



FREQUENTLY ASKED QUESTIONS (FAQs)

ON

Travel Protocol TO and FROM Magical Kenya



1. Who can travel to Kenya?

Anyone can travel to Kenya for business or for pleasure. Karibu Kenya

2. What are the requirements in relation to Covid 19 that I must know before I am permitted to travel to Kenya?

- a. All passengers coming to Kenya must be in possession of a valid COVID-19 negative PCR test certificate conducted within 72 hours before travel.
- b. All travelers (children) below the age of 5 years will be exempted from COVID-19 negative PCR test to enter Kenya.
- a. All travelers will be expected to fill the travelers' locator form and submit before travel to <http://bit.ly/covid19moh> and thereafter submit daily health information to jitenge platform for 14 consecutive days even if one is transiting.
- b. Diplomats and Senior government officials will be exempt from quarantine but must be in possession of negative PCR test conducted within 72 hours before travel.

3. What do I need to know when I am exploring Kenya?

- a. Risk mitigation mechanisms have been put in place by the Kenyan government through the Kenyan Ministry of health and it is enforced by the Kenya Police Service. Adhere to them. These mitigations are:
 - i. Wearing of face masks/face coverings: - It is mandatory to wear face masks/face coverings while in public in any part of Kenya.
 - ii. Physical distancing is strongly encouraged with public service areas marked to and for social distancing; this goes hand in hand with wearing of face masks/face coverings
 - iii. Routine Sanitation of self; Hand washing basins and liquid soap have been placed in public service areas. Hand sanitizers are also placed in these public service areas.
 - iv. Health Screening:
 - v. The Port health conducts health screen at the airports at entry and exit points. Self-declaration forms and passenger locator forms MUST be completed even if one is transiting. This enables the Ministry of Health to conduct contact tracing.



The public service areas also conduct temperature screening before you are permitted into most premises; Restaurants, Banks, Hospitals, Work places, Supermarkets etc.

The ideal temperature should not be more than 37.5 degrees centigrade (99.5 F)

4. *What mitigations have been laid out at the airport to reduce risk associated with travel?*

- a. Regular cleaning and disinfection of the airport public areas and offices
- b. ALL staff is mandated to wear PPE in accordance to their function. All staff will wear face masks.
- c. Automated Sanitizer dispensers at all airport spaces at reachable distances.
- d. Port Health screening at **ENTRY** and **EXIT** points. All passengers MUST complete the health forms issued on board by the cabin before disembarking.

5. *How is the security screening conducted to minimize the risks of contracting Covid 19?*

- a. Handheld metal detectors, Walk-through metal detectors and full body scanners. Hand pats will be avoided by the KAA airport security personnel.
- b. Security Cameras have been upgraded to be able to use biometrics even when people are wearing masks.
- c. More security screening machines have been installed to ease congestion and to process you through promptly for travel.
- d. Dedicated crew lanes have been set to ensure that your travels are on time.
- e. The airport desks for check in and Immigration have been fitted with screens to act as a divider/protection between you and the agent.
- f. Physical distancing shall be maintained at the airport and enforced by airport security personnel.

6. *Is it safe to fly?*

Yes.

- a. The aircraft is a safe space. The aircrafts are fitted with air filtration systems with an efficiency of 99.9%; the systems clean the circulating air leaving the aircraft cabin with clean air that is safe for you.
- b. The aircraft cabins are cleaned and disinfected in accordance to the measures/protocols given before passengers are boarded. This is done at the end of every flight.
- c. The cabin crew will minimize their contact with you and will be in contact with you during meal and drink services for short durations of time.
- d. The cabin crew wear full Protective equipment to keep you and other travellers safe throughout the flight.
- e. The aircraft toilets are cleaned and disinfected by the designated cabin crew to ensure that it is not a point of contamination.
- f. The cabin crew are trained to manage any passenger who may begin to show symptoms of covid-19 or/and any other communicable diseases. (Ideal & Full PPE is provided)
- g. All airports have an emergency response system in place in case of an aircraft arriving with a suspected case of Covid-19 or/and any other communicable disease.

7. *What part do I play as a traveller?*

- a. Take the Covid-19 test before your travel date. Not more than 72 hours before your travel date.
- b. Check in On-line for your flight
- c. Pack smart:
 - i. Liquids, aerosols and gels not more than 100ml per container
 - ii. Pack your liquids and gels in a clear/transparent bags/packs (visible to the airport authorities)
 - iii. Check the list of dangerous goods items. Do not carry any prohibited items.

- d. Wear a face mask/facial covering and wear it through-out the flight unless drinking or eating. The crew will provide you with a change of mask; if you require one.
- e. Limit movement while inside the aircraft unless you must.
- f. Do not queue to use the toilet (this limits your contact with other passengers/travellers) instead monitor the lavatory occupied/vacant signage for an opportunity.
- g. Make use the self help desks and automated functions as much as possible.
- h. Read the airport/aircraft signage
- i. Listen to announcements made at the airports and on board the aircraft by the pilots and cabin crew.
- j. Complete all mandatory forms issued by the cabin crew before arrival at your destination.

8. How is the boarding process?

- a) The process of boarding for your flight will be guided by the airlines customer service agents.
- b) This will be by zoning where the passengers sitting furthest will be boarded first.
- c) Passengers that require special assistance like parents with infants, passengers with reduced mobility will be boarded first as well.
- d) The cabin crew will help you locate your seat as promptly as possible.

Physical distancing will be observed.

9. How will the disembarkation process be?

- a. Disembarkation process will be guided by your cabin crew.
- b. The process will be in zones, with passengers at the forward of the aircraft cabin and those near the doors used for exit leaving the aircraft first.

Physical distancing will be observed.

10. How do I wear a mask while traveling?

Wearing a mask over your nose and mouth is required on planes, buses, trains, and other forms of public transportation traveling into, within, Kenya and while indoors Kenyan transportation hubs such as airports and stations. Travellers should always continue to wear a mask and maintain physical distance when traveling.

11. Will meals and drinks be provided on aeroplanes?

Yes.

- a) This varies based on the duration of the flight.
- b) On flights whose travel time is below 1hr 30mins will not be offered meals and drinks. However, the crew are at hand to support.
- c) On flights whose travel time is more/above 1hr 31mins meal and drinks will be offered by the cabin crew.

The above may vary based on the airline operating.

12. Is it safe to consume meals and drinks on board?

Yes it is.

- a) The meals and drinks will be served on disposable containers as practicable as possible to limit contact between you and your cabin crew.
- b) The meals have been prepared under the safest conditions and within the guidelines by the airline caterers.
- c) The cabin crew are trained to ensure that they observe Food & Hygiene practices at all times.
- d) The cabin crew will be in protective gear/equipment to reduce any risks of contamination.

13. On arrival, where do I collect my check in baggage?

- a. Check in baggage will be collected at the baggage hall.
- b. Read signage, watch the airport information screens and listen to airport announcements that will assist you find the arrival baggage belt corresponding to your arrival flight.



- c. Watch out for the Green and Red Lane marked at the Customs desks; Green for Nothing to Declare and Red for making customs declarations.

14. Will I be quarantined on arrival in Kenya?

- a. All arriving passengers will not be quarantined as long as:
 - i. You have a Covid-19 Negative Certificate.
 - ii. Your body temperature upon screening is not above 37.5 degrees centigrade (97.7F).
 - iii. You are not showing symptoms.
 - iv. You correctly complete the passenger locator/health forms.

However, if a passenger is positive from your flight; then passengers seating two rows in-front and two rows back from the passengers who is Covid 19 positive will undergo mandatory quarantined.

If travelling out of Kenya, the host country requirements will apply.

15. How can I get information on travel?

- a. From your travel agent.
- b. From the airline website.
- c. From Kenya`s Ministry of Foreign Affairs website mfa@go.ke
- d. From Kenya`s Ministry of Immigration and Registration of person`s website immigration@go.ke
- e. moh@go.ke

