



JAMAICA CONTROLLED ENTRY PROGRAMME

FREQUENTLY ASKED QUESTIONS

Updated for New Protocols Effective for June 15-30, 2020

Working together, we will overcome COVID-19.

1. Who can I call for help if I have questions regarding the application process or if I am having difficulty completing the application?

We are pleased to advise that support is now available through a 24 hour dedicated Jamcovid support line as well as by email as follows:

US/Canada Toll Free Number – 1 (888) 786 2703

UK – 44 (800) 0465837

Jamaica – 1 876 656 9307

Email - support-jamcovid19@moh.gov.jm

We will respond to your email as soon as possible. We thank you for your patience and understanding and ask you to wait on a response, as increasing the number of queries by repeating your query, may cause other persons to have to wait longer for their response.

Please note that the 888-ONE-LOVE help line is a support hotline for persons in Jamaica to report their symptoms and is not to be used for the Controlled Re-Entry Programme.

We thank you for your understanding.

2. Why can I not get through to 888 ONE LOVE or the other numbers on the website?

The 888-ONE-LOVE help line is a support hotline for persons in Jamaica to report their symptoms or request health related services and is not for use under the Controlled Re-Entry Programme.

Please continue to observe all necessary precautions and guidelines to keep safe.

3. I submitted my online application and got a reference number, why haven't I heard anything since?

After you have submitted your application, it will be reviewed and if there is any missing information or other additional information that we require in order to consider it, you will receive an email notification asking for the additional information to be provided. This may take some time because of the number of applications we have received.

If no additional information is required, your application will be approved if it meets the Jamaican residence criteria and health criteria.

PLEASE NOTE THAT EVEN IF YOUR APPLICATION IS IN ORDER AND YOU MEET THE RESIDENCE AND HEALTH CRITERIA, IT MAY TAKE SOME TIME FOR YOU TO RECEIVE APPROVAL. THIS IS BECAUSE THE NUMBER OF PERSONS WE CAN ACCEPT AT ANY TIME IS LIMITED BY OUR TESTING AND QUARANTINE/ISOLATION CAPACITY.

We thank you for your patience and understanding.

4. Am I required to be tested for COVID-19 and quarantined on arrival in Jamaica?

We have introduced risk-based protocols effective for the period June 15-30 detailed below regarding testing AND QUARANTINE for COVID-19.

All persons arriving in Jamaica will be subject to a health screening and risk assessment by the health authorities. The health screening will include temperature checks, observation of symptoms as well as a short interview with a Health Officer. All persons will also be required to go through a sensitization that will advise them of the various infection prevention protocols within Jamaica – such as washing/sanitizing hands, wearing masks, social distancing, gathering restrictions and curfew hours, for example.

The risk assessment will determine the applicable testing and quarantine protocols based on four categories of travellers. For persons required to be tested for COVID-19, the test will be a PCR test and a sample will be taken by oropharyngeal and nasopharyngeal swabbing.

The risk-based testing and quarantine protocols differ among the following four categories of passengers:

1. Residents (nationals and non-nationals ordinarily resident in Jamaica)
2. Tourist visitors staying in the “resilient corridor”
3. Business visitors
4. Other visitors not falling into category 2 or 3

Travel Bubble Countries - Countries which were previously announced as a part of the “travel bubble” (namely Antigua and Barbuda, Bahamas, Barbados, Cayman Islands, Grenada, Montserrat, St. Lucia, St. Kitts and Nevis, St. Vincent and the Grenadines, Trinidad and Tobago, and Turks and Caicos) are considered by the health authorities to be low risk at this time. Please note that this list of countries is subject to ongoing reassessment and could therefore change.

PLEASE NOTE CAREFULLY THAT THE “TRAVEL BUBBLE” LOW RISK DESIGNATION APPLIES ONLY TO PERSONS ARRIVING ON DIRECT FLIGHTS FROM COUNTRIES WITHIN THE BUBBLE. IT IS NOT APPLICABLE FOR PERSONS TRAVELLING THROUGH COUNTRIES OUTSIDE THE BUBBLE.

Category 1 – Persons Ordinarily Resident in Jamaica

Residents of Jamaica (nationals and non-nationals ordinarily resident in Jamaica) will be subject to testing if assessed as high risk as a result of their travel history, exhibiting symptoms, exposure to persons who have tested positive or belonging to a high-risk group.

Persons assessed as high risk will have their sample taken at the airport or other designated facility and await their test result under quarantine at home or in a government facility as determined by the health authorities.

If the test is negative, they will be under either a “stay at home for returning residents” measure or be placed in quarantine at home for 14 days depending on the assessed risk. If the test is positive, they will be isolated either at home or in a government facility as determined by the health authorities.

Category 2 – Tourist Visitors Staying in the “Resilient Corridor”

This category applies to both Jamaican passport holders and non-nationals visiting for tourism purposes and staying at a hotel or resort cottage within the designated “COVID-19 resilient corridor” between Negril and Portland and certified by the Tourism Product Development Company (TPDCo).

Tourist visitors will be subject to testing if they are assessed as high risk either as a result of coming from countries designated as high risk for COVID-19 transmission by the World Health Organisation or the Ministry of Health and Wellness or due to other risk factors such as exhibiting symptoms or exposure to persons who have tested positive.

Persons assessed as high risk would have their sample taken at the airport or other designated facility and await their test result at their room at their hotel or resort under the “stay in zone” measure.

If the test is negative, they would remain under the “stay in zone” measure. If the test is positive, they would be isolated either at the hotel/resort or in a government facility as determined by the health authorities.

Category 3 – Business Visitors

This category applies to both Jamaican passport holders and non-nationals visiting for business purposes. All persons visiting Jamaica for business purposes for less than 14 days will be required to be tested at the airport or other designated facility.

They will then await their test results under quarantine in their room at their hotel/intended address.

If the test is negative, they would be released from quarantine be under the “stay at intended address for business travellers” measure. If the test is positive, they would be isolated either at their hotel/intended address or in a government facility as determined by the health authorities.

Persons visiting Jamaica for business purposes for 14 days or more will be subject to the same testing and quarantine protocols as described above for Category 1 – Persons ordinarily resident in Jamaica.

Category 4 – Other Visitors not falling into Category 2 or 3

This category applies to both Jamaican passport holders and non-nationals visiting for purposes other than business or tourism in the COVID-19 resilient corridor, for example, visiting friends and family or attending weddings or funerals.

All persons in this category will be required to be tested at the airport or other designated facility.

They will then await their test results under quarantine in their room at their hotel/intended address.

If the test is negative, persons will be placed in quarantine at their intended address or in a government facility as determined by the health authorities for a period of 14 days. If the test is positive, persons will be isolated either at their intended address or in a government facility as determined by the health authorities.

Please see Question 6 for further information regarding the conditions for home quarantine.

5. What are the various types of restrictive measures for persons travelling to Jamaica?

There are various types of restrictive measures described below applicable to different categories of travellers listed in Question 4. Please ensure you understand carefully the specific measure(s), that may apply to you on your arrival in Jamaica.

Stay at home for returning residents – Under this measure, persons are required to remain at home and allowed to leave only once per day to obtain food, medical supplies, conduct financial transactions, and physical exercise. Persons under this measure would also be required to work from home.

Stay in zone – This measure applies only for tourist visitors who are staying in the “COVID-19 resilient corridor” designated for tourism purposes. Under this measure, persons are required to remain within the corridor for the duration of their stay.

Stay at intended address for business travellers – Under this measure, short stay business travellers are required to remain at their intended address, whether a hotel or private home, and allowed to leave only to conduct their business meeting(s). They are not allowed to meet with persons aged 65 and over, to take public transportation or to attend any meeting, event or gathering of more than 10 persons.

Quarantine – Quarantine is intended to restrict movement and may be at home, hotel or a government facility as determined by the health authorities. Persons under quarantine cannot leave their quarantine location, except with express permission from the health authorities.

Isolation – Isolation is intended to separate persons who have tested positive for COVID-19 or are suspected to be positive from other persons. This may be at home or a government facility as determined by the health authorities.

Monitoring during Quarantine or Isolation - Persons who are quarantined or placed in isolation at their home, hotel or intended address will be monitored electronically and by the health authorities to ensure that they do not leave their designated quarantine or isolation location.

6. If I am required to quarantine, will I be allowed to quarantine at home?

Please see Question 4 for details of the testing and quarantine requirements applicable for the period June 15-30, 2020.

If you are a resident of Jamaica, as part of your application to re-enter, you would have answered a number of questions regarding your home/living conditions – number of persons in the household, number of bedrooms, whether you would have a bedroom to yourself, if there are any persons aged 65 or over living in the same house, etc. If you had submitted your application prior to May 28, 2020, you would have received an email request to log in and complete this additional information.

Based on the responses to these questions, as well as a physical inspection, if considered necessary, the health authorities will make determine whether your home is suitable to facilitate you being quarantined at home. In addition to your home being assessed to be suitable by the health authorities, you must consent to the following for the duration of quarantine in order to be allowed to quarantine at home:

- Wearing on your person a tracking watch, wristband or other device provided by the Government in accordance with the instructions to be given on your arrival;
- Keeping a smart phone with you, charged at all times, with the Jamcovid19 mobile app downloaded and GPS permissions enabled;
- Submitting video check-ins through the jamcovid19 mobile app as required; and
- Having your location tracked to confirm that you have not left your home without permission from the Ministry of Health and Wellness.

If your home is not considered by the health authorities to be suitable to facilitate home quarantine, or if you do not consent to the conditions of home quarantine, you may be required to quarantine in a government facility.

Please note that, even if you are permitted to quarantine at home, you may need to be tested for COVID-19 on arrival (see Question 4 above).

7. I received an email asking me to provide additional information about my home/living conditions. What is this for?

If you had submitted your application prior to May 28, 2020, you would have received an email request to log in and complete this additional information. As was described in the email, this information is required for the health authorities to determine whether your home is suitable to facilitate you being quarantined at home. Please see Question 6 for more details on this.

8. What should I do after receiving a travel authorisation?

After you have received a travel authorisation, you may proceed to make arrangements to travel to Jamaica. You must also take either a printed or electronic copy of the travel authorisation with you when you travel as you will be required to present this in order to check-in for and board your flight. **Please note that you will not be allowed to board the flight without your travel authorisation.**

We are aware that regular flight schedules have been disrupted and therefore it may be a challenge to find flights. The Government of Jamaica is liaising with the major carriers to provide them with information on the number of persons in various high concentration locations so that they can try to arrange flights. **HOWEVER, THE GOVERNMENT CANNOT PROVIDE ANY GUARANTEE OF FLIGHT AVAILABILITY TO JAMAICA FROM ANY PARTICULAR LOCATION.**

We thank you for your understanding.

9. I am trying to re-book my ticket, but my airline is not letting me. Why not?

Regular flight schedules have been disrupted and therefore it may be a challenge to find flights. The Government of Jamaica is liaising with the major carriers to provide them with information on the number of persons in various high concentration locations so that they can try to arrange flights. **HOWEVER, THE GOVERNMENT CANNOT PROVIDE ANY GUARANTEE OF FLIGHT AVAILABILITY TO JAMAICA FROM ANY PARTICULAR LOCATION.**

We thank you for your understanding.

10. Does each member of a family travelling together need to submit a separate application?

Yes, each traveller is required to submit a separate application. However, multiple applications can be linked together. During the application, you will be asked whether you are travelling with other persons and to provide their name(s) and passport number(s). This information is merely to link the applications. A SEPARATE APPLICATION MUST BE SUBMITTED FOR EACH TRAVELLER INCLUDING CHILDREN.

11. I put in my email address but I have not received a one-time password. What should I do?

Once you put your email address and submit, please check your email for a one-time password (OTP) sent to your email. If you do not see it in your inbox, please check your Junk mail folder. If you still have not received it or the time limit to enter the OTP has expired, please request a new one-time password by starting the process again and entering your email address. If you still encounter any issues, please call or email Jamcovid19 support – see Question 1 for the number(s) to call and the email address.

12. I was in the process of completing my application but lost access to the form before I was finished. What should I do?

Unfortunately, you will have to complete the application again from the beginning by restarting the process and requesting a one-time password. WE ADVISE YOU TO GO THROUGH THE ENTIRE APPLICATION TO SUBMISSION AND NOT PAUSE IN BETWEEN AS YOU MAY LOSE ANY PARTIALLY COMPLETED INFORMATION AND HAVE TO START OVER.

13. I have completed the application but am unable to submit it. What should I do?

This usually means that one or more mandatory fields (marked with an *) have not been completed. Please check to ensure that all mandatory fields are completed. If you still encounter any issues, please call or email Jamcovid19 support – see Question 1 for the number(s) to call and the email address.

14. I have submitted an application but now realise I made an error and need to correct it. What should I do?

Unfortunately, submitted applications cannot be changed and system will not accept multiple applications with the same passport number. Please write to us at support-jamcovid19@moh.gov.jm to delete the incorrect application for you. You will be notified by email when the incorrect application has been deleted. You can then go ahead and submit a new application for yourself.

15. I am getting an “invalid OTP” error message. What should I do?

Please ensure that you are using the same email address as the one to which the one-time password (OTP) was sent. You could also be getting this message because the time limit to enter the OTP has expired. Please request a new OTP and try again. If you still encounter any issues, please call or email Jamcovid19 support – see Question 1 for the number(s) to call and the email address.

16. What should I do if the document upload is not working?

Please retry using a laptop or PC to upload documents if you are facing a challenge uploading documents using a mobile phone. If you still encounter any issues, please call or email Jamcovid19 support – see Question 1 for the number(s) to call and the email address.

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17. How do I check the status of my application online?

Please go back to the app or website and visit the immigration section (<https://jamcovid19.moh.gov.jm/immigration.html>) enter your email and verify your one-time password. Once signed in you will see the current status and updates for your application.