



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION

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### **HURRICANE IRMA UPDATE 6**

BRIDGETOWN, Barbados (16 Sept, 2017) The Caribbean Tourism Organization (CTO) and the Caribbean Hotel and Tourism Association (CHTA) continue to provide updates from their members in the northern Leeward Islands and the northern Caribbean following the impact Hurricane Irma.

Relief efforts are underway in a handful of the countries and both CTO and CHTA have set-up funds to assist in the efforts. CTO's Relief Fund helps families and countries rebuild after hurricanes. For more information on CTO's Relief Fund or to make a donation, visit [www.gofundme.com/hurricane-relief-fund-cto](http://www.gofundme.com/hurricane-relief-fund-cto). Donations through CHTA's Caribbean Tourism Recovery Fund can be made via <http://www.tourismcares.org/caribbean>.

Following is an update regarding Irma's impact on Caribbean destinations, as well as reports from CHTA-member hotels.

#### **Anguilla**

The Clayton J. Lloyd International Airport (AXA) is open from sunrise to sunset for charters and emergency flights. The Road Bay Port at Sandy Ground is open to receive cargo.

Aid from the United Kingdom in the form of food, water, medical supplies and technical support has been arriving.

Many properties are still conducting assessments, but following is an update from select stakeholders.

#### **Anguilla Resort Hotels**

**Belmond Cap Juluca:** according to a statement on their website, Belmond Cap Juluca will be undergoing renovations as previously disclosed and based on assessment at this time, does not

anticipate that it will open before 15 November 2018.

**Carimar Beach Club** The clean-up has begun and management will advise of the reopening date.

**CeBlue Villas & Beach Resort** - Resort had no guests during the hurricane as it was already closed for the season. The villas and resort buildings held up well against the hurricane and they are all structurally sound. The resort has begun the clean up process, and looks forward to welcoming guests for the season.

**Fountain Anguilla** The Fountain buildings and grounds are structurally intact. A few of the units suffered some damage from debris. Assessment and clean up are under way and the resort is expected to open for the season.

**CuisinArt Golf Resort & Spa and The Reef by CuisinArt** This property was significantly affected, and engineers are currently assessing the full extent of the damage. The ownership and management have said they are steadfastly committed to restoring, rebuilding and reopening, as well as doing everything possible to help and support their employees through this most difficult time.

**Malliouhana, an Auberge Resort** Upon preliminary review there appears to be no major structural damage to the resort. The team is now assessing the extent of the clean up required and will advise on their proposed reopening date.

**Quintessence Boutique Resort** The property sustained a fair amount of damage and the proposed 1 November opening will be delayed.

**Zemi Beach House** Zemi Beach had closed to guests in advance of the hurricane. The property held strong during the storm and will be able to welcome guests before long.

### **Anguilla Villas**

**Neveah Villa** This property suffered only cosmetic damage. A clean up of the grounds is under way.

**Sunset Homes Properties** Spyglass Hill will be ready for reopening on 1 November; Little Butterfly survived intact.

**Bird of Paradise** Bird of Paradise was designed to withstand 200 mph winds. There was no structural damage to the buildings or to the roof, nor was there any damage to the contents of the villa.

### **Anguilla Restaurants**

**Blanchards** received moderate damage and Blanchards Beach Shack is in great shape, requiring just a little clean-up. The owners expect to be able to open both restaurants as soon as the major resorts are open.

**daVida Restaurant & Bayside** The main restaurant is still intact. However, the canape on the second floor of the loft was lost. The Bar at the Bayside is still intact, but the dining area will be rebuilt.

Garveys, Pumphouse and Mangonias were devastated, while Dune Preserve, Elvis Beach Bar, Dolce Vita and Ripples also suffered severe damage. Jacala, Geraud's Patisserie and Grands Vins de France all survived. Johnnons, Dads, and Picante are still standing, but will require some repairs.

## Antigua and Barbuda

Antigua is reporting it is open for business with excursions, tour operators, restaurants and hotels welcoming visitors.

Restaurants and bars have re-opened including popular beach establishments such as Beach Limers, Coconut Grove, Sheer Rocks, Turners, Darkwood Beach Bar and Restaurant, Trappas, Le Bistro, and the over 150 dining options to choose from in Antigua.

Close to 2,000 of the country's hotel room stock will be available by the end of October for the start of the peak winter season following traditional summer upgrades and renovations throughout resorts. Some of these resorts include Cocobay, Jumby Bay, Curtain Bluff, Carlisle Bay, Hawksbill by Rex Resorts, Heritage Quay Hotel, St. James's Club, The Inn at English Harbor, and Nonsuch Bay. The first properties opening post-upgrades are Pineapple Beach Club and Blue Waters Resort and Spa on 14 September and 21 September respectively. Hotels and resorts that are open year-round are happily welcoming and hosting visitors to Antigua.

Barbuda, with its approximately 1,800 residents, was severely impacted by the hurricane which passed directly over the small island. The prime minister, Gaston Browne said 90 percent of homes were destroyed. Barbuda's hotel infrastructure was also damaged, but with less than 100 hotel rooms the overall effect on tourism as a whole is minimal.

Updates from individual hotels on Antigua are as follows:

- ✓ **Blue Waters Resort and Spa:** Resort was closed for upgrades and is reopened on 14 September
- ✓ **Carlisle Bay:** Resort was closed for season. Will reopen as previously planned on 15 October.
- ✓ **Cocobay Resort:** Open for business
- ✓ **Copper and Lumber Store Hotel:** Open for business.
- ✓ **Cocos Hotel:** No long term damage
- ✓ **Curtain Bluff:** Sustained no damage and is still scheduled to reopen on 28 October as previously planned following a six-month closure for a renovation.
- ✓ **Galley Bay:** An in-depth assessment of the property will take place on 21 September
- ✓ **Hermitage Bay:** All is well
- ✓ **Jumby Bay Island:** Jumby Bay Island is currently closed as part of its annual maintenance programme with reopening on schedule for 9 October.
- ✓ **Keyonna Beach Resort:** No long term damage.
- ✓ **Ocean Point Resort and Spa:** Open for business
- ✓ **Pineapple Beach Club:** Started welcoming guests 14 September.
- ✓ **Sandals Grande Antigua:** The resort will reopen on 17 December after closing for its previously announced resort maintenance project.
- ✓ **Siboney Beach Club:** Back to business as usual
- ✓ **South Point Antigua:** Currently closed for annual maintenance. Will reopen as planned on 28 October.
- ✓ **St. James Club:** Started welcoming guests 14 September.
- ✓ **Tradewinds Hotel:** Some damages. Most services have resumed.
- ✓ **Verandah:** Will reopen as scheduled on 14 October after renovations.

## The Islands of The Bahamas

The Bahamas is getting back to business as airports are open in Nassau, Grand Bahama Island and on nearly all Out Islands; international flights resume, including service to some Florida airports; and ports have reopened allowing cruise ships to begin to return.

Parts of the southern islands were more heavily impacted with damage ranging from cosmetic to severe structural damage. Assessment of Ragged Island continues, but other islands, such as Acklins Island, Crooked Island, Inaugua and Mayaguana are mostly cleared. .

Bahamasair resumed service into the United States on 12 September, at the following airports: Ft. Lauderdale/Hollywood International Airport; Orlando International Airport; Miami International Airport.

While airlines are operating international flights out of Grand Bahama International Airport, U.S. customs and border pre-clearance is currently unavailable and will be reinstated at a later date.

Out Islands International service has resumed from Exuma International Airport in The Exumas and Marsh Harbour Airport in The Abacos.

The majority of hotels and resorts throughout The Islands of The Bahamas are operating as usual or are expected to reopen on their regularly scheduled dates. Reservation holders are encouraged to contact their respective hotels for more information.

Nassau and Paradise Island hotels received no damage. While many remained open, others are resuming normal operation:

Y/ **Atlantis, Paradise Island and Warwick Paradise Island- Bahamas** remained open during the storm and continue to welcome guests.

Y/ **Sandals Royal Bahamian** aC open

Y/ **Breezes Resort & Spa** - Open

Y/ **Baha Mar Resort and Casino** resumed full hotel, casino and retail operations on 12 September.

Y/ **Melia Nassau Beach Resort** is open and resumed full operations on 13 September

Y/ **One & Only Ocean Club** on Paradise Island began welcoming guests as of 13 September.

The Exumas

Y/ **Sandals Emerald Bay** aC open

Bimini

Y/ **Resorts World Bimini** will reopen 27 September

Grand Bahama Island hotels began resuming operations on 13 September.

Y/ **Viva Wyndham Fortuna Beach:** Open for business

The Bahamas Ministry of Tourism and Aviation will be releasing updates on islands, hotels and services on [Bahamas.com/storms](https://bahamas.com/storms).

## British Virgin Islands

In a statement Governor Augustus Jaspert highlighted security, relief and restoration of services to the British Virgin Islands. He said ports were opened to receive food and supplies. He is hoping to

open the airport to commercial flights very soon. The full statement is available via <http://bit.ly/2xBYH3F>.

**If you are concerned about the wellbeing of a relative or loved one who was in the territory at the time of the storm, please contact [bviddmirma@gmail.com](mailto:bviddmirma@gmail.com).** This email account is monitored by the staff of the BVI Department of Disaster Management and will assist with all inquiries. As the country works to restore communications including mobile phone and internet service, this is the most efficient channel to seek information about those remaining in the territory.

Updates from individual hotels in the British Virgin Islands are as follows:

Y/ **Anegada Reef:** Anegada is fine.

Y/ **Bitter End Yacht Club:** The hotel was not operational due to annual closure. Sustained significant damage, according to reports.

Y/ **Guana Island:** Closed at the time.

Y/ **Long Bay Beach Resort and Villas:** The resort is currently closed and suffered extensive damage with assessments being made.

Y/ **Nanny Cay Resort and Marina:** The Marina is reporting that partial power has been restored, and the Water Plant has been fixed.

Y/ **Oil Nut Bay:** The team staying at the resort is safe and secure. The extent of the damage is unknown at this point, and will take time to assess.

Y/ **Peter Island Resort & Spa:** all guests and on-island staff are safe.

Y/ **Rosewood Little Dix Bay:** was previously closed for renovation and now assessing the impact of the storm on the resort.

Y/ **Scrub Island Resort. Spa and Marina, Autograph Collection,** is closed until further notice. Those planning to visit the hotel should check the news for the most current information. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-877-890-7444 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.

Y/ **Sugar Mill Hotel:** The hotel has suffered some damage but so far it appears manageable. The restaurant is expected to open as planned on 12 October, 2017 and 14 October for the hotel.

## **Dominican Republic**

Reports indicate the following about hotels in the country:

Y/ **AI Sol Hotels & Resorts:** All properties under the AI Sol Hotels & Resorts umbrella aC Sanctuary Cap Cana by AI Sol, AI Sol Tiara Cap Cana, AI Sol Del Mar and AI Sol Luxury Village - are open for business, operating as normal.

Y/ **AM Resorts** experienced no damage to any properties in the country and all are fully operational

Y/ **Barcelon Resorts:** Barcelon Hotel Group confirmed that all of the brand's resorts in the Dominican Republic are fully operational.

Y/ **Nickelodeon Hotels & Resorts Punta Cana** is fully operational and welcoming guests.

Y/ **Paradisus Punta Cana:** Open for business

Y/ **Riu Hotels,** which has six hotels in Punta Cana is reporting all Riu hotels in Punta Cana are operating normal services. Two Riu hotels in Puerto Plata have not suffered any significant damage and are fully operational.

Y/ **Sheraton Santo Domingo Hotel:** Open for business.

✓ **Viva Wyndham Playa Dorada:** The hotel is open and operating.

## Guadeloupe

**La Toubana Hotel** has reported it is reopening at the end of October.

## Martinique

Tourism Commissioner Karine Mousseau has advised that the country was not impacted by Hurricane Irma and is providing logistical and humanitarian support. On 11 September, two ships from the Martinique customs division took food and water to Saint Martin. A unit of 39 Martinique firefighters was dispatched on 13 September to assist local efforts--ongoing search and rescue, home safety evaluations and road clearing. The island's population is also participating in a solidarity initiative set up by the Prefecture of Martinique to gather all the individual offers of assistance, from room and board to those left homeless to financial help.

## Puerto Rico

Puerto Rico's tourism infrastructure has allowed the island to resume regular operations of hotels, sites and attractions beginning this week. The island is continuing to welcome travellers with planned vacations in September and beyond, and has also become a transient hub for travellers across the Caribbean.

The Puerto Rico Tourism Company reports that nearly all hotels are operational and are receiving guests.

Marriott properties including San Juan Marriott, Sheraton Puerto Rico Hotel and AC Hotel by Marriott welcomed approximately 700 guests from St. Thomas, St. Maarten and St. John.

- Wyndham Grand Rio Mar in Rio Grande, has welcomed approximately 300 guests from St. Thomas. Additionally, crew members from the St. Thomas air traffic control centre are staying on the property.
- The staff members of FEMA are staying at the InterContinental San Juan El Conquistador Resort, The Meliá Coco Beach, Hotel El Convento and all Marriott and Hilton properties on the island, among others, are also in full operation, taking reservations for future travellers, and welcoming new guests.

Visitors with questions about travel to Puerto Rico can call the PRTC hotline at 877.976.2400 or call their hotels directly for more information.

Updates from individual hotels in Puerto Rico are as follows:

- ✓ **Bahia Beach Resort and Golf Club:** Open for business
- ✓ **Caribe Hilton:** Open for business.
- ✓ **Condado Plaza Hilton:** Minor damage
- ✓ **El Canario by the Lagoon:** Open for Business
- ✓ **El Conquistador Resort:** El Conquistador Resort is operational.
- ✓ **El San Juan Hotel:** The hotel received minimal damage
- ✓ **Hotel El Convento:** Open for Business
- ✓ **Hotel Miramar:** Open for Business
- ✓ **Hyatt House San Juan:** Open and operating.
- ✓ **Hyatt Place Bayamon:** Open and operating.
- ✓ **Hyatt Place Manati:** Open and operating.

- Y/ **Hyatt Place San Juan City Center:** Open and operating.
- Y/ **Hyatt Residence Club Dorado:** Open and operating.
- Y/ **InterContinental San Juan:** Business as usual.
- Y/ **Rincon Beach:** Open for business.
- Y/ **Royal Isabel, A Destination Hotel** 3C Open and accepting guests
- Y/ **San Juan Water Beach Club Hotel:** Sustained no damage, have full power, and open for business.
- Y/ **Wyndham Garden at Palmas del Mar:** Open and operating.
- Y/ **Wyndham Grand Rio Mar:** Sustained minimal damage and is currently open.

## St. Barthelemy

It has been reported that St. Barth's Gustav III airport has reopened for commercial operations and is accepting flights from carriers such as Air Antilles (out of Guadeloupe) and Tradewind Aviation (out of San Juan).

Electricity has been restored in Gustavia and St. Jean and the island's water production is back to normal levels.

French president Emmanuel Macron visited the country on Wednesday to assess the damage and bring supplies.

Updates from individual hotels:

- Y/ **Cheval Blanc St-Barth Isle De France:** Closed for annual renovation. Expected to open 20 October
- Y/ **Le Guanahani:** Will provide updates on reopening date and rebuilding efforts next week.
- Y/ **Le Sereno:** Le Sereno has sustained flooding and some damage due to the strong seas and winds, but all the buildings stood strong.

## St. Kitts

American Airlines' daily non-stop flights to St. Kitts' Robert L. Bradshaw International Airport from Miami have resumed on 15 September, and the Saturday JFK non-stop service resumes on Saturday 16 September. Seaborne Airlines' daily non-stop flights to St. Kitts from San Juan also resumes on 16 September. All hotels and resorts are fully operational and the Park Hyatt St. Kitts remains on schedule to debut November 1.

Cruise lines have resumed scheduled port calls to St. Kitts, with passengers from The Carnival Fascination enjoying the island's various attractions and activities last Friday. Over the course of the next week, a total of four vessels are scheduled to dock at Port Zante, including Royal Caribbean's Allure of the Seas on September 21. With the arrival of the Carnival Magic on September 20, St. Kitts expects to welcome its one millionth passenger this year. A historic first for the island, the occasion also raises St. Kitts to marquee port status.

## St. Martin (French)

The president of the Collectivité of Saint-Martin, Mr. Daniel Gibbs made the following remarks about the situation since the passage of Hurricane Irma:

Phase 1 of the post-hurricane organization consisted of managing the urgency in terms of taking care of the wounded, sick or distressed, but also the tourists by organizing the evacuation from the island. The second task was the security of the territory by the massive arrival of French military and police forces. The first phase is accomplished and the security of the territory is under control.

The Collectivité of Saint Martin is now working with its partners on Phase 2 on the post-hurricane organization which consists of:

- ✓ Cleaning up debris, bulky items and waste transported by the hurricane
- ✓ Distribution of water, food and materials to the population
- ✓ Rehabilitation of water, sanitation and electricity networks.

Most of the tourists have departed the country. A group of experts are expected to arrive and evaluate the hotels, residences and guest houses to help in the rebuilding of the tourism infrastructures.

The meeting with French President Emmanuel Macron on Tuesday, 12 September, gave an opportunity to President Gibbs to explain the urgent needs of the community, particularly in terms of reconstruction of the territory, helping the population and businesses to restart a normal life, through accompanying measures that will be defined within the partnership established between the State and the Collectivité.

Phase 3 has already been the subject of in-depth work by the president and his teams with two major objectives:

- ✓ An effortless support of Saint Martiners and a rapid and sustainable reconstruction and development of the territory in order for Saint-Martin to regain a rapid economic activity.

President Gibbs and his team will do everything in their power to restore the territory's attractiveness and warmly thanks all the tourism partners and operators around the world who are supporting us in this difficult time and are still willing to assist us in promoting the destination in order for Saint-Martin to become again one of the most appreciated destinations in the Caribbean region.

### **St. Maarten and St. Martin Hotels**

- ✓ **Beach Plaza:** Badly damaged
- ✓ **Belair Beach Hotel:** Sustained damage and it will take time to repair. Phone service and internet down.
- ✓ **Belmond La Samanna** According to a statement on its website, Belmond La Samanna has assessed the damages and at this time does not anticipate opening until at least April 2018.
- ✓ **Esmeralda Resort:** Hotel 70 per cent destroyed
- ✓ **Grand Case Beach Club:** Grand Case Beach Club suffered significant damage that will take some time to repair and rebuild, possibly up to a year to have the hotel back to normal.
- ✓ **Hotel Mercure :** Damaged
- ✓ **La Playa Orient Bay:** Severely damaged. The hotel was undergoing renovation prior to Irma and due to the impact of the storm the reopening is postponed until further notice.
- ✓ **La Vista Hotel:** The Beach building is relatively in decent shape. The roof tiles came off but the roof itself is still there. Some water damage and missing doors and windows.
- ✓ **Oyster Bay Beach Resort:** Significant damage.
- ✓ **Princess Heights:** Minor damage.
- ✓ **Riu Palace St. Martin:** Infrastructures severely affected.



Y/ **Sea Palace Resort:** Damage to the hotel was extensive. They anticipate the hotel will remain closed to visitors for several months.

Y/ **Sonesta:** All guests who were in-house during the hurricane have now been evacuated. Resort damage is severe. All further reservations from now through the end of 2017 have been cancelled.

Y/ **Summit Resort Hotel:** Due to extensive damage, the Summit Resort will remain closed.

Y/ **Westin Dawn Beach:** Suffered significant damage. Marriott International has advised the resort is closed until further notice.

## **Turks and Caicos Islands**

Providenciales International Airport (PLS) reopened for scheduled flights on, Monday, 11 September

Several of the hotel properties were scheduled for annual closure prior to Irma; some properties have now elected to remain closed, to assess any damage to their properties and looking to reopen by the beginning to middle of October 2017.

Y/ **Amanyara:** Opening 1 October 1

Y/ **Beach Enclave:** Plan to reopen 18 November

Y/ **Beaches Turks and Caicos** Accepting guests on 14 December.

Y/ **Club Med Turkoise:** A full assessment of the resort has not been made and while the island's infrastructure is being restored, the resort is delaying arrival of new guests through 30 September, 2017.

Y/ **Alexandra Resort, Blue Haven Resort and Beach House:** The resorts sustained some wind and water damage due to the storm, and will be closed for arrivals through 8 October.

Y/ **COMO Parrot Cay Resort:** Opening 19 November

Y/ **Gansevoort Turks & Caicos, A Wymara Resort** aC accepting guests starting 1 November

Y/ **Grace Bay Club:** Opening 1 October

Y/ **La Vista Azul:** No power or water yet

Y/ **Meridian Club:** Opening 1 November

Y/ **Ocean Club Resorts:** Opening 12 October

Y/ **Point Grace:** Opening 20 October

Y/ **The Palms Resort, The Shore Club on Long Bay Beach and The Sands** aC sustained no major structural damage only extensive landscaping and some water damage. The resorts are closed to allow repair and clean up. The Palms and Sands will reopen 23 September and The Shore Club will reopen 30 September.

Y/ **Seven Stars Resort & Spa** aC open

Y/ **Regent Grand:** Initial assessments show the resort to be structurally intact and in need of cosmetic repairs. Pending final damage assessments.

Y/ **Royal West Indies:** Opening 6 October

Y/ **Sibonne Boutique Hotel:** Opening 3 October

Y/ **Somerset on Grace Bay:** Assessments are still being made

Y/ **Tuscany/Venetian:** Opening 1 October

Y/ **Villa Del Mar:** Opening 1 October

Y/ **West Bay Club:** Opening 1 October

Y/ **Windsong:** Opening 24 September

## **United States Virgin Islands (St. Croix, St. John and St. Thomas)**

The Virgin Islands Port Authority's Executive Director, David Mapp advised the Henry E. Rohlsen Airport on St. Croix is open and fully operational with American Airlines flights resuming on 12 September. All seaports on St. Croix are open and fully operational.

Mapp said on Friday 15 September that commercial flights will resume at the Cyril E. King Airport on St. Thomas once the Transportation Security Administration (TSA) is fully functional. Damage to the roof is preventing TSA from operating its equipment and repairs were hampered further by today's heavy rains.

Local officials will meet with TSA and the airlines Sunday in order to determine when normal operations will resume, he said.

Humanitarian and military flights are scheduled for this weekend. Scheduled charter flights from major airlines are expected to begin Monday.

Those with travel reservations are advised to contact their airline for updates on schedule changes. Effective the night of September 13: The curfew on St. Thomas and St. John has been reduced to 6:00 p.m. to 10:00 a.m.

The USVI department of tourism is requesting the postponement of all scheduled visits to St. Thomas and St. John.

New York Governor Andrew M. Cuomo toured hurricane-ravaged areas of St. Thomas on 15 September and announced at a news conference afterward that his state is providing support with 100 National Guard troops, 30 state troopers, humvees and a vehicle called a "gator", which can access areas difficult to reach.

The following updates have been shared by individual properties in the U.S. Virgin Islands:

### **St. Croix**

- Y/ **The Buccaneer:** Open for business. Facilities are in good shape, but there may be some limitation of services over the next few days.
- Y/ **Club Comanche Hotel St. Croix:** Open for business
- Y/ **Divi Carina Bay:** Open for business
- Y/ **Frederiksted Hotel:** Open for business
- Y/ **Hotel Caravelle:** The hotel is open and accepting guests.
- Y/ **Hotel on the Cay:** Open for business
- Y/ **Renaissance Carambola:** Open for business
- Y/ **Sand Castle on the Beach Hotel:** Open for business
- Y/ **Sugar Beach Condo Resort:** Open for business
- Y/ **Tamarind Reef Resort:** Open for business

### **St. John**

- Y/ **Caneel Bay:** Will be closed for the remainder of 2017 and further updates for 2018 will become available in due course.
- Y/ **Estate Lindholm: Anticipates a 1 November reopening**
- Y/ **Westin St. John Resort Villas:** The resort and the surrounding areas experienced some damage. Marriott International has advised the resort is closed until further notice. Those planning to visit the hotel should check the news for the most current information. The resort is waiving hotel

cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.

**St. Thomas**

- Y/ **Bluebeard's Castle Resort:** Sustained major damage
- Y/ **Bolongo Bay Beach Resort:** Currently looking to reopen second or third week of December as the resort is housing people in need and a multitude of workers trying to help the island.
- Y/ **Frenchmann's Reef & Morning Star Marriott Beach Resort,** Marriott International has advised the resort is closed until further notice. Those planning to visit the hotel should check the news for the most current information. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
- Y/ **Margaritaville Vacation Club:** Club Wyndham Reservations advises that all four St. Thomas resorts will be closed until 10 October, including Margaritaville Vacation Club, Bluebeard's Beach Club, WorldMark St. Thomas and Elysian Beach Resort.
- Y/ **Point Pleasant Resort:** Some resort buildings sustained damage but most of the villas are ready for occupancy. The larger issue, however, is that the resort and a large portion of the island are without power and water. At this time, all reservations due to arrive through 15 October are cancelled. Depending on when utilities are restored, this may be altered.
- Y/ **Ritz-Carlton, St. Thomas:** Marriott International has advised the resort is closed until further notice. Those planning to visit the hotel should check the news for the most current information and amend their travel plans accordingly. The resort is waiving hotel cancellation and change fees for specific arrival dates. Customers should call 1-800-228-9290 (US) for more information about their reservations. Those in countries outside of the United States seeking information about their reservations should call the Marriott toll-free number in their country.
- Y/ **Secret Harbour Beach Resort:** No major structural damage to the buildings. The generator is still working.
- Y/ **Sugar Bay Resort & Spa:** The damage is being assessed and an update will be provided when available.
- Y/ **Windward Passage:** Will close for six months.

**Delta Airlines** has provided the following updates regarding its service in the region:

Station	Flights Suspended	Flights to Resume
St. Maarten (SXM)	Canceled all flights beginning Wed. Sept. 6	Restart TBD (pending infrastructure assessment)
St. Thomas (STT)	Canceled all flights beginning Wed. Sept. 6	Delta humanitarian flight. Commercial flights to resume Wed. Sept. 13 (pending infrastructure assessment, government approval)
San Juan (SJU)	Canceled all flights beginning Thurs. Sept. 7	Restarted operations Fri., Sept. 8
Punta Cana (PUJ)	No Impact	No Impact
Santiago (STI)	Canceled all flights beginning Wed. Sept. 6	Restarted operations Fri., Sept. 8
Port-au-Prince (PAP)	No impact	No impact
Providenciales (PLS)	Canceled all flights	Flights to resume as scheduled,

	beginning Wed. Sept. 6	Wed. Sept. 13
Nassau (NAS)	Canceled all flights beginning Fri. Sept. 8	Flights resumed Mon. Sept. 11, no further impact
Georgetown/Exuma (GGT)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Wed., Sept. 13
Marsh Harbor (MHH)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Sat. Sept. 16
Freeport (FPO)	Will cancel beginning Sat., Sept. 9	Flights to resume as scheduled, Sat., Sept. 16
Havana (HAV)	Canceled flights Sun. Sept. 10	Flights to resume Tues. Sept. 12

**JetBlue** has advised the following regarding flights:

- Y/ **San Juan, Puerto Rico** aC operations resumed on Sept. 7
- Y/ **Aguadilla, Puerto Rico** - operations resumed on Sept. 8
- Y/ **Mercedita, Puerto Rico** aC operations resumed on Sept. 8
- Y/ **St. Croix, U.S. Virgin Islands** - operations resumed on Sept. 8
- Y/ **Antigua** - operations resumed on Sept. 10
- Y/ **Nassau** - operations resumed on Sept. 11
- Y/ **Havana** aC operations resumed on Sept. 13

Following are pending infrastructure assessments:

- Y/ **St. Thomas, U.S. Virgin Islands**
- Y/ **St. Maarten**
- Y/ **Turks & Caicos**
- Y/ **Camaguey, Cuba**
- Y/ **Santa Clara, Cuba**
- Y/ **Holguin, Cuba**

The CTO and CHTA share updates from member countries via [www.caribbeantravel.com](http://www.caribbeantravel.com).

### **About the Caribbean Tourism Organization**

The Caribbean Tourism Organization (CTO), with headquarters in Barbados and offices in New York and London, is the Caribbean's tourism development agency comprising membership of the region's finest countries and territories including Dutch, English, French and Spanish, as well as a myriad of private sector allied members. The CTO's vision is to position the Caribbean as the most desirable, year round, warm weather destination, and its purpose is Leading Sustainable Tourism - One Sea, One Voice, One Caribbean.

Among the benefits to its members the organization provides specialized support and technical assistance in sustainable tourism development, marketing, communications, advocacy, human resource development, event planning & execution and research & information technology.

In addition the CTO, in partnership with the Caribbean Hotel & Tourism Association, jointly and equally owns the Caribbean Tourism Development Company, a marketing and business development entity dedicated to promoting the Caribbean brand worldwide.

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