



Tourism Industry FAQs on Post-Typhoon Mawar Recovery

1. When is the next available flight in or out of Guam?

The A.B. Won Pat International Airport departure and arrival terminals are only open for humanitarian and essential cargo flights at this time. If all systems are operational, services are anticipated to resume on Tuesday, May 30, 2023.

2. What if a tourist is dropped off at the airport?

No services/amenities (food, retail) are currently being offered at the Guam airport at this time since it is closed for recovery.

3a. What if a tourist is checked out of their hotel, where can they go?

All guests are advised to extend their reservation or rebook with a different facility to seek other accommodations, such as a hotel or Airbnb.

4. Can a tourist go to a shelter at the schools?

The shelters are required to accept anyone who needs assistance but the shelters currently have limited resources. Translators are also not readily available to assist tourists who arrive at the designated shelters.

5. Will the local government assist a tourist to extend their stay on Guam due to the emergency declaration?

The Guam Visitors Bureau and Guam Hotel & Restaurant Association are currently working with the Government of Guam and FEMA on possible funding and reimbursement for distressed passengers. GVB and GHRA will also work within their resources to assist impacted visitors as best as they can.

6. What if tourists need assistance?

GVB has activated its 24-hour concierge program to assist in translation, transportation, medical assistance and other services. The program is available in Korean, Japanese, and Mandarin Chinese. Tourism stakeholders should call (671) 588-3030. Visitors can also reach out to their respective consulate offices for further guidance.



Japan Consulate Office

Number (671) 646-1290 / 671-646-5220

Address 590 South Marine Corps Dr. , Ste 604 (ITC Bldg.) Tamuning, Guam 96913

Email infocgj@ag.mofa.go.jp

Korea Consulate Office

Number 671-647-6488/9 ; After Hour Emergency Line: (671) 688-5886

Address 153 Zoilo St. Tamuning, Guam 96913

Email: kconsul_guam@mofa.go.kr

Taipei Economic and Cultural Office in Guam (TECO)

Number 671-472-5865

Address Suite 505 Bank of Guam Bldg. 111 Chalan Santo Papa Rd. 96910, Hagåtña, Guam

Email gum@mofa.gov.tw

7. Does travel insurance cover this natural disaster?

Travel insurance is optional for each individual traveler. It is best for travelers to check with their respective airline or credit card company if this option was available to them.

8. Is there any government assistance while they are stranded?

GVB is developing a visitor support program that includes free meal vouchers validated up to \$25 per visitor a day, airport transportation and future optional tours for impacted visitors.

9. Which medical clinics can I go to that can assist stranded visitors?

The Guam Medical Association has provided a short list of clinics can help with urgent healthcare needs of tourists:

American Medical Clinic – (671) 647-8262

Seventh Day Adventist Clinic (671) 646-8881

Guam Medical Care (671) 647-4174

Guam Radiology Center (671) 649-1001

Dr. Shieh's Clinic & Associates (671) 648-2229

One Love Pediatrics – (671) 588-1588

MPG Pediatrics - (671) 648-5437

Lombard Medical - (671) 989-4747

The Neurology Clinic - (671) 646-6463

FHP Medical Clinic (671) 646-5825



10. Are hotel guests eligible for government assistance (foreign national, military, federal contractor)?

Guests are able to file under FEMA Individual Assistance when it is approved for this disaster on <https://www.fema.gov/disaster/3594>.

11. How do I secure my flight?

Please contact your respective airline or tour agent for your flight status or rebooking.

United Airlines Tel: +1(800) 864-8331 Fax: (671) 649 6588 Cargo: (671) 645-8570 www.united.com	Jin Air Co. Ltd. Tel: 1(671)642-2800 Fax: 1(671)642-2801 www.jinair.com gumkk@jinair.com	Jeju Air Co.LTD Tel: 1(671)649-3936 Tel: +82.1599.1500 (Automated Menu) www.jejuair.net gumkk7c@jejuair.net
Korean Air Telephone: 1(671)642-3200 Admin/Sales 1(671)642-1125/6 Cargo: 1(671)642-5333 www.koreanair.com gumkk@koreanair.com	Philippine Airlines General Sales Agents for PAL (Ticketing) 1(671)632-1615 www.philippineairlines.com gumkzpr@pal.com.ph	T'way Air Co.LTD Tel: 1(671)989-1500 www.twayair.com gumkk@twayair.com

12. Is it safe to drink tap water?

It is best to boil tap water before drinking it at this time. A precautionary boil water notice remains in place due to possible bacterial contamination in the water that can occur when increased run-off enters a drinking water source following heavy rains from the storm. The recommended boiling time is three (3) minutes.

13. Can I go into the ocean to swim and do other recreational activities?

Due to high concentrations of unsafe bacteria attributed to the large amount of rain received by Typhoon Mawar, it is unsafe to swim or do any other recreational activities in the ocean water at this time. A special beach advisory has been issued by the Guam Environmental Protection Agency for all 43 recreational beaches.