



# NOTICE

Please be advised of the following update to the below services offered *by **appointment only*** in compliance with the Emergency COVID-19 Orders No.4 enacted by the Government of The Bahamas, published 26<sup>th</sup> August, 2020, effective **31<sup>st</sup> August, 2020**:

## Grand Bahama

Cornelius A. Smith Gov't Complex

Services offered **Mondays, Wednesdays and Fridays** between the hours of 9:30am to 4:00pm

- ✓ Payment for approved permits
- ✓ Permit collection

To make an appointment for Payment of Approved Permits please contact:

1-242-602-9700/602-9729

or

[fpoimmigrationtriage@bahamas.gov.bs](mailto:fpoimmigrationtriage@bahamas.gov.bs)

Services offered **Tuesdays & Thursdays** between the hours of 9:30am to 4:00pm

- ✓ Submission of all classes of applications

To make an appointment for the Permit Collection & Submission of Application Services please contact the following on the aforementioned days and times:

1242-602-9760/602-9827/

602-9700

or

[fpoimmigrationpermits@bahamas.gov.bs](mailto:fpoimmigrationpermits@bahamas.gov.bs)

## New Providence

Hawkins Hill

Services offered **Mondays, Wednesdays & Fridays** between the hours of 9:30am to 4:00 pm

- ✓ Payments for approved permits
- ✓ Permit Collection

Services offered **Tuesdays & Thursdays** between the hours of 9:30am to 4:00pm

- ✓ Submission of all classes of applications

To make an appointment please contact the following Monday-Friday between the hours of 9:30am to 4:00pm:

**1-242-225-5337/604-0236**

or

[immigrationpublicrelationsunit@bahamas.gov.bs](mailto:immigrationpublicrelationsunit@bahamas.gov.bs)

## Monarch House

Please note that Monarch House (**Citizenship & Permanent Resident Units**) is open Monday thru Friday 9:30 am to 4:00pm **by appointments only** and can be reached on the following Contacts:

**1-242-604-0256/604-0263**

[citizenshippr@bahamas.gov.bs](mailto:citizenshippr@bahamas.gov.bs)

## All Family Island Offices

Services offered **Mondays, Wednesdays and Fridays** between the hours of 9:30am to 4:00pm

- ✓ Payment for approved permits
- ✓ Permit collection

Services offered **Tuesdays & Thursdays** between the hours of 9:30am to 4:00pm

- ✓ Submission of all classes of applications

To make an appointment please contact the following Monday, Wednesday or Friday between the hours of 9:30am to 4:00pm:

### Port

Abaco	1-242-699-0067/69
North Andros	1-242-329-4466
Central Andros	1-242-368-2031
Bimini	1-242-347-3446
Chub Cay	1-242-451-8253
Exuma	1-242-336-2569
Governor's Harbour	1-242-332-2576
Great Harbour Cay	1-242-367-8112
Inagua	1-242-339-1234
North Eleuthera	1-242-335-1124
Rock Sound	1-242-334-2055
San Salvador	1-242-331-2100

The following are required when making an appointment and collecting permit:

- ✓ Copy of receipt/approval letter issued by the Department of Immigration
- ✓ Government issued identification
- ✓ If collecting on behalf of a client/applicant, please present/submit signed authorization in addition to the 1<sup>st</sup> and 2<sup>nd</sup> items listed.

Payments via debit and credit cards are still accepted. You may access this service by contacting:

Telephone: 242-502-0516

Email: [altheasmith@bahamas.gov.bs](mailto:altheasmith@bahamas.gov.bs)

Extensions on visitors' stay remain an online service; you may access details for applying from our website at [www.immigration.gov.bs](http://www.immigration.gov.bs) and selecting the April 20, 2020 notice under the Covid-19 tab.



# COVID-19 GUIDELINES FOR THE PUBLIC



WASH HANDS  
FREQUENTLY



AVOID CLOSE  
CONTACT WITH  
OTHERS



WEAR A MASK  
COVERING NOSE  
& MOUTH

The following guidelines were put in place by the Department of Immigration's Health and Safety Committee in compliance with the Ministry of Health's protocols in an effort to safeguard staff and clients in this COVID-19 environment. Below are the protocols that must be adhered to when visiting the Department's offices throughout The Bahamas:

- 🧑‍🤔 Masks must be worn at all times covering both nose and mouth
- 🧑‍🤔 Government issued identification must be presented at security check point as well as a valid contact (email/telephone)
- 🧑‍🤔 All visitors will be required to wash/sanitize hands at stations (provided by the Department) prior to entry
- 🧑‍🤔 All visitors are subject to a temperature check
- 🧑‍🤔 All visitors whose temperature read abnormal will be refused entry/service and subsequently asked to visit a physician prior to returning to the facility
- 🧑‍🤔 Upon return to any location, a note from a licensed medical practitioner indicating that client does not pose a health risk to the public must be presented at security check point
- 🧑‍🤔 All visitors must maintain a minimum of 6ft from other clients while visiting the Department

**For rules and regulations regarding security and the dos and don'ts for visiting the Department please visit our website at [www.immigration.gov.bs](http://www.immigration.gov.bs)**

**The Department appreciates your cooperation as we partner together to ensure a safe and healthy Bahamas.**