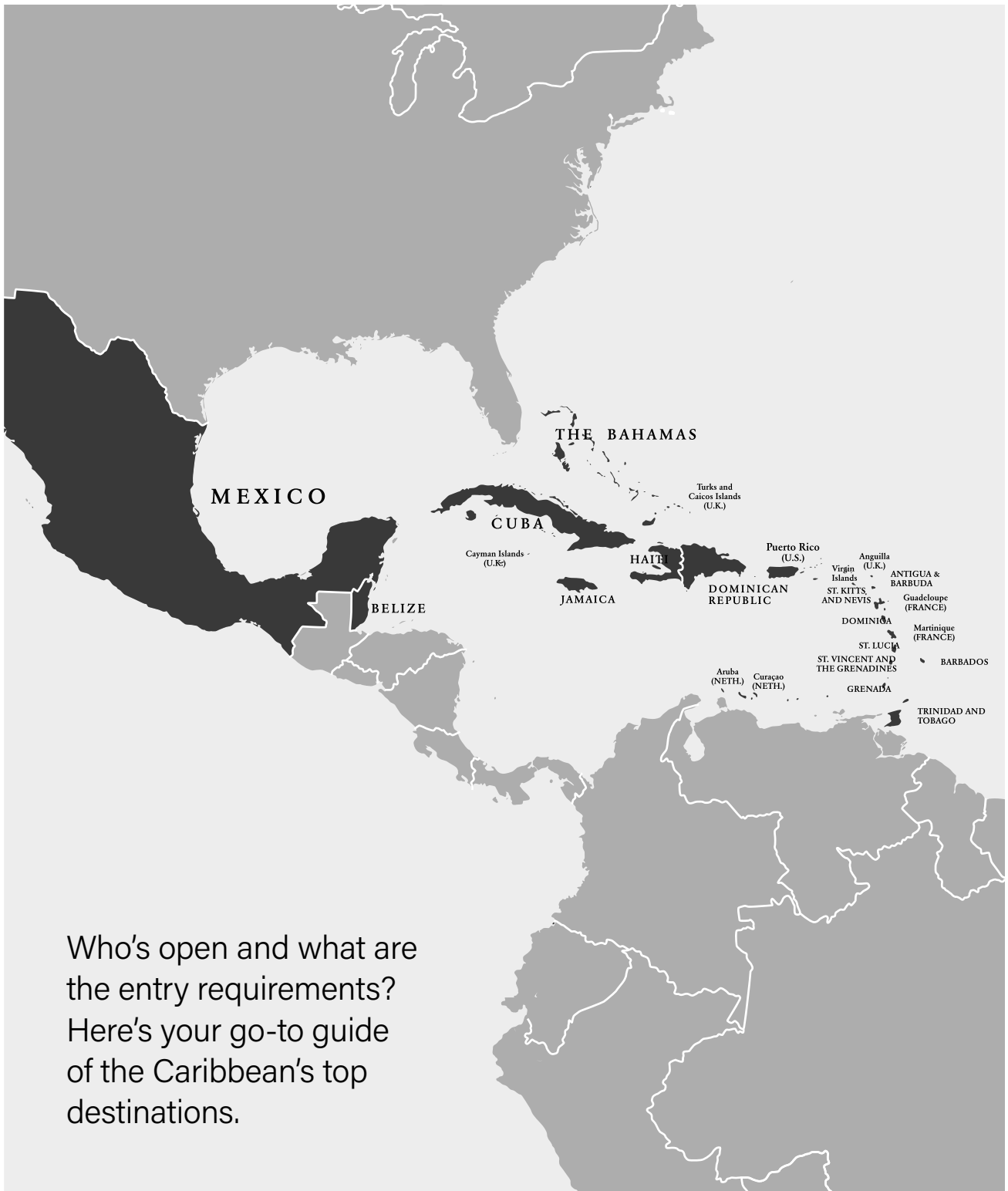
HEARTBEAT OF THE WORLD

Ride the Rhythm

Do you feel it?
Let's go!



visitjamaica.com



ANGUILLA

Tucked away in the northern Caribbean, Anguilla has retained its charming character while still appealing to foodies and adventurers alike

Entry requirements

Anguilla began accepting applications for tourist arrivals on Sept. 30 for travel dates as of Nov. 1, 2020. All visitors will be given a PCR test on arrival, with a second test administered on day 10 of their visit, for those originating from low-risk countries, and on day 14 for those arriving from higher-risk countries. A negative test result obtained three to five days prior to arrival is also required. During this stay-in-place period, visitors can enjoy all the facilities at their villa; once a negative result is returned after the second test, they are then free to explore the island. Visitor fees for individuals and couples also apply.

Top 3 reasons to visit

- 33 public, white sand beaches
- Top culinary scene
- Home to many 'world's best' hotels, resorts and villas

Popular activities

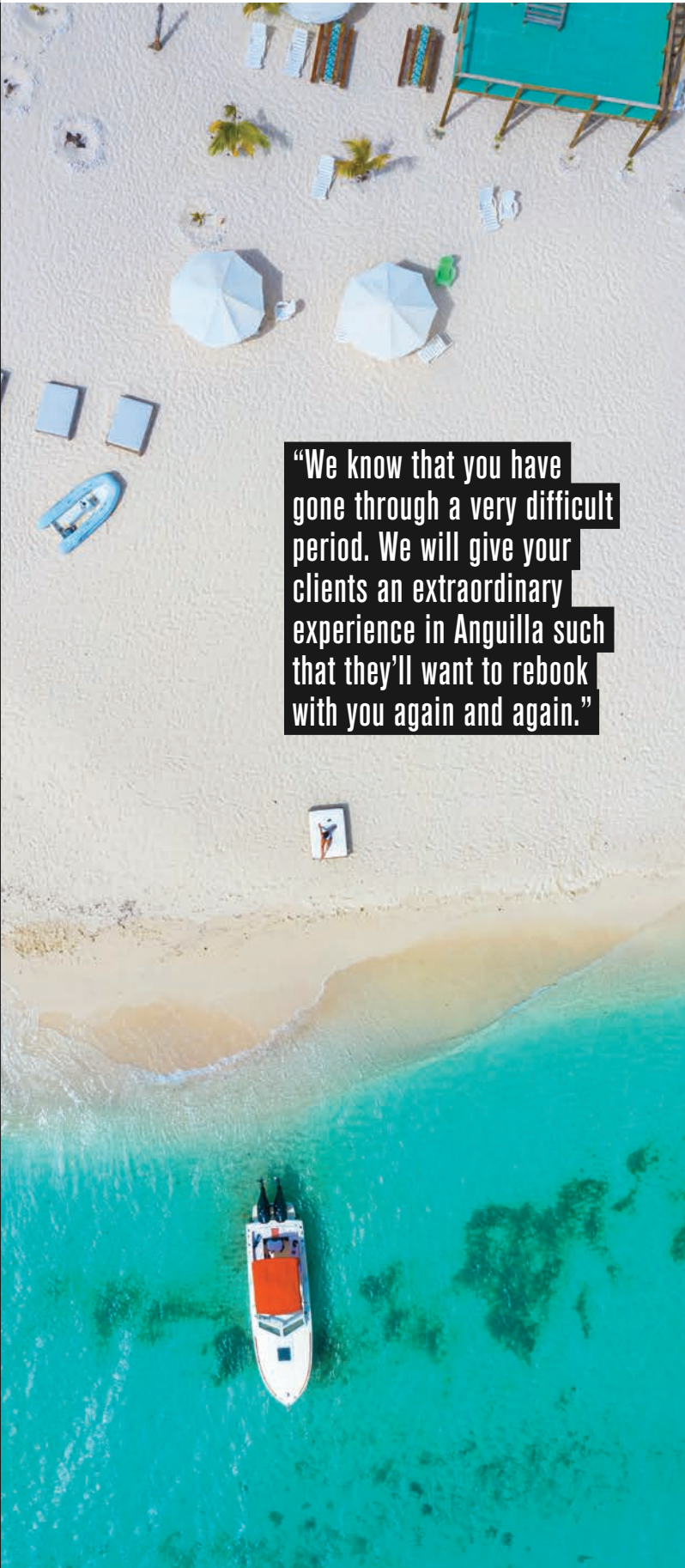
- Day trip to Sandy Island
- Snorkelling and diving
- Birdwatching

What agents should know

- Agents should book accommodations directly with hotels but they can also work with many villa suppliers like Villas of Distinction and HVN.
- To get to Anguilla, Canadians can fly via St. Maarten before taking a 20-minute ferry ride.

Helpful resources

www.beatcovid19.ai
www.ivisitAnguilla.com



"We know that you have gone through a very difficult period. We will give your clients an extraordinary experience in Anguilla such that they'll want to rebook with you again and again."

ARUBA

With pristine beaches on the south and west coasts, and a desert-like interior featuring dramatic rock formations, Aruba is an island like no other

Entry requirements

All visitors 15 years and older must take a molecular COVID-19 test between 72 to 12 hours prior to their departure flight to Aruba. If visitors choose to test at the Aruba airport, they must quarantine at their place of stay until a negative result is achieved. Results are received by email and/or via the Aruba Health app.

Top 3 reasons to visit

- Award-winning beaches
- Sight-seeing tours
- Ideal location outside the hurricane zone

Popular activities

- Hiking in Arikok Park
- Diving among shipwrecks
- Jeep safari tour

What agents should know

Become an Aruba Certified Expert (ACE) Advisor through Aruba's destination specialist program.

Helpful resources

[Aruba.com](https://www.aruba.com)

"It is more important than ever to stay connected. Join us on our Aruba Experts Facebook group – it's a great way to learn about upcoming fairs and webinars."



Quadirikiri Cave, Arikok National Park

BARBADOS

Despite spanning only 166 square miles, Barbados has a bounty of attractions, natural beauty and authentic Caribbean charm

Entry requirements

All visitors from High and Medium-Risk countries must take a COVID-19 PCR test from an accredited or certified facility within 72 hours prior to arrival. Canada has been deemed Medium-Risk. Visitors from Medium-Risk countries will be monitored daily for symptoms for seven days. As of Sept. 14, they'll also be required to take a second test; if they refuse the second test, they will be subject to quarantine for seven days. All visitors must also complete the Online Immigration/Customs form at travelform.gov.bb 24 hours prior to travel.

Top 3 reasons to visit

- Weddings & romance
- UNESCO World Heritage Sites
- Nature & wildlife

Popular activities

- Swimming with leatherback turtles
- Rum tasting
- Cricket match at Kensington Oval

What agents should know

The country is encouraging travellers to choose Barbados for extended stays against the new backdrop of remote working. On June 30, the Barbados Government announced the 12-month Barbados Welcome Stamp, a new remote work program that allows people to work remotely in Barbados for a maximum of 12 months. The visa is available to anyone who can meet the visa requirements and whose work is location independent.

Helpful resources

www.gisbarbados.gov.bb/covid-19-protocols

www.visitbarbados.org





"Bermuda is open and welcoming visitors. We appreciate everything our Canadian partners do to promote our beautiful island and we look forward to seeing you and your clients soon."



Hamilton



Hamilton

BERMUDA

Beyond Bermuda's legendary pink-sand beaches, sun-seekers will find everything from shipwreck dive sites and ancient caves, to golf courses and picture-perfect historic towns

Entry requirements

Prior to arrival, visitors ages 10 and up must take a COVID-19 PCR test within 72 hours (but no more than seven days) before departure and obtain a negative result. One to three days before departure, all visitors, regardless of age, must also complete the Bermuda travel authorisation process online and pay a US\$75 fee. Upon arrival, visitors must then undergo a COVID-19 PCR test at the airport; those with a pre-departure COVID-19 PCR test will quarantine at their accommodation until results are ready (approximately 24 hours). Another COVID-19 test must be administered on days 4, 8 and 14 at testing centres during their stay.

Top 3 reasons to visit

- Soft adventure
- Pink sand beaches
- Hospitable people

Popular activities

- Spa
- Scuba diving
- Golf

What agents should know

Refer to gotobermuda.com for itinerary ideas, travel guidelines and protocols, accommodation updates, deals and packages. Located under three hours from Toronto, Bermuda is currently accessible via direct service with Air Canada.

Helpful resources

www.gotobermuda.com

www.gotobermuda.com/guide-bermuda-bound-travellers

THE ISLANDS OF THE BAHAMAS

The Bahamas archipelago spans over 100,000 square miles of ocean, comprises 700 breathtaking islands and boasts the clearest water on the planet, with a visibility of over 200 feet

Entry requirements

All visitors must present a negative RT-PCR test taken no more than five days prior to date of travel. Upon arrival, they must self-quarantine for 14 days or the length of their stay (whichever is shorter) at a hotel, villa or other approved facility. The use of hotel facilities and amenities are permitted during this quarantine period.

Top 3 reasons to visit

- Located 3 hours from Toronto
- White, pink and beige sand beaches
- Year-round warm temperatures

Popular activities

- Diving
- Fishing
- Gambling

What agents should know

The Bahamas is the perfect destination for Canadians in search of a quick getaway. Air Canada offers early-morning departures so that clients can arrive in time for the 'Bahamas beach brunch.'

Helpful resources

www.bahamas.com

www.bahamas.com/tourism-reopening

Nassau

"We look forward to re-engaging with you in more meaningful ways as soon as we overcome and better adapt to the challenges of the pandemic."



CUBA

Cuba, the Caribbean's largest island, beckons with spectacular beaches, a laidback ambiance and unbeatable value for Canadian vacationers

Entry requirements

Canadians are currently allowed to travel to CCC, SNU and CYO in Cuba with a hotel & air package. Tourists are not permitted to travel to the mainland, while locals are not permitted to enter the Cayos. All other airports will reopen on Nov. 1. All international visitors are required to take a free COVID-19 PCR test upon arrival at the airport. Visitors will await their results, which will take approximately 24 hours, at their designated hotel; if positive, they will be transferred to an area hospital where they will receive treatment. Quarantine is not required upon arrival.

Top 3 reasons to visit

- Beaches
- World Heritage Sites
- Safe environment with excellent health services

Popular activities

- Fishing
- Scuba diving and snorkelling
- Dancing

What agents should know

Cuba's close proximity to Toronto and direct access from major cities across Canada make it easy to sell to all kinds of groups. A new generation of modern hotels are being built, most of them managed by international hotel chains. Plus, with international clinics at every resort area and doctors available at each hotel, Cuba is considered one of the safest destinations in the region.

Helpful resources

www.gocuba.ca

"Thank you for working with us to rebuild clients' trust. You have been real heroes and we are grateful for all the work that you do. We are here to support you and are only an e-mail away."

DOMINICAN REPUBLIC

This powerhouse destination is the second largest country in the Caribbean, with an incomparable mix of culture, history and warm hospitality

Entry requirements

All travellers are allowed to travel to the country at this time. Though a COVID-19 test and quarantine are not required for entry, a quick breath test will be administered to between 3% and 10% of passengers at airports and other ports of entry upon arrival. All passengers will need to perform a temperature check.

Top 3 reasons to visit

- The resorts
- The beaches
- Soft adventure

Popular activities

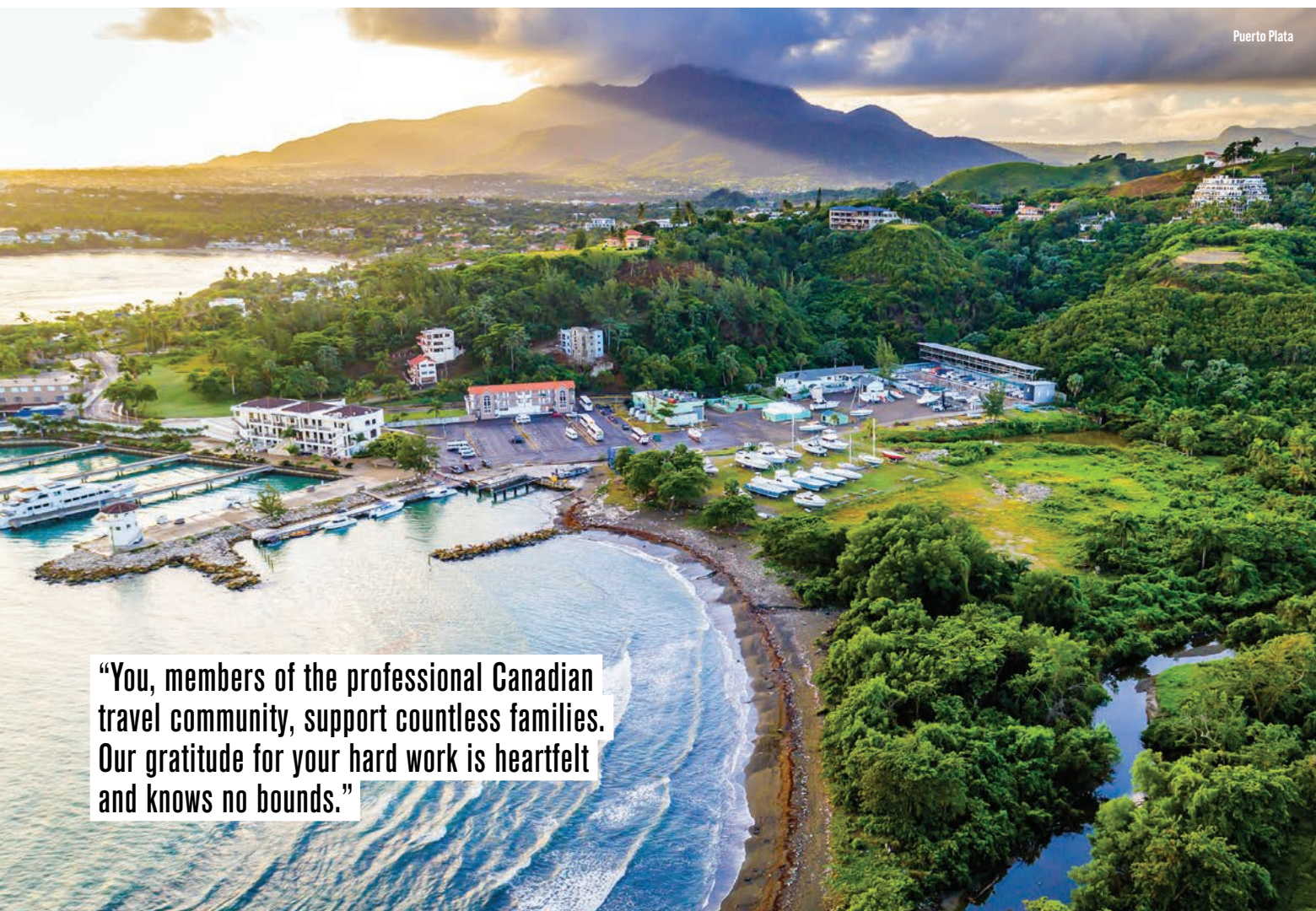
- Surfing in Cabarete
- Golf in Punta Cana, La Romana, Juan Dolio and Puerto Plata
- Snorkelling in Sosua and Paradise Key

What agents should know

As part of the Dominican Republic's Plan for the Responsible Recovery of Tourism, temporary insurance coverage for all tourists visiting a hotel will be available until December 2020. It includes coverage for emergencies, telemedicine, lodging for prolonged stays and costs for changing flights in the event of a COVID-19 infection.

Helpful resources

www.godominicanrepublic.com/newsroom/coronavirus/
www.GoDominicanRepublic.com
www.drvirtualcountry.com



Puerto Plata

"You, members of the professional Canadian travel community, support countless families. Our gratitude for your hard work is heartfelt and knows no bounds."

GRENADA

Known as the Spice of the Caribbean, this tri-island paradise includes Grenada, Carriacou and Petite Martinique, all of which are located outside of the hurricane belt

Entry requirements

A negative PCR test must be obtained within seven days departure. Canada has been added to Grenada's list of 'low-risk' countries, meaning that no quarantine is required for them upon arrival.

Top 3 reasons to visit

- Less crowds
- World-class cuisine
- Home to the world's first Underwater Sculpture Park

Popular activities

- Visits to chocolate factories and spice plantations
- Watersports like kayaking and paddle boarding
- Sunset sailing

What agents should know

Become a Grenada expert by taking the Specialist Programme at puregrenadaspecialist.com.

Helpful resources

www.covid19.gov.gd
www.puregrenada.com

"The Grenada Tourism Authority fully supports and admires our travel agent friends. We are so very grateful to you for your hard work and dedication to your clients during this unprecedented time."

Adelphi Waterfall

GADELOUPE

The two main islands of Guadeloupe – Basse-Terre and Grande-Terre – resemble the wings of a butterfly and are connected by bridges and a beautiful mangrove

Entry requirements

All visitors over 11 years old must present a RT-PCR test to detect COVID-19 less than 72 hours before their flight to Guadeloupe. If a negative COVID-19 certificate is not presented upon arrival in Guadeloupe, they must take a test at the airport at a cost of 84 Euros. Results will be achieved within 48 hours. No quarantine is required.

Top 3 reasons to visit

- 5 islands in total to explore
- History
- Cultural excursions

Popular activities

- Dance workshops
- Cooking
- Surfing

What agents should know

The top selling point of the Guadeloupe Islands is the fact that it's an archipelago of five islands, each of which offers a multitude of offerings. French is the main language, and the island is easily accessible from Canada, just over four hours via flight. When flights return to normal, the Guadeloupe Islands Tourist Board will be planning a travel agent fam and implementing a new certification program that includes many prizes to be won.

Helpful resources

www.lesilesdegadeloupe.com

www.gadeloupe-islands.com/reopening



"Thank you for supporting us during this uncertain time for our destination. The Guadeloupe Islands is looking forward to welcoming you and is here to support you when finalizing your sales."

JAMAICA

As the 'Heartbeat of the World,' Jamaica pulsates with stunning beaches, a year-long calendar of events and a dazzling array of resorts from coast to coast

"Travel agents are the cornerstone of our industry and the Jamaica Tourist Board is doing everything we can to support our valued partners during this incredibly challenging time."

Blue Hole Waterfall

Entry requirements

All non-resident visitors must complete a Travel Authorization questionnaire at visitjamaica.com and receive a certification to travel prior to departure. Canadians are not required to complete a COVID-19 PCR test. Quarantine is not required.

Top 3 reasons to visit

- Nature
- Adventure
- Wellness

Popular activities

- Climbing Dunn's River Falls
- River rafting on Martha Brae River
- Hiking/biking through the Blue Mountains

What agents should know

Jamaica has established two Resilient Corridors to encourage safe tourism practices through a rigorous set of COVID-19 protocols. These corridors stretch from Negril in Westmoreland across the northern coastline to Port Antonio in Portland, and from Milk River in Clarendon on the south coast to Negril in Westmoreland. Canadian travel agents can access training resources and more on the JTB Travel Agent Facebook group.

Helpful resources

www.visitjamaica.com/canada
www.jtbonline.org/home/covid-19-tourism-protocols

Blue Lagoon

MARTINIQUE

The French Caribbean island of Martinique goes by many names, including the Isle of Flowers, The Rum Capital of the World, and the Birthplace of Coffee in the New World

Entry requirements

Canadians ages 11 years and over are required to take a COVID-19 test 72 hours prior to travel to Martinique. There is no mandatory quarantine upon arrival.

Top 3 reasons to visit

- Easy access from Canada
- Creole cuisine
- Safe environment

Popular activities

- Rum tasting
- Sailing
- Water sports

What agents should know

Martinique is a French island with healthcare provided by the French government and certified by the European Union. It's only a four and a half hour direct flight from Montreal, with several connections available with Air Canada from across the country, including Toronto, Vancouver and Quebec City.

Helpful resources

www.martiniquepro.org/fr

Les Anses-d'Ariet

"Martinique loves you and is ready to welcome you as soon as possible!"





Tulum

MEXICAN CARIBBEAN

There are 12 destinations under the Mexican Caribbean umbrella, including Cancun, Riviera Maya and Playa del Carmen, each with its own charms and unique offerings

Entry requirements

The Mexican Caribbean, which is represented by the Quintana Roo Tourism Board, reopened on June 8. COVID-19 testing and self-quarantines are not required; there are currently no travel restrictions.

Top 3 reasons to visit

- Spa & wellness
- World-class resorts
- Golf

Popular activities

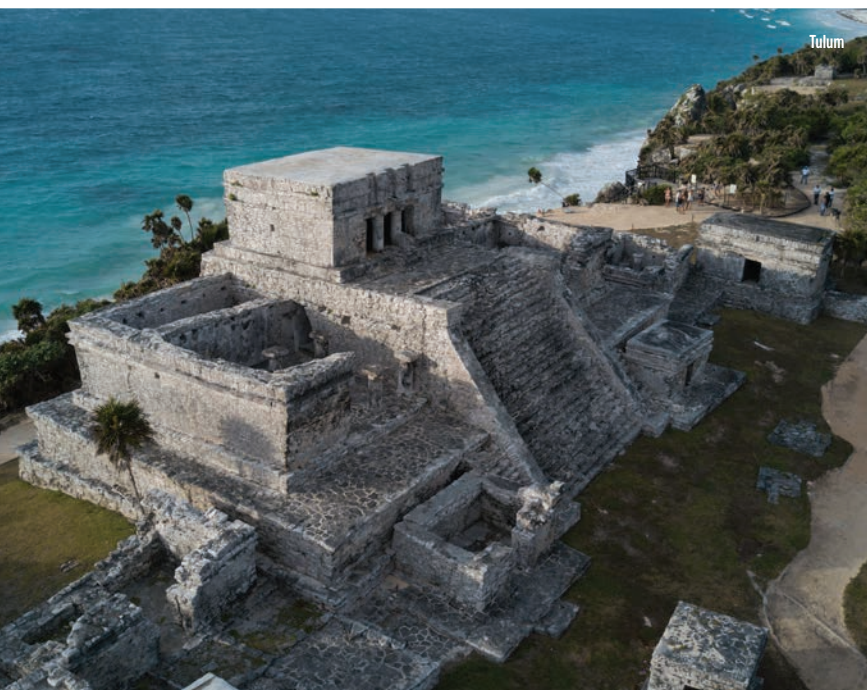
- Exploring the 50-kilometre Cenotes Route
- Discovering archaeological sites
- Dinner shows, discos & nightlife

What agents should know

Quintana Roo was one of the first regions in Mexico to have seen a decline in COVID-19 cases, thanks in large part to its Clean & Safe Check Certification program. As such, Cancun was one of the first five destinations in the world to be recognized with WTTC's Global Safety Stamp in May 2020, which is awarded to governments and businesses that meet global standardized health and hygiene protocols.

Helpful resources

www.mexicancaribbean.travel



Tulum



Cancun

PUERTO RICO

Puerto Rico is where the Old World meets the New, an island paradise home to majestic mountains and sun-kissed beaches

Entry requirements

Canadians are permitted to enter at this time but must first complete an online Travel Declaration form and submit results from a molecular COVID-19 test taken within 72 hours of travel. There is no quarantine required. A 10 p.m. curfew is in place through Oct. 2 for restaurants and shops.

Top 3 reasons to visit

- Bioluminescent bays
- History
- Cuisine

Popular activities

- Exploring nature reserves
- Golf
- Cruising

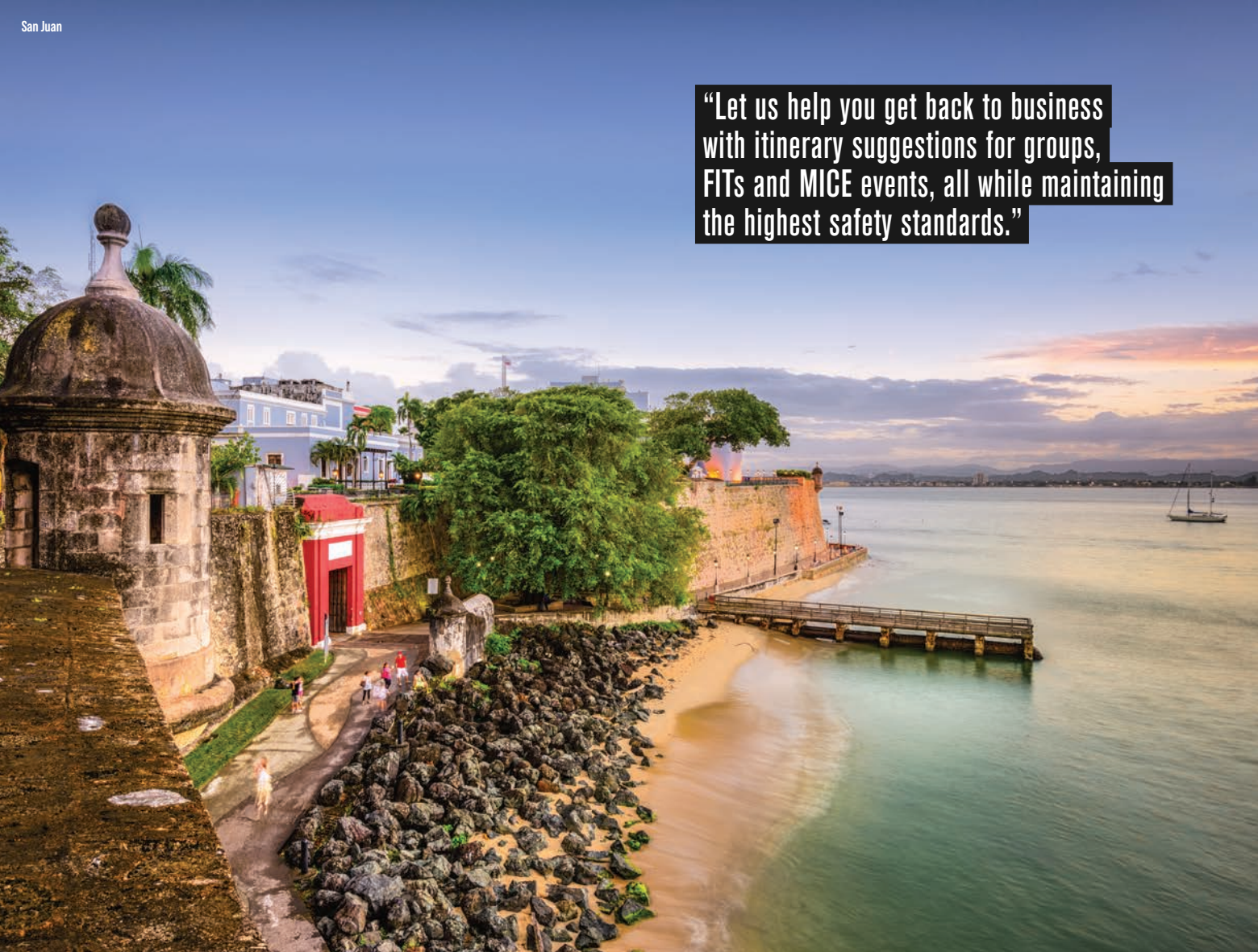
What agents should know

Puerto Rico differs greatly from the majority of the Caribbean. Learn how by becoming a Puerto Rico expert at www.discoverpuertoricoagents.com. Non-stop flights from Eastern Canada are available on Air Canada, WestJet and Transat from December to the end of April.

Helpful resources

www.discoverpuertorico.com/info/travel-guidelines
www.discoverpuertorico.com/travel-professionals

San Juan



“Let us help you get back to business with itinerary suggestions for groups, FITs and MICE events, all while maintaining the highest safety standards.”

SAINT LUCIA

As the only sovereign nation to be named for a woman, Saint Lucia is equal parts beauty and mystique, with family-friendly resorts, romantic retreats and an abundance of tropical wildlife

Entry requirements

Saint Lucia is open to visitors from Canada. All arriving passengers must have a negative result from a PCR test taken no more than seven days before arrival, as well as confirmed reservations at a COVID-19 certified accommodation provider for the duration of their stay. All visitors must also complete a Travel Registration Form to be submitted seven days before travel, and bring with them a printed copy. There is no mandatory quarantine.

Top 3 reasons to visit

- The views
- Sulphur Springs
- Caribbean cuisine

Popular activities

- Hiking or zip lining through the rainforest
- Making your own chocolate bar
- Soaking in Soufrière's volcanic mud baths

What agents should know

Become a SLEx (Saint Lucia Expert) agent at <https://edu.recommend.com/saintlucia>.

Helpful resources

www.stlucia.org/en/covid-19

www.stlucia.org/en

Saint Lucia Travel Agents

Facebook group

"Thank you for your support and perseverance, not just over these past few challenging months, but way before that as well. Keep on inspiring."



The Pitons

ST. MAARTEN

Home of the 'Friendly People,' St. Maarten/St. Martin is known as the smallest landmass to be divided by two nations

Entry requirements

A negative COVID-19 PCR test must be achieved within 120 hours prior to departure. Visitors who've taken an invalid test prior to departure will be subject to retesting on site at the airport at a cost of US\$125, and must quarantine while awaiting for results. Children under 10 years old are exempt from testing.

Top 3 reasons to visit

- Cuisine
- 37 beaches
- Bird watching

Popular activities

- Plane spotting at Maho Beach
- Bird watching at Parrot Ville
- Hiking, biking, ATV-ing, kite surfing, fly boarding

What agents should know

St. Maarten is the 'Culinary Capital of the Caribbean,' with over 99 nationalities contributing to its melting pot of foods and cultures. Track upcoming events on St. Maarten Tourism Board's Facebook page.

Helpful resources

www.vacationstmaarten.com



TOBAGO

Tobago, situated between its sister isle Trinidad and Grenada, is known for its untouched natural beauty and genuine warmth and hospitality of its people

Entry requirements

Although Tobago's border remains closed to international travel, the Tobago Tourism Agency Limited (TTAL) has worked to implement new health and safety protocols for when Canadians are able to return and travel again. Mandatory testing and quarantines are yet to be determined.

Top 3 reasons to visit

- Sea and beaches
- Caribbean's best birdwatching
- Romance and weddings

Popular activities

- Bioluminescence tours in Bon Accord Lagoon
- Night diving at Kariwak Reef
- Deep sea fishing at Castara Bay

What agents should know

Tobago has a wide variety of accommodations that range from rustic to more luxurious. Target clients who love an authentic experience and encourage them to interact with ultra-friendly locals.

Helpful resources

www.visittobago.gov.tt

Siren Communications: (416) 351-0777

"We in Tobago are grateful that you have chosen to recommend us to your clients. We, in turn, send our support back to you at this difficult time and look forward to welcoming you back soon."



TURKS & CAICOS ISLANDS

Comprised of over 40 islands and cays, eight of which are inhabited, the Turks and Caicos Islands are home to luxury accommodations, world-class spas and pristine beaches

Entry requirements

Canadians are permitted to travel to the country at this time but must first fill out an application for travel to Turks and Caicos on turksandcaicostourism.com and submit identification and legal documents for travel. A COVID-19 PCR test must be taken within five days of travel; quick tests will not be accepted on the application form. There is no mandatory quarantine.

Top 3 reasons to visit

- Turquoise waters
- Culture & heritage on sister islands
- Local food

Popular activities

- Scuba diving
- Horseback riding on land and in water
- Local Fish Fry every Thursday

What agents should know

The Turks and Caicos Tourist Board encourages all agents to do their research, as the country is still considered an unknown destination. It caters to both luxury and island-life vacations, with different selling points for all eight of its inhabited islands.

Helpful resources

www.turksandcaicostourism.com
www.gov.tc



“We have been faced with adversity before, not like this, but this too will pass and we can get back to making travel vacations come true. We at the Turks and Caicos Tourist Board support you. Do not hesitate to contact us at any of our offices.”



Future of Travel: Caribbean Comeback



EVERYTHING AGENTS
NEEDED TO KNOW
ABOUT THE CARIBBEAN
REOPENING TO TOURISM

**SUCCESSFULLY HELD
WED SEPT 30TH**

The live event included interviews with keynote speakers plus updates from Bahia Principe, Canlink, Turks & Caicos, Tobago, Grenada, Saint Lucia, Cuba, the D.R. and many more



KEYNOTE SPEAKERS

Neil Walters

Secretary General,
Caribbean Tourism
Organization



Adam Stewart

Deputy Chairman,
Sandals Resorts
International



Hon. Edmund Bartlett

Minister of Tourism,
Jamaica



Virgilio Russi

Managing Director
of Sales, International,
Air Canada



Samantha Taylor

Chief Marketing Officer,
Sunwing



Kenroy Herbert

Chairman,
Anguilla Tourist Board



Lizzie Cole

Executive Director of
Promotion, Quintana Roo
Tourism Board



Karolin Troubetzkoy

Executive Director Anse
Chastanet, Jade Mountain



Hosted by **Devin Kinasz**

Publisher, Travelweek

Avid globetrotter
and trained economist.

COVID PROTOCOLS CHART

	HAVE BORDERS REOPENED?	IS PRE-TESTING REQUIRED?	IS TESTING REQUIRED UPON ARRIVAL?
Anguilla	November 1	Yes	Yes
Aruba	Yes	Yes	Only if a pre-test has not been done
Bahamas	Yes	Yes	No
Barbados	Yes	Yes	Only if a negative PCR test result is not presented upon arrival
Bermuda	Yes	Yes	Yes
Cuba	Yes	No	Yes
Dominican Republic	Yes	No	No
Grenada	Yes	Yes	No
Guadeloupe	Yes	Yes	Only if a pre-test has not been done
Jamaica	Yes	No	No
Martinique	Yes	Yes	No
Mexican Caribbean	Yes	No	No
Puerto Rico	Yes	Yes	No
Saint Lucia	Yes	Yes	No
St. Maarten	Yes	Yes	Only if testing results provided are invalid
Tobago	No	TBD	TBD
Turks and Caicos	Yes	Yes	No

COVID PROTOCOLS CHART

IS A QUARANTINE REQUIRED?	NOTES	PAGE REFERENCE
Yes	Visitors must test negative 3-5 days prior to arrival with subsequent tests taken upon arrival and on day 10; during this period they must stay at their accommodation	22
No	All visitors 15 years and older must pre-test between 72 to 12 hours prior to arrival	23
Yes	Visitors must self-quarantine for 14 days or the length of their stay at their hotel	24
Only if refusing a second test in destination	Visitors must also complete the Online Immigration/Customs form at travelform.gov.bb 24 hours prior to travel	25
Yes	After undergoing a COVID-19 test at the airport, visitors 10 years and up must quarantine at their accommodation until results are ready	26
No	Tourists are only permitted to travel to the Cayos at this time	27
No	In lieu of testing, a breath test will be administered to between 3%-10% of passengers at airports and other ports of entry upon arrival	28
No for Canadians	Canada has been added to Grenada's list of 'low-risk' countries	29
No	Testing is only required for visitors 11 years and older	30
No	All visitors must complete an online Travel Authorization questionnaire	31
No	Testing is only required for visitors 11 years and older	32
No	There are currently no travel restrictions for visitors	33
No	Canadians must complete an online Travel Declaration form	34
No	All visitors must confirm reservations at a certified accommodation and complete a Travel Registration Form seven days prior to travel	35
Only while waiting for on-site test results	Visitors 10 years and older who present results from an invalid test will be subject to retesting upon arrival at a cost of US\$125	36
TBD	Mandatory testing and quarantines are yet to be determined	37
No	Canadians must fill out an online application for travel and submit ID and legal documents prior to travel	38