

COVID-19 Frequently Asked Questions

COVID-19 INFORMATION & RESPONSE

Are there Coronavirus/COVID-19 cases in Greater Williamsburg?

- The Virginia Public Access Project (VPAP) has created a searchable COVID-19 database broken down by zip code [here](#)

If I become sick while at a hotel/resort, what should I do?

- Anyone who suspects they may have COVID-19 or may have been exposed to COVID-19 should contact their healthcare provider
- Anyone experiencing [an emergency warning sign](#) (including trouble breathing) should call 911 or call ahead to the nearest emergency facility
- It is recommended that anyone with a confirmed case of COVID-19 within a week after a hotel stay notify that hotel for tracing purposes

What social distancing protocols are in place to protect the community and visitors?

- Public health procedures include, but are not limited to, physical distancing, regular temperature checks, wearing masks, and frequent handwashing; for more information, go to <https://www.visitwilliamsburg.com/latest-updates>

What are area businesses and event organizers doing to prevent the spread of coronavirus?

- Many businesses have implemented expanded preventive measures, including:
 - Increasing frequency of surface cleanings and providing sanitation gel or wipes to visitors
 - Implementing a response plan in case someone is suspected of contracting COVID-19
 - Communicating guidelines to employees and visitors regarding reducing and preventing the spread of the virus
 - Implementing touchless, or low-touch, solutions such as contactless technologies and procedures to limit virus transmission

EXECUTIVE ORDERS & RESTRICTIONS

Is there a shelter-in-place order in Greater Williamsburg?

- The State of Virginia is under [Phase 3](#) of Forward Virginia, a safer-at-home strategy that continues to promote social distancing, recommends face coverings in public, and allows all non-essential businesses and restaurants to open
 - Guidelines include:
 - Modified Stay at Home Order: Between December 14, 2020 and January 31, 2021, all individuals must remain at their place of residence between the hours of 12:00 a.m. and 5:00 a.m. Exceptions include obtaining food and goods, traveling to and from work, and seeking medical attention
 - All businesses should continue to follow physical distancing guidelines, frequently clean and sanitize high contact surfaces, and keep enhanced workplace safety measures in place

- Entertainment venues, such as zoos, museums, and outdoor performance venues may open at 50% capacity with a cap of 1,000 people
- Large amusement parks and zoos of at least 25 acres containing permanent amusement exhibits and hosting at least 500,000 visitors annually are permitted to have a total occupancy of 50%
- Gyms and fitness studios may operate at 75% capacity

What about groups?

- Public and private gatherings are limited to 10 individuals. This mandate will not affect the overall capacity of retail businesses or restaurants.

Are there quarantine requirements, and if so, for how long?

- At this time, there are no government restrictions on U.S. travelers entering Virginia

Is PPE required for guests/visitors?

- Gov. Northam issued Executive [Order 63](#), requiring that everyone over age five wear a face covering while inside public buildings

What is the status of area hospitals and urgent care facilities?

- All area hospitals and urgent care facilities are operating at normal capacity

Are non-essential businesses still closed across the state?

- Non-essential retail businesses are open; the detailed set of guidelines for non-essential retail may be found [here](#)

Are the area airports still open?

- All area airports, Newport News/Williamsburg International Airport([PHE](#)), Norfolk International Airport ([ORF](#)), and Richmond International Airport ([RIC](#)), are open with social distancing guidelines in place
- For specific information related to one of the area airports or airline carriers, please visit the respective website
- To learn more about the Transportation Security Administration (TSA) response to COVID-19, please visit [TSA's website](#)

What is the reopening plan for Greater Williamsburg?

- The City of Williamsburg operates under its five-phase plan for reopening, [Forward Williamsburg](#), that follows along with the Forward Virginia state plan, it begins with the current operational conditions and carries through to a return to "pre-COVID-19 conditions"
- The city is currently in Phase 3 with limited services at outdoor park and recreation facilities

Can I book a taxi/Uber/Lyft? Can ground transportation be shared?

- Local ground transportation is available; it is recommended that you review individual company policies and/or speak with the individual driver regarding shared transportation, social distancing measures, and required protective gear

Can I rent a car?

- Rental car companies are open; however, it is recommended that visitors with questions check with the individual businesses for specific answers

Can I travel with my pet?

- Greater Williamsburg is home to many pet-friendly establishments; please visit individual accommodation or attraction website to learn more about pet policies

Is it safe for me to book a vacation to Greater Williamsburg?

- Yes. For more information on individual businesses' safety measures, please visit <https://www.visitwilliamsburg.com/latest-updates>

GREATER WILLIAMSBURG AREA OPENINGS & CLOSURES

LODGING

How can I find out which hotels and resorts are open?

- For more information, go to <https://www.visitwilliamsburg.com/latest-updates>; for any information not listed, please visit the respective hotel, resort, or lodging website and social media channels

Is there a limit to the number of guests per room in a hotel? How many guests (adults/children) are allowed per room?

- As policies vary, visitors with questions should contact the individual property directly

Are hotels processing refunds?

- Cancellation and refund policies vary by business; it's recommended that visitors with questions contact the business directly for the latest policies and options

Can I go camping?

- Under [Phase 3](#) of the reopening plan, private campgrounds are open and must provide at least 20 feet of separation between units
- Employees working in customer-facing areas must wear face coverings
- The detailed set of requirements for private campgrounds can be found [here](#)
- Visitors with questions should consult individual campsite website and social media channels for further information

Can I visit with my R.V.?

- Short-term campground stays are permitted with new requirements regarding the distance between campsites
- For R.V. information, please consult individual campsite/R.V. park website and social media Channels

DINING

Are restaurants, bars, and wineries open?

- Restaurants, dining establishments, food courts, breweries, microbreweries, distilleries, wineries, tasting rooms, and farmers markets may operate both indoor and outdoor dining areas with at least six feet between tables

- All parties, whether seated together or across multiple tables, must be limited to 50% capacity in the Greater Williamsburg area
- Bar seats and congregating areas of restaurants must be closed to patrons except for through traffic
- Employers must provide face coverings for employees, which must be worn in customer dining and service areas
- Detailed guidelines for food and beverage establishments may be found [here](#)

How can I find out which restaurants are open?

- For a listing of area restaurants, go to <https://www.visitwilliamsburg.com/latest-updates> and visit the respective website and social media channels for further information

Do I need a reservation for dining?

- Visitors with questions should refer to the restaurant website and social media channels for further information on reservations

Are payment options still the same?

- Visitors with questions should refer to the restaurant website and social media channels for further information on payment options

How many people can be in my party?

- All parties, whether seated together or across multiple tables, must be limited to 250 people or fewer

THINGS TO DO

[Phase 3](#) of the Forward Virginia reopening plan applies to all of Virginia. Under this phase, entertainment venues such as zoos, museums, and outdoor performance venues may open at 50% capacity with a cap of 1,000 people.

Are places of worship open?

- Religious services may occur; however, individuals attending must practice physical distancing at all times and sit six feet apart
- Family members may be seated together
- The full set of guidelines for religious services can be found [here](#)

Are museums, attractions, and retail locations open?

- Museums, attractions, and retail locations are open
- Please contact businesses and attractions directly for specific information

Are spas, barbershops, nail salons, etc. open?

- Beauty salons, barbershops, spas, massage centers, tanning salons, tattoo shops, and any other location where personal care or personal grooming services are performed may continue to operate, provided such businesses comply with [Phase 3](#) guidelines
- The detailed set of requirements for personal care and personal grooming operations can be found [here](#)

How can I find out which shops are open?

- For information on shops and retail businesses, go to <https://www.visitwilliamsburg.com/latest-updates>, or visit the individual shop's website or social media channels for further information

Is Busch Gardens open?

- Busch Gardens Williamsburg is open to the public with limited capacity, reservation only special events, for more information visit [here](#)

Is Water Country USA open?

- Water Country USA is closed for the season, for more information visit [here](#)

Is Colonial Williamsburg open?

- Colonial Williamsburg is open to the public on a limited scale and under strict safety protocols that include social distancing, operating at reduced capacity inside buildings, wearing face coverings where required and enhanced cleaning protocols. For more information, visit [here](#)

Is Jamestown Settlement open?

- Jamestown Settlement is open to the public on a limited scale and under strict safety protocols that include social distancing, operating at reduced capacity inside buildings, wearing face coverings where required and enhanced cleaning protocols. For more information, visit [here](#)

Is the American Revolution Museum at Yorktown open?

- The American Revolution Museum at Yorktown is open to the public on a limited scale and under strict safety protocols that include social distancing, operating at reduced capacity inside buildings, wearing face coverings where required and enhanced cleaning protocols. For more information, visit [here](#)

Is Historic Jamestowne open?

- James Fort and New Towne are open. All public programs are taking place outside with physical distancing protocols in place
- Please see the mobile-friendly [Visit Guide](#) for information about programs and hours of operation
- Memorial Church is open with limited capacity. Visitors are required to wear masks when inside the church
- Jamestown Island Loop Road and Jamestown Glass House are open; the most up-to-date information can be found [here](#)
- Archaearium Museum, Visitor Center gift shop, and Dale House Café are open

Is Yorktown Battlefield open?

- Yorktown Visitor Center, the Moore House, and the Nelson House are closed
- The following areas are open to pedestrians and, in most cases, bicycles: Yorktown Tour Roads, Yorktown National Cemetery, Yorktown Victory Monument, and Main Street
- Visitors are encouraged to practice social distancing. More information can be found [here](#)

Is the Colonial Parkway closed?

- Colonial Parkway is open
- Jamestown Island Loop Road will remain closed to cars and general visitation other than pedestrians and bicyclists, for more information visit [here](#)

Is William & Mary open?

- William & Mary is open; for more information, visit [here](#)

Are golf courses open?

- Golf courses are open with social distancing measures in place; please check individual golf course website for more details

Are the beaches open?

- The beaches are open with social distancing guidelines

Are state parks open?

- Virginia State Parks are open with social distancing restrictions
- Visitors are encouraged to check for alerts on the website of the park they intend to visit and have an alternate plan in case the park of choice is at capacity upon arrival; please visit [here](#) for more details and the most up-to-date information

Are there any closures or event cancellations?

- Yes, however, some exceptions and guidelines are shifting daily; for more information, visit [here](#)

Are attractions processing refunds?

- Cancellation and refund policies vary by business; visitors with questions should contact the individual business directly for the latest policies

Where can I find more information on what is open, what is closed, and hours of operation?

- For the most up-to-date information, go to <https://www.visitwilliamsburg.com/latest-updates>

Additional Links:

- [Forward Virginia Phase 3 Guidelines for All Business Sectors](#)
- [City of Williamsburg, Important COVID-19 Information](#)
- [City of Williamsburg Resources](#)
- [York County Resources](#)
- [James City County Resources](#)

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