



**PROTOCOLS FOR CONTROLLED RE-ENTRY
OF VIRGIN ISLANDERS,
BELONGERS, PERMANENT RESIDENTS TO THE VIRGIN ISLANDS**

Frequently Asked Questions

The Territory will open its borders in June 2020 in a phased manner that allows the safe and controlled return of its Residents and Citizens. Persons who wish to return will need to register and provide proof of their immigration status. Persons will be subjected to mandatory quarantine for at least 14 days. This document is prepared to give guidance for support services to ensure that factual and adequate information and guidance is given to streamline the process. The Terrance B. Lettsome Airport is the only port of entry during this phase.

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1. Who can enter during this first phase?

Only BVIlanders, Belongers, Residents and Naturalised OT Citizens are allowed to enter in this first phase.

For the first two weeks only persons with approved home accommodation and persons travelling for medical reasons will be allowed to enter the Territory. Thereafter, facility accommodation will commence.

2. How do I register?

Persons are required to register online through <https://www.bvitrael.vg>. The online portal will open on May 25, 2020.

3. What if I am a holder of a work permit; would I qualify for re-entry during this process?

At this time, priority will be given to Only BVIlanders, Belongers, Residents and naturalised OT Citizens are allowed to enter in this first phase.

For the first two weeks only persons with approved home accommodation and persons travelling for medical reasons will be allowed to enter the Territory. Thereafter, facility accommodation will commence.

Priority is also being given to persons who had left the Territory for medical treatment and were displaced due to border closures.

4. What information will be required?

Persons should be prepared to submit proof of immigration status, intended flight information, and a proposed quarantine address.

1. *Full name, date of birth, passport number, contact number and address in departing country;*
2. *Proof of Immigration Status (if not a Virgin Islands passport holder);*
3. *Date of departure from Territory*

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4. *Proposed date and time of arrival including Flight/Vessel Name and Flight Number;*
5. *Address of the proposed site of 14-21 days of quarantine;*
6. *Contact number of person residing where the person proposes to stay in BVI or who can facilitate the inspection of the proposed quarantine site.*

5. What proof of immigration status will be needed?

A BVI passport, belonger card/certificate, Residency Card/Certificate Naturalisation certificate.

Persons should submit a scanned copy or photograph of the bio page (the one with the Picture and bio data) of their passport along with clear photographs of both sides of any card or certificate.

Pictures should be readable. Blurred or unreadable images will cause a delay in the process. Pictures must be scanned and uploaded into the online platform.

- *Virgin Islander – Passport Biometrics Page*
- *Belonger – Passport Biometrics Page AND Belongers Certificate or Belongers Card*
- *Resident – Passport Biometrics Page AND Residence Certificate or Residence Card*
- *Naturalised OT Citizen – Passport Biometrics Page AND Naturalisation Certificate or Residence Card or Belongers Card*

6. Supposed I have not yet booked my flight?

Persons may enter a tentative date into the platform and confirm once a date has been set.

7. Should I finalise my flight booking before submitting the form?

Persons can make tentative bookings but finalisation of the flight should not be done before receiving the email confirming your re-entry authorisation.

Travellers should not finalise travel arrangements before approval has been granted through the registration process on <https://www.bvitrael.vg>. The airline will also request to see the final electronic Travel Authorisation Certificate/code prior to boarding. Having bought a ticket will NOT guarantee authorisation will be given to arrive into the Territory on desired date.

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8. Supposed I already have a confirmed booking?

Persons who have confirmed flights should clearly indicate this so that the Health Emergency Operations Centre (HEOC) BVI Re-Entry Unit can work with you on your re-entry.

9. How will I know if my registration was received?

An acknowledgment with further instructions will be emailed to you as soon as you complete the form. You must ensure that the email provided is correct. Please check your junk/spam folder if you do not receive a response within 12-24 hours of submitting your registration.

Travellers must allow a minimum of seven (7) days for processing of information. Final approval will be given in the form of a Travel Authorisation Certificate/Certificate of Approval.

10. What will happen once I have registered?

1. *You will receive feedback about the status of your application.*
2. *Within 2-4 days you will receive feedback about your arrangements for quarantine. During the process you will be contacted about your arrangements for quarantine and if you need to be placed in a Government controlled facility you will receive information on that also.*
3. *24-48 hours before your expected flight you will be expected to submit a Public Health Declaration Form. This will ask about your possible exposure to COVID-19 and if you have/or have had any symptoms. Please be truthful on this form. It will be used to make arrangements for your return.*
4. *Once the registration process has been completed, you will receive a final confirmatory notification that you will need to show to the airline to allow you to board the flight to Terrence B. Lettsome International Airport.*

11. What happens if I am traveling with my minor child?

Registration must be completed for each person regardless of age. You would be expected to quarantine together.

The same applies for couples. Each traveller is required complete a separate application. During the registration process, you will be asked whether you are traveling with other persons. You will then be able to create and complete forms for each of them under your account. These multiple applications will be linked under that account.

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12. Can I travel with my pet?

Pets cannot be accommodated in Government facilities.

13. What should I do if I am pregnant and want to return home?

There is no ban on traveling while pregnant, however, persons should ensure that they are cleared by their doctor to travel and should take all safety precautions during travel.

Pregnant persons can be accommodated in Government controlled facilities.

14. I am a senior/ elderly person what should I do?

The same application process will apply.

Arrangements will be made for safe transfer to quarantine accommodation.

For persons needing care from another person or caregiver 24/7, both will need to be quarantined together. Caregiver will need to wear masks and gloves when giving care.

15. What is the purpose of quarantine?

Quarantine separates persons who may have a communicable disease from others in order to quickly identify persons who develop symptoms and contain the disease.

16. How long will I be quarantined for?

For the purposes of COVID-19 the quarantine period is for at least 14 days. Quarantine is mandatory for all travellers and persons found to not be in compliance will be prosecuted and fined.

17. Can I quarantine at home?

You will be asked to submit the address of the place that you intend to spend the 14 day mandatory quarantine. It will be assessed as to the suitability for quarantine by Environmental Health Division. An notification will be submitted to you by email. To facilitate this inspection you must name a person who will be able to allow the inspection and their contacts.

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18. What will determine if I can quarantine at home?

Persons wishing to quarantine at home must be able to be separated from the rest of the household in a separate apartment or wing of the building. There should be no elderly or chronically ill persons in the home or children under 16 yrs.

The home must be reachable by telephone and security guards on patrol and should allow for quick access in case of emergency.

Pre-arrangements should be made, where possible, to ensure there is an adequate supply of food and general necessities for a minimum of **14 days**.

19. What will happen if my home is determined to be unfit?

Persons may be placed in one of the Government controlled facilities on Tortola for the period of 14 days.

20. Can I change from my home if things do not work out?

Once quarantine has begun changes of location will only be allowed in emergency or life threatening situations.

21. What will be expected of me in quarantine?

Prior to your return you will receive information about what to expect in quarantine. This information will be reinforced on arrival in the Territory and at your quarantine location.

Persons in quarantine must stay in the assigned property. They must not use common areas where others will be within 6 feet. They must be especially careful with respiratory and hand hygiene practices. They must monitor themselves for symptoms. They will be called every day to be checked for symptoms. They will receive security and location checks each day.

Food and supplies may be delivered to them. Parcels must be left at the door to be picked up.

A short walk or stretching exercises is permitted outdoor on a terrace or balcony or in a private yard where there is no one else. Absolutely no visitor except quarantine, health and security personnel is allowed to enter the premises occupied for quarantine.

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If symptoms occur, quarantined persons must notify the care team immediately and be prepared to undergo testing for the virus.

Persons may email bvireentry@gov.vg or **WhatsApp 468-9846** for more information.

22. Can I choose which facility I want to be quarantined in?

Currently we cannot accommodate such requests.

23. Can I provide evidence of my health status such as my COVID-19 negative test results/certificate once I arrive so that I do not have to be quarantined for 14 days?

Given the fluid circumstances surrounding COVID-19, all travellers arriving into the Territory, regardless of health status, are required to be quarantined for a consecutive 14-day cycle.

24. What If I become ill during the process?

If you are ill please reschedule your travel and seek medical assistance where you are.

If you become ill in flight you will be accommodated at the airport and referred to BVI Health services personnel. You may be required to undergo an examination inclusive of COVID-19 testing and may be admitted to hospital for isolation.

25. What will happen when I arrive at Beef Island Airport?

Since you have been pre-approved you may not be expected to clear immigration. Your passports may be examined. You will be met by port health officers who will assess you by questionnaire and temperature monitoring. Please declare to them if you are unwell.

You will be expected to accept and confirm understanding of your quarantine order and instructions. It is available in English and Spanish.

You will be escorted to waiting safari/bus to await clearance of your luggage. Once all is well you will be escorted to your destination. The safari charge will be between \$15 and \$35 dollars based on distance from the Airport. Special arrangements will be made for persons who may not be able to be transported by safari/bus.

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26. Can I have my family pick me up from the airport?

You must use designated transportation. Do not ask family and friends to meet you at the airport. This will not be allowed and there will be security to strictly enforce the order.

27. Is there anything I should bring with me for quarantine?

Please ensure that you have or have access to enough medication and personal consumables to meet your needs for **14 days**. It may be helpful to bring along, a thermometer, disinfecting wipes, hand sanitiser, facial tissues and a mask for your personal use.

Reading materials, games and electronic devices to help pass the time and remain connected may be helpful.

Comfortable clothes and footwear for 14 days may also be helpful.

28. Supposed I feel stressed and depressed while in seclusion?

Mental health support is on call for all persons in quarantine to give support when needed.

29. What if I am in the USVI, will the seaports be opened to travel by ferry into the Territory?

In the first phase of re-entry, travellers will arrive only by air to the Terrance B. Lettsome International Airport, Beef Island, Virgin Islands.

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

The registration portal will save the information that was last submitted. Login into the portal to continue the process.

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31. I have completed the registration form but am unable to submit it. What should I do?

This usually means that one or more required fields have not been completed. Please check to ensure that all requirements are completed. If you still encounter any issues, please email bvireentry@gov.vg.

32. I realised I made an error in the information provided during the registration and I need to correct it. What should I do?

Once it is before you receive your travel authorisation certificate, the portal allows for you to update information by just logging on with your unique username and password. You can also email bvireentry@gov.vg for support to ensure that your error is rectified.

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

Please retry using a laptop or desktop to upload documents if you are facing a challenge with uploading documents using a mobile phone/device. Upload files that are 200 mb or less in JPEG, PNG or GIF. If you still encounter any issues, email bvireentry@gov.vg for assistance.