



# Rules and Information for returning travellers to the Cook Islands

## **The Cook Islands Government has laid out strict rules for the arrival of repatriated persons at Rarotonga Airport and their transfer to the supervised quarantine (SQ) facility.**

The entire process involved the coordination of almost a dozen ministries and government agencies, ensuring public health and safety remains the utmost priority.

The Cook Islands Government and our people want to maintain our COVID-19 free status and the cooperation of all is critical.

Families of the cohort of repatriated persons will be allowed to visit the airport and view arriving repatriated persons (from a distance). Families are encouraged to comply with the directions of the Airport security/Police and must practise public health measures at all times.

The first cohort of repatriated persons are scheduled to arrive this Friday. The information below outlines the main facts and is provided to acquaint everyone with the processes and rules.

## **Upon arrival at Rarotonga International Airport**

- Once the aircraft has landed and has been cleared for passengers to disembark, passengers will be processed by Immigration/Customs officers and transported to the SQ facility (Edgewater Resort & Spa)
  - » Once the aircraft has landed all passengers will remain in their seats until they are invited to disembark the aircraft.
- Passengers will be accompanied by a Health Protection Officer (HPO)
  - » All passengers **MUST** cooperate with their assigned HPO at all times.
- All passengers **MUST** practise public health measures at all times
- All carry-on baggage will be disinfected
- Airport security will control access to the airport terminals and the tarmac , with police ensuring reasonable physical distancing measures are adhered to by those wishing to view arriving passengers (from a distance).
- Prior to boarding the transport vehicles, all passengers must comply with the Immigration/ Customs Officers directions regarding the processing of passports and arrival cards
- Passengers will be transported to the SQ facility and the lead HPO will ensure physical distancing and other public health measures are maintained
- Personal protective equipment (PPE) will be provided to those at risk of coming into close contact with arriving passengers and/or their baggage



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## **Passenger baggage and cargo**

- Arriving passengers will not uplift their baggage at the airport. Baggage will be cleared by customs and biosecurity personnel before delivery to individual rooms at the SQ facility
- All bags must be labelled with the passengers' names for ease of identification
- No family members or friends are permitted to collect baggage from the airport
- HPOs will disinfect all baggage prior to customs/biosecurity screening
- Airline cargo handlers will offload and transport cargo to the designated cargo area
- HPOs will disinfect cargo at the cargo area prior to clearance

## **Departing passengers**

- The aircraft will be disinfected prior to boarding passengers
- Departing passengers must not have close contact with arriving passengers
- Passengers will be processed through the usual airline check-in, biosecurity, airport security, immigration and customs procedures
- Passengers will wait in the departure hall prior to boarding. Entrance to the hall is not permitted without authorisation.
- Passengers will board the aircraft once cleared and practise public health measures

## **Public health measures to be taken at all times**

- Maintain physical distancing (2 metres)
- Wash hands regularly with soap and water or hand sanitiser
- Avoid touching your face, eyes, nose or mouth
- Practise cough and sneeze etiquette (into elbow or shirt)

## **Upon arrival at the Supervised Quarantine facility**

Upon arrival at the SQ facility, repatriated persons will be pre-checked and escorted to their respective rooms.

Rules and directions relating to supervised quarantine at the SQ facility are set out in the Q&A re: repatriated persons document.

