

March 31, 2020

FAQs: Health, Safety and Travel during COVID-19 Response in Guatemala

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1. General Information about the situation in Guatemala during the COVID-19 crisis

What restrictions are currently in place in Guatemala in response to COVID-19?

Recently the Guatemalan government has taken expanded measures aimed at protecting the health and safety of all persons in Guatemala, including U.S. citizens. The U.S. Embassy requests that all U.S. citizens in Guatemala abide by the official policies of the Guatemalan government and follow official updates by both the Guatemalan government and the U.S. Embassy.

Three of the official measures implemented by the Guatemalan government that impact U.S. citizens currently in Guatemala are explained here:

1. **State of calamity** (*Estado de calamidad*)
2. **Closing of borders** (*Cierre de fronteras*)
3. **National curfew** (*Toque de queda*)

State of Calamity (*Estado de calamidad*)

The Guatemalan government declared a “state of calamity” on March 5 and then extended the expiration of this declaration to May 5. Declaring a “state of calamity” allows the Guatemalan government to take exceptional measures to protect its national security (similar to a “state of emergency” in the United States). Under a state of calamity, the Guatemalan government can authorize specific actions, such as border closures and curfew (explained below). For updates related to the state of calamity, we refer you to the [Guatemalan government](#).

Closing of Borders (*Cierre de fronteras*)

The Guatemalan government is currently barring entry to most non-Guatemalans (with certain specific exceptions for health and security) — by its land, sea, and air borders. The U.S. Embassy continues to work with the Guatemalan government to permit departure of certain flights for U.S. citizens and legal permanent residents from Guatemalan airspace to the United States. The Guatemalan government can adjust its policy on national border closings at any time. We refer you to the [Guatemalan government](#) for updated information on its national borders.

Curfew (*Toque de queda*)

Under its declaration of a state of calamity, the Guatemalan government also instituted a nationwide curfew currently effective through April 12. The curfew lasts from 4:00 p.m. to 4:00 a.m. each day. Every individual in Guatemala — including U.S. citizens — is required to remain inside their domicile during curfew hours (with exceptions for health, security, and some

delivery services). The Guatemalan government may extend the deadline of the curfew at any time. The U.S. Embassy reminds U.S. citizens in Guatemala that they are expected to obey the curfew, which is being enforced by Guatemalan law enforcement. Violators of the curfew restrictions risk [arrest](#).

Check here for updates: [U.S. Embassy Guatemala COVID-19 updates](#)

More information available in [Diario de Centro America](#) (official government publication) or [Ministry of Governance](#) / [Min Gob. Facebook page](#)

Is a curfew in effect in Guatemala? If so, what are the rules?

The Government of Guatemala established a national curfew, effective March 24 to April 12. Every individual in Guatemala – including U.S. citizens – is required to remain inside their domicile between 4:00 pm and 4:00 am daily. Most businesses must close. There are exceptions for health, security, and some delivery services. The U.S. Embassy reminds U.S. citizens in Guatemala that they are expected to obey the curfew, which is being enforced by Guatemalan law enforcement. Violators of the curfew restriction risk [arrest](#).

Check here for updates: [U.S. Embassy Guatemala COVID-19 updates](#)

More information available in [Diario de Centro America](#) (Official Government publication) or [Ministry of Governance](#) / [Min Gob. Facebook page](#)

Are all borders and airports closed in Guatemala?

Starting March 5, the Government of Guatemala began taking steps to prevent the spread of COVID-19 by restricting travel to and from Guatemala. As of March 17, regular commercial flights were suspended. The Guatemalan government may reassess this decision at any time. Most land borders are also closed but only Guatemalan authorities can provide the latest information.

The Government of Guatemala is the authority that determines entry and exit from the country. We refer you to the links below for the most recent information.

Check here for information about entering and exit Guatemala: <http://igm.gob.gt>

Check here for updates: [Government of Guatemala](#)

Check here for updates: [U.S. Embassy Guatemala COVID-19 updates](#)

Can I travel by land within Guatemala?

Public transport is not currently operating due to Government restrictions. Some private transport operators have permission to travel. Land travel by personal vehicle and private transportation services (shuttles, taxis, ride-share services, etc.) during non-curfew hours is currently permitted. For specific questions about safety and viability of land travel, contact the [Guatemalan Agency for Tourist Assistance \(PROATUR\)](#) at (502) 2421 2810.

There are reports that some local Guatemalan communities are taking unofficial action to restrict individuals from entering or exiting their communities in an attempt to prevent the spread of COVID-19. In some cases, non-Guatemalan citizens have been prevented from entering or leaving a community — or upon leaving, are not allowed to return. Several reports in this regard have come from communities surrounding Lake Atitlán. If any U.S. citizen feels they are in danger, they should call Guatemalan law enforcement at 120, 122, or 123 (the equivalent of “911” in the United States) and the U.S. Embassy (+502-2326-4000) to report the situation. For more information and updates, please call the Guatemalan tourism police at 1500 or visit the [Guatemalan Tourist Authority](#).

Can I travel by air within Guatemala?

You can find information about domestic flight availability and airports through the [Guatemalan Agency for Civil Aviation \(DGAC\)](#). Please remember that all travel, including travel to and from airports to homes or hotels, would have to occur outside of curfew hours (currently 4:00 p.m. to 4:00 a.m. until April 12).

Where can I find information about international flights to/from Guatemala?

Although international flights are currently not operating normally, information can be found at the [Guatemalan Agency for Civil Aviation \(DGAC\)](#).

Should I try to cross into Mexico and fly to U.S. from there?

The Guatemalan government is currently allowing foreign travelers to exit via land border crossing into Mexico, and Mexico is currently allowing them to enter. Some private tour operators are operating transport to these border crossings. Many travelers have also taken private taxis or other methods of transport to the Mexican border.

The U.S. Embassy does not recommend this option as it is not guaranteed that traveling by land out of Guatemala will result in successful return to the United States, or that it is safe to do so. For the past year embassy personnel have not been allowed to conduct personal travel in Huehuetenango or San Marcos (where the Tecún Umán border crossing is located) due to

security concerns. Additionally, given the fluid nature of the COVID-19 pandemic, border passage and flight availability in Mexico could change at any time. All travelers considering exiting Guatemala by land should research travel and security advisories (available at www.travel.state.gov) for all portions of their planned route, as well as the CDC's COVID-19 country health guides (available at <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>).

U.S. Embassy in Mexico

Website: <https://mx.usembassy.gov/>

Facebook: <http://www.facebook.com/mexico.usembassy>

Twitter: <http://twitter.com/USEmbassyMex>

Where can I find all alerts published by the U.S. Embassy in Guatemala related to the COVID-19 crisis?

<https://gt.usembassy.gov/alert-covid-19/>

Visit our Embassy website <https://gt.usembassy.gov>,

Twitter <http://twitter.com/usembassyguate> and

Facebook <http://facebook.com/embajada.eeuu.guatemala> accounts.

Where can I find health information about COVID-19?

For health information see: [Centers for Disease Control and Prevention](https://www.cdc.gov)

To find resources in Guatemala see [Ministry of Health](#)
[General Medical Info/](#) [List of public hospitals](#)

If I go back to the U.S. will I be quarantined?

Visit the [Department of Homeland Security](#) and [Department of Health and Human Services](#) for the latest information for individuals entering the United States.

2. Information about air travel options not coordinated by the Department of State

While commercial carriers currently are not operating normally, the U.S. Embassy in Guatemala has coordinated with United Airlines to facilitate additional commercial flights from Guatemala City to the United States. Please note, prices are set by the carriers, not the U.S. Government.

These flights are limited offerings and we do not expect them to continue on a regular basis. We urge U.S. citizens and legal permanent residents wishing to travel to the United States to contact United Airlines directly to make a booking. We also ask U.S. citizens and legal permanent residents still wishing to return to the United States to continue to check the availability of these and other commercial flight options as they are scheduled. Reservations for commercial flights would be made directly with the airlines, not the U.S. Embassy, so please contact them directly for bookings.

United Airlines has added flights from Guatemala City to the United States on the following dates:

Thursday, April 2 – 12:30 p.m. departure (Flight 2852) from Guatemala City to Houston, TX.

Friday, April 3 – 12:30 p.m. departure (Flight 2853) from Guatemala City to Houston, TX.

Please contact United Airlines directly at <https://www.united.com> or VentasGUA@united.com to make reservations.

Visit this link for more information about [United Airlines commercial flights](#).

Please also continue to monitor U.S. Embassy online accounts ([Website / Twitter / Facebook](#)) for updated information.

3. Information about Charter Flights organized by the Department of State

Is the U.S. Embassy organizing charter flights for U.S. citizens?

The last scheduled [State Department-coordinated charter flights](#) from Guatemala City to Dallas-Ft.-Worth (DFW) departed on March, 31.

From March 23-31, the U.S. Embassy in Guatemala coordinated 12 charter flights, from La Aurora Airport to Dallas/Fort Worth, evacuating 1,900 U.S. citizens and legal permanent residents. At this time, we do not expect additional State Department charter flights will be made available.

We urge U.S. citizens and legal permanent residents wishing to return to the United States to continue to check the availability of commercial flights and contact airlines directly to make a booking. See section 2 of this document.

As we do not anticipate additional State Department charter flights will be available, we have closed the Embassy's online data entry form and will not be taking additional registrations. Information already collected by the Embassy will not be retained. For any possible U.S. government-coordinated flights in the future, the U.S. Embassy will provide instructions regarding its registration process at that time. However, as we do not anticipate that this will likely become an option, we urge travelers to continue to seek commercial flight options from Guatemala City to the United States.

Please contact AmcitsGuatemala@state.gov for any urgent inquiries.

[Alerts for U.S citizens](#) related to COVID-19.

Should I try to book a flight on a non-U.S. government charter flight?

Yes. See section 2 of this document.

How will the U.S. Embassy in Guatemala communicate with me?

U.S. Embassy email addresses end in "[@state.gov](#)."

Please contact AmcitsGuatemala@state.gov for any urgent inquiries.

4. Resources

Where can I get more information?

Visit our Embassy website <https://gt.usembassy.gov>,

Check here for updates: [U.S. Embassy Guatemala COVID-19 updates](#)

Twitter <http://twitter.com/usembassyguate> and

Facebook <http://facebook.com/embajada.eeuu.guatemala> accounts.

Phone: (502) 2326-4000

American Citizens email: Amcitsguatemala@state.gov

Review the State Department's Global Level 4 Health Travel Advisory at www.travel.state.gov.

[What the Department of State can and cannot do during a crisis](#)

Consult the [CDC](#) website for the most up-to-date information. For the most recent information on what you can do to reduce your risk of contracting COVID-19 please see the [CDC's latest recommendations](#).

Visit the [COVID-19 crisis page on travel.state.gov](#) for the latest information.

Check with your airlines, cruise lines, or travel operators regarding any updated information about your travel plans and/or restrictions.

Visit the [Department of Homeland Security](#) website on the latest travel restrictions to the U.S.

Monitor local news for updates.

Where can I get United Airlines contact information?

Please contact United Airlines directly at <https://www.united.com> or VentasGUA@united.com to make reservations.

Where do I find information published by the Government of Guatemala?

GOBIERNO DE GUATEMALA (Information in Spanish)

Official Government of Guatemala website

Website: <https://www.guatemala.gob.gt/>

Facebook: <https://www.facebook.com/guatemalagob/>

Twitter: <https://twitter.com/GuatemalaGob>

PROATUR (Tourist Assistance Program) (information in English)

Tourist assistance program through the Guatemalan Official Tourism Agency **INGUAT**

Phone: 1500 / 2421-2810

Website: <http://proatur.visitguatemala.com/en/about-proatur.php>

Facebook: <https://www.facebook.com/VisitGuatemala>

Twitter: <https://twitter.com/visitguatemala>

INGUAT (information in Spanish)

Official Tourism Agency

Phone: 1517 / 1540

Website: <http://inguat.gob.gt/>

Facebook: <https://www.facebook.com/inguat/>

Twitter: <https://twitter.com/InguatPrensa>

Ministry of Government

Website: <https://mingob.gob.gt/>

Phone: 1517 / 1540

Facebook: <https://www.facebook.com/mingobguate/>

Twitter: <https://twitter.com/mingobguate>