COVID-19Kenya Travel Related Frequently Asked Questions

1. **Entry requirements for in-bound international travelers**
    1.1. What are the entry requirements at Kenyan points of entry for international arrivals?
    Answer: To enter Kenya travelers must: -
    (i)Take a COVID-19 PCR test before initiating travel, upload the PCR negative certificate on Trusted Travel either through PANABIOS or Global Haven platform and present TT or TC codes to port health authorities in Kenya to access your COVID-19 PCR test result within 96 hours after sample collection. Children less than 5 years old are exempt from the COVID-19 testing requirement. The procedure for entry through a seaport is different. Upon entry to a Kenyan seaport all crew members and passengers receive a COVID-19 PCR test and go into quarantine until the results have been received and are negative at the traveler's own cost.
    (ii) Fill in an electronic traveler's surveillance form either through the *Jitenge* application or weblink ([www.bit.ly/covid19moh)](www.bit.ly/covid19moh) and present a QR code generated from *Jitenge* to port health officials to access the details filled in the form.
    (iii) Undergo and pass a symptom and temperature screening by port health officials upon arrival to a Kenyan port of entry, and possibly an antigen test, which is currently taken randomly and at no cost to the traveler, but this may change with time.
    (iv) You may also be required to show proof of having booked a hotel in the designated quarantine hotels and/or be subjected to quarantine and additional testing upon arrival depending on the travel restrictions imposed on your country of departure/transit.List of departure states and territories exempt from quarantine can be found here (https://kcaa.or.ke/sites/default/files/docs/covid_19/exempted_states.pdf).
    1.2. Will COVID-19 PCR tests results be accepted if in-bound flights are rescheduled or delayed? –
    Answer: Kenya accepts COVID-19 PCR tests for inbound travelers only valid for 96 hours from the date of sample collection to the point of initiating travel. If this time expires due to delayed or rescheduled flights a re-test is mandatory.
    1.3. Do I have to present a COVID-19 PCR test certificate at the boarding gate? –
    Answer: Inbound international travelers are required to show COVID-19 PCR test at the boarding gateof the departure airport.
    1.4. What is Trusted Travel and how is it used?
    Answer: Trusted travel is a platform that facilitates authentication of COVID-19 test certificates through coding of test results with trusted travel (TT) codes and travel codes (TC). Travelers from countries already onboard the Trusted Travel platform get tested by trusted laboratories already enrolled in the system. After taking a COVID-19 PCR test, the traveler must register on www.PanaBIOS.com, then receive a system generated message from PanaBIOS with information about the issuance of a trusted traveler (TT) code. Passengers must click the link provided in the message and follow the steps provided to receive their TT code. The TT code allows passengers to view their test certificate, which will be presented at points of entry/exit. Travelers from countries not yet onboard the Trusted Travel Platform, receive a COVID-19 PCR test result upon testing and upload their results using Global Haven via www.globalhaven.org and receive a Travel code (TC). Travelers can use both the text message sent by PanaBIOS and

the email to generate a trusted travel (TC) code. For more information visit the [Ministry of Health Travel Guide](https://www.health.go.ke/wp-content/uploads/2021/01/Travel_Guide_Simplified_Kenya_MOH_combined_version.pdf):https://www.health.go.ke/wp-content/uploads/2021/01/Travel_Guide_Simplified_Kenya_MOH_combined_version.pdf

In case you received an email from admin@PanaBIOS and haven't logged in, use the login credentials provided to create an account via www.panabios.org, After an account is created follow the online processes to generate a Travel code (TC) which will allow you to access your test certificate. Travelers must download and present the certificate at points of entry. All travelers entering Kenya are required to upload their results in the Trusted Travel platform.

1.5. Is there a form being filled by guests when entering Kenya? –

Answer: Kenyan points of entry require travelers to fill in a mandatory electronic travelers' surveillance form prior to travel. The form is available as an application downloadable from play store by android phone users (*Jitenge*) or from a web browser from www.bit.ly/covid19moh (recommended for apple device users e.g. iPhone, iPad and Mac computer). After submitting the form passengers will receive a QR code via email, which will need to be shown to Port Health upon entry. All travelers are required by law to fill out this form as per the Public Health Act Cap 242

1.6. After filling and submitting the surveillance form, how do I access the *Jitenge* QR code?

Answer: The *Jitenge* QR code is emailed as an attachment to the address provided when filling out the surveillance form. There are additional ways you can find your QR code depending on (a) the device and/or (b) the method used to fill out the surveillance form.

(i)   If an android/windows device, or any computer running any operating systems except mac OS, was used to fill out the web-based surveillance form, the QR code can also be found in the download folder of these devices. Open the document saved as "Travelers_QR_Code" this is your QR code

(ii)   If *Jitenge* application was downloaded from the Google play store, installed on your device and used to fill out the surveillance form, the QR code can be accessed through the *Jitenge* application. To do so, open the application and enter the phone number and ID number that was used when filling out the surveillance form, click on the name of the traveler that pops up on the screen, select "show QR code" to retrieve the QR code.

(iii)   If an apple device (ie iPhone, iPad, Mac computer etc) was used to register the QR code can only be accessed as an attachment in the email provided when filling out the surveillance form.

1.7. I have a challenge accessing my" Jitenge QR code", I can't see it in my computer and I have filled all details?

Answer: Upon submission of the *Jitenge* form, a QR code is sent to the traveler through their email. If an android user cannot access the QR code through email,the traveler must log into their account on the *Jitenge* app and input their phone number and their passport/ID number. The travelers name should appear, click this then select the show QR option. Screenshot this QR code and present it at the Port health desk. iPhone users that cannot access their QR code

via email should either check their system's downloads or present their passport and phone number at a Port health desk where they will be able to retrieve the QR code.

1.8. What should I expect upon arrival at the health desk?

Answer: Upon arrival at Kenyan points of entry travelers should expect to present their negative Covid-19 PCR test. As well as undergo temperature and symptoms screenings and be prepared for referral to a quarantine or isolation facility should travelers not present a valid COVID-19 PCR test certificate or show symptoms of COVID-19. A random antigen test may be taken by port health officers, depending on risk evaluation of the country of origin, and if the result is negative, the traveler will be cleared. If positive, then a PCR test will be done, and the traveler will be isolated in a government identified isolation facility, at the traveler's cost.

1.9. Where can travelers find information about what they should do upon entering Kenya? –

Answer: Travelersplanning to enter Kenya can find information about required guidelines and recommendations upon entry on the Kenyan Ministry of Health sites, the Kenya Airport Authority sites, CDC, WHO, and travelers' respective embassies and airlines. For more information see informative links: COVID-19 INFORMATION - U.S. Embassy in Kenya, COVID-19 in Kenya - Travel Health Notices | Travelers' Health | CDC.

1.10. What is the requirement for passengers transiting Kenya (e.g. Guangzhou to Accra via Nairobi)? – **Answer**: For transit passengers with connecting flights, COVID-19 guidelines and regulations still apply. All passengers must have a COVID-19 PCR negative certificate from an accredited lab. Transiting passengers have a maximum stay of 48 hours from arrival to departure flights. In the case of long layovers and you have to leave the airport you are required to fill in the traveler's health surveillance form.

1.11. What are the requirements for repatriation ofCOVID-19 human remains back to Kenya?

Answer: The Kenyan ministry of health has implemented guidelines for the transportation andrepatriation of COVID-19 of human remains. The following documents will be required and submitted to Port Health authoritiesporthealthservicesjkia@gmail.com for approval

i. Authorization letter from the Director General for Health. The letter often provides for the following conditions that must be met:
   - The body is transported as cargo, triple packed and placed in a double body bag.
   - The body is placed in a sanitizedcasket.
   - The casket and/or body bag is not unsealed or opened after being placed in the casket.

ii. Airway bill

iii. Clear copies of the Passport or Identity Card of the deceased

iv. Embalming Certificate only if the departure country requires embalming. Note that embalming of COVID-19 human remains is not required by Kenya Government.

v. No objection letter/ certificate from the Kenyan Embassy from the country of origin

vi. Written description from a Medical practitioner indicating the cause of death

vii. Process procedures used to pack the Human remains from the funeral director from the country of origin

2. **Information for outbound international travelers**

2.1. Can I travel outside the country or return home during the pandemic? –
Answer: This depends on your country of origin and country of destination. There are different entry and quarantine requirements in each country. In Kenya, people can travel into or out of the country and Kenyan nationals can return home even from countries where a travel ban has been imposed. However, travelers from some countries may face quarantine or self-isolation restrictions and additional COVID-19 testing upon arrival. To get more information visit: exempted_states.pdf (kcaa.or.ke).

2.2. Do I have to present a COVID-19 PCR test certificate at the boarding gate? –
Answer: It is advisable to check with your airline prior to travel if you will be required to show a COVID-19 PCR test at the boarding gate.

2.3. Are outbound international travelers from Kenya required to use Trusted Travel?
Answer: Outbound international travelers from Kenya traveling to countries that require negative COVID-19 PCR test are required to use the Trusted Travel. Trusted Travel is a platform that facilitates authentication of COVID-19 test certificates through coding of test results with trusted travel (TT) codes. The traveler should get tested by laboratories enrolled in the platform, then register on www.PanaBIOS.com to receive a system generated message from PanaBIOS with information about the issuance of a trusted traveler (TT) code. Travelers must click the link provided in the message and follow the steps provided to receive their TT code. The TT code allows passengers to view their test certificate, which will be presented at POE during departure. For more information visit the Ministry of Health Travel Guide:https://www.health.go.ke/wp-content/uploads/2021/01/Travel_Guide_Simplified_Kenya_MOH_combined_version.pdf

2.4. What happens if a passenger develops COVID-19 like symptoms while on board my flight?
Answer: This depends on the airline protocols but in general the flight's cabin crew may re-sit the passenger in a designated isolation area on the flight. They will also provide surgical masks to ill passengers.

2.5. How do I know if I will be required to quarantine upon arrival at my destination of travel? –
Answer: Quarantine requirements are dependent on the regulations of the country of destination. For travelers inbound to Kenya there are currently more than 200 countries that do not have quarantine restrictions (exempted_states.pdf (kcaa.or.ke). The list of approved quarantine facilities in Kenya visit this site: https://www.kenya-airways.com/uploadedfiles/List-of-quarantine-hotels-and-facilities-in-Nairobi-Mombasa.pdf. If a traveler tests positive for COVID-19 upon arrival to Kenya or does not pass the health screening they may be subject to isolation, until a negative COVID-19 PCR test is produced.

3. **Information for domestic air travelers**
3.1. Do I have to present a COVID-19 PCR test certificate at the boarding gate? –
Answer: COVID-19 PCR test certificates are not required for boarding domestic flights in Kenya
3.2. Is there a form being filled when taking domestic flights in Kenya? –

Answer: Yes, prior to travel, domestic air travelers are required to fill out an electronic traveler surveillance form aka locator form available at www.bit.ly/LOCALCOVID19MOH . International air travelers with onward domestic air travel are not required to fill this form but must fill the required electronic travelers' surveillance form prior to travel which is available as an application downloadable from play store by android phone users (*Jitenge*) or from a web browser from www.bit.ly/covid19moh (recommended for apple device users e.g. iPhone, iPad and Mac computer).

4. **General**

   4.1. How do I maintain 1.5-meter social distance at points of entry (POE)? -

   Answer: At all POEs in Kenya measures have been taken to ensure people are socially distanced. Look for markings that indicate a 1.5-meter distance in lines and other areas with a high concentration of people. Upon arrival, travelers are advised to wear mask at all times, wash your hands regularly and look out for & use hand sanitizers which are strategically placedat the POEs.

   4.2. What kind of COVID-19 safety measures can I expect when travelling through the airport? -

   Answer: Kenya has implemented COVID-19 safety measures recommended by the ICAO, CDC and WHO to ensure safety in airports. Measures include mask wearing, temperature screenings, sanitizing, and maintaining a 1.5-meter social distance. For more information on what measures airports have taken visit: [Kenya Airports Authority : COVID19 Measures (kaa.go.ke)](kaa.go.ke).

   4.3. Can friends and family cometo the airport with me? –

   Answer: It is recommended that passengers travel to the airport alone. This is to limit the amount of people in the area, ensuring safety guidelines are practiced. Limiting the number of people in the airport can reduce transmission of COVID-19 and make everyone safer.

   4.4. Is it worthwhile for points of entry/airports to remain open despite the safety risk during the Covid-19 pandemic? –

   Answer: Points of entry / airports remain open during the pandemic to allow nationals to enter the country, and to allow trade and movement of essential cargo to continue normally. To ensure the safety of travelers, points of entry aroundthe world have taken safety precautions to allow travelers to transit as safely as possible. For more information on measures you can take to travel safely visit: Protect Yourself When Using Transportation | CDC.

   4.5. Can I get any food or drink in the airport? –

   Answer: Yes, JKIA has restaurants and other sites where travelers can purchase food and drink. Measures have been taken by these facilities to ensure that passengers can get food/drink safely.

   4.6. How long will you continue the thorough cleaning? –

   Answer: Enhanced cleaning at airports will continue as long as COVID-19 safety guidelines are in place. Or until the Kenya Airport Authority and the Ministry of Health have determined the enhanced screening to end.

   4.7. Is temperature screening being used? –

Answer: Yes, temperature screening is a part of the health screening process that all passengers departing and arriving at JKIA must pass. Temperature screening is a routine screening procedure essential for identifying diseases of public health concern.

4.8. What are the rules at Kenyan points of entry regarding wearing a mask?–

Answer: In Kenya there is a national mask mandate, so everyone must wear a mask at the airport and other ports of entry. However, there are a few exceptions. Childrenless than 2 years can forgo masks in points of entry, as well as people who are unable to wear a mask for medical reasons as determined by a registered medical officer. If you don't know how to wear a mask, go to the Port Health desk for assistance on how to properly put on a mask. It is recommended that any persons with a medical condition that may prohibit him/her from wearing masks should not make unnecessary travel, since interactions during travel may lead to infection.Be sure to check with your airline regarding masking rules during travel and if there are any exceptions.

4.9. Do airlines offer free masks? –

Answer: Most airlines do not provide free masks to customers; all passengers must travel with their own masks. The only time masks will be provided is if passengers exhibit COVID-19 symptoms on the flight. Mask manufacturers recommend that disposable masks should be changed every 4 hours. Passengers should carry extra masks with them for the flight.

4.10. What happens if an airport employee tests positive for COVID-19?–

Answer: Employee's that test positive for COVID-19 are required to stay home until they can present a negative COVID-19 test. If they become sick during work, they are immediately isolated for the safety of travelers and other staff. Additionally, an assessment will be conducted to identify other potentially infected individuals who were in close contact with the case and the premises where positive cases are identified get disinfected.

4.11. What is the procedure for cleaning in the security bins and airplanes at airports in Kenya? –

Answer: All security bins and aircraft are cleaned after use at Kenyan airports. Regarding security bins, they are cleaned using 0.5% chlorine and replaced with new liners when the bins are ¾ full. Regarding aircraft, cleaning and disinfection are performed in accordance with the relevant part of the aircraft maintenance manual. On arrival of the aircraft cleaners put on PPE. The main chemical used to clean the aircraft is called 1452. The cockpit is cleaned under supervision of the airplanes engineer, passenger seats are cleaned, and the headrest is replaced.

5. **COVID-19 Testing–**

5.1. Is COVID-19 PCR test done at JKIA? –

Answer: Kenya requires passengersto acquire a negative COVID-19 PCR test certificate before arrival to the airport / point of entry or exit. Upon arrival at the point of entry the traveler will be required to show their COVID-19 PCR test certificate to port health officials. Additionally,public health officials at the airport or any other POE may at their discretion decide to perform an antigen rapid testing for COVID-19 whenever they doubt the certificate

presented by the traveler. It takes 20 minutes to perform the test and currently the traveler does not pay for the service, but this may change at short notice.

5.2. When does one start counting the 96 hours PCR requirement in Kenya, from sampling date or from date the results are received? –
Answer: A COVID-19 PCR test must be undertaken before initiating travel to Kenya. The 96-hour validity of a negative result begins when the sample is collected. The negative COVID-19 PCR certificate must be presented to port health authorities in Kenya within 96 hours after sample collection.

6. COVID-19 test certificates

6.1. I would like to travel out of Kenya, how can someone acquire a COVID-19 test certificate? –
Answer: Passengers departing Kenya are advised to check the requirements for COVID-19 testing and certificates for transit and destination country before travel. To acquire a COVID certificate in Kenya travelers must take a COVID-19 PCR test at an accredited lab, trusted labs are listed on PanaBIOS.com. Travelers then register with PanaBIOS.com, sending their test to the site. PanaBIOS will then send a system generated text message with a link to the traveler's Trusted Travel code. Acquiring this code allows travelers to view their test certificate. For a list of approved labs in Kenya visit: https://www.kcaa.or.ke/sites/default/files/docs/covid_19/MOH_approved_testing_labs.pdf.It is noteworthy that even if your destination country accepts non-PCR test you must get PCR test to useTrusted Travel

6.2. What is the validity of COVID-19 certificate? –
Answer: For inbound travelers a negative COVID-19PCR test from an accredited lab is valid if presented to port health authorities in Kenya within 96 hours from the date of sample collection. Outgoing travelers must check the guidelines and restrictions for COVID-19 test validity in their country of destination, as the length of validity varies from country to country. It is important to note that seaports have different regulations. If entering by a seaport, upon disembarking crew members are quarantined and allowed to proceed with onward journey only after testing and returning a negative COVID-19 PCR test

6.3. I am asymptomatic for COVID-19,have completed home isolation and taken multiple tests and all are still testing positive. My doctor tells me that it is safe for me to travel. Am I allowed to travel back to Kenya? Or am I allowed to travel back to my country through JKIA? –
Answer: No, all travelers entering Kenya, either as a destination or transiting, must present a negative COVID-19PCR test certificate upon entry to the airport. If a test certificate is not presented or a passenger does not pass the mandatory health screening the passenger will be placed in quarantine or denied entry into Kenya.

7. Vaccination

7.1. If one is vaccinated against COVID-19, does he/she need a test before travel? –
Answer: Yes, in Kenya all passengers must have a negative COVID-19 PCR test certificate and presented to Kenya port health authorities within 96 hours after sample collection. Even vaccinated travelers must present a negative test upon entry to Kenya.

7.2. What is the age limit for getting a valid COVID-19 vaccination? –

Answer: Only COVID-19 vaccines approved by the World Health Organization (WHO) are considered valid by public health officials in Kenya. The list of approved COVID-19 vaccines can be found at https://extranet.who.int/pqweb/sites/default/files/documents/Status_of_COVID-19_Vaccines_within_WHO_EUL-PQ_evaluation_process-16June2021_Final.pdf. The age limit to receive a COVID-19 vaccine depends on the vaccine being administered. The AstraZeneca, Sinopharm, Moderna, and Johnson & Johnson vaccines are approved for ages 18 and above. While the Pfizer vaccine is approved for ages 12 and above. Currently Kenya is prioritizing the vaccination of people ages 58 and above, health care workers, teachers, and other essential personnel however, as more vaccines become available, these priority groups are likely to expand.

7.3. Can I get vaccinated in Kenya? If so, is there a cost to it?

Answer: Currently, priority is being given to essential services workers, the elderly and people with preexisting conditions. Kenya does not yet have enough vaccine stockpiles that can cater for the entire population. Vaccination in government facilities is currently free. The list of facilities offering COVID-19 vaccinations in Kenya can be found here (https://www.health.go.ke/wp-content/uploads/2021/08/List-of-facilities-offering-COVID-19-vaccine-services-in-Kenya..pdf).

7.4. Can one acquire a COVID-19 vaccination certificate?

Answer: Yes. This can be acquired via portal.health.go.ke this site also provides dates for the next dose of the vaccine which is issued 12weeks after the initial vaccination with AstraZeneca vaccine largely in use in Kenya.

7.5. Which vaccinations are required before traveling? –

Answer: Kenya does not require passengers to be vaccinated for COVID-19 upon entry, however it is prudent for all international travelers to receive COVID-19 vaccine if possible. The CDC and WHO recommend that all travelers to Kenya be up to date on routine vaccines (polio, measles, mumps, hepatitis A and B, etc...). The CDC also recommends that travelers receive the cholera vaccine, typhoid vaccine and malaria medication.The yellow fever vaccine is recommended depending on the traveler's itinerary and meningococcal vaccine is recommended for travelers to Kenya during the dry season (December to June). For more information visit the CDC or WHO websites (Kenya - Traveler view | Travelers' Health | CDC).

8. If I am living in a country where Kenya has imposed a travel ban due to COVID-19, what is the procedure for getting an exemption to allow travel and entry into Kenya?

Answer: To return to Kenya if living in a country where there is suspension of direct flights to Kenya, you need to request and get an entry exemption from the Director General of Health.In your request letter you should provide details of the traveler(s), proposed date of entry, departure ports and transit country, predeparture travel requirements you have met and measures you will takeafter entry in Kenya. It is recommended that you attach the passports of the traveler(s).