



## Questions & Answers re Repatriated passengers

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

### **Why is the supervised quarantine programme in place?**

Coronavirus disease 2019 (COVID-19) is a respiratory infection caused by the SARS-CoV-2 virus which can be passed on to others through respiratory droplets. Travelling to the Cook Islands from New Zealand means you could be at risk of carrying the virus.

On Thursday 16 April 2020, the Prime Minister of the Cook Islands Hon. Henry Puna declared the Cook Islands a COVID-19 free zone. The government and our people want to maintain our COVID-19 free status, and your cooperation is critical.

All people travelling to the Cook Islands must complete 14 days supervised quarantine prior to departure from New Zealand, followed by a further 14 days supervised quarantine upon arrival in Rarotonga, Cook Islands.

### **What is supervised quarantine?**

Supervised quarantine is an effective precautionary measure to protect those around you and in the Cook Islands – your family, friends, colleagues – from contracting COVID-19. It means taking simple, public health measures to avoid close physical contact with other people as much as possible, like you would with the seasonal flu virus.

## Rarotonga International Airport

### **When does the first cohort return to the Cook Islands?**

The first cohort of returning Cook Islands residents is scheduled to arrive Friday 8 May, where they will begin 14 days of supervised quarantine at the SQ facility.

### **Who will assist the repatriated persons upon their arrival in Rarotonga?**

As repatriated persons are processed at Rarotonga International airport, they will be assigned a Health Protection Officer (HPO). All repatriated persons MUST practise public health measures at all times and cooperate with the directions of the HPO.

### **How is passenger baggage and cargo being handled?**

Personal protective equipment (PPE) will be provided to those at risk of coming into close physical contact with arriving passengers and/or their baggage. All carry-on baggage will be disinfected.

For check-in baggage, HPO's will disinfect all baggage prior to customs/biosecurity screening. Following clearance, repatriated persons will not be permitted to uplift their baggage at the airport. Cleared baggage will be delivered to individual rooms at the SQ facility. No family members or friends are permitted to collect baggage from the airport.



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## Supervised Quarantine Facility

### What are the basic rules of supervised quarantine?

All persons wanting to be repatriated are required to sign an agreement upon arrival, agreeing to abide by the quarantine requirements during their stay (this is a requirement to receive medical clearance in order to travel). The supervised quarantine process begins upon arrival into the Cook Islands.

Once checked in, guests will receive daily health checks during their stay and are required to have a COVID-19 test. This is a vital process for their health and wellbeing, and for others. Full cooperation is needed to ensure health checks can be completed effectively.

Any breach of the quarantine requirements may result in prosecution and a term of imprisonment of up to 12 months or a fine not exceeding \$10,000.

### Does the SQ facility provide laundry services?

A spare set of clean linen and towels will be left in the wardrobe in rooms and villas by room service. Dirty hotel laundry can be placed in a plastic bag provided and placed outside room door.

Some of the villas have their own washing machine, in addition, there is one guest laundry on site – located opposite the tennis court (token operated \$5 per load of washing and drying). Each room/villa will be provided with two free tokens for the duration of their stay and washing powder is provided. Additional tokens can be purchased by guests by contacting the hotel reception. A booking schedule will be available so that guests can do their laundry without coming into close contact with other guests.

### Is there Wi-Fi?

Wi-Fi is available in all rooms. The cost is \$25 per 5GB. Guests are required to cover this cost.

### Is smoking permitted?

Smoking is not permitted in hotel rooms – an ashtray will be provided directly outside the room or balcony should it be required.

### Can guests get together with others at the SQ facility?

There is no socialising permitted with guests outside of the immediate room/villa.

### Can guests go outside their room or for a walk?

Movement outside your room is permitted in a strictly controlled manner. You must remain within designated areas, to be advised, at all times. You will be advised daily of the times permitted. Physical distancing must be maintained at all times. This may include walking along the beachside, exercise on the tennis court or volleyball court.

### Can guests go out of the SQ facility, or visit a supermarket or shop?

No. Guests cannot visit or use any essential services that are open – such as supermarkets, convenience stores, pharmacies, or other services. Talk to the hotel reception about any local delivery options. This MUST be facilitated through the hotel reception only.

### What if guests have a medical prescription to be filled?

Health professionals are available on site. Let hotel staff know that you need to speak to a health professional.



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## **Can guests have visitors to the facility?**

No. Family, friends, and any other members of the public are not permitted to visit you.

Food and personal items can be dropped off at the hotel reception from 8am – 12noon on the first day and from 8am-4pm thereafter.

Items will be checked, and a logbook filled in by the delivery person. Security/Police will check items prior to delivery to rooms.

## **Who is paying for the guests stay at the SQ facility?**

The Cook Islands Government is paying for rooms and three healthy meals a day.

Guests will be responsible for any charges related to the use of room phones to call local numbers. Incoming calls to guest's rooms for example from family members are free. Additional charges will apply for mobile numbers and international calls. For more information, contact hotel reception.

Guests will be responsible for any damage caused to their room or villa during the course of their stay.

## **What if guests start to feel unwell?**

If guests start feeling unwell – including with symptoms of fever, a cough, difficulty breathing, sore throat, loss of sense of smell, altered taste – guests are to remain in their room and contact hotel reception at extension 5000 or 5001, who will ask a health professional to check on the guest.

## **What public health measures must 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)
- Avoid hugs, kisses or shaking hands

## **What happens after 14 days of supervised quarantine?**

Upon completion of 14 days of supervised quarantine at the facility, a health professional will assess the position in respect of each guest and if cleared will be released.

Those who have tested positive for COVID-19 or are suspected of having COVID-19 will be placed under isolation or quarantine orders pursuant to the COVID-19 Act 2020.

## **What happens if a guest has a positive COVID-19 test?**

A health assessment of the guest will be undertaken as well as any persons that have been residing with the guest or who might have come into close physical contact with the guest. Te Marae Ora will facilitate this process. Should a guest develop COVID-19 symptoms and require hospitalisation, they will be transferred to Rarotonga Hospital Te Kou ward.