

COVID-19

Frequently Asked Questions

1. Which countries are exempted from quarantine when entering Kenya?

Countries exempted from quarantine are updated on the Kenya Civil Aviation Authorities (KCAA) website.

Use the link below for the latest information published.

https://www.kcaa.or.ke/sites/default/files/docs/covid_19/exempted_states.pdf

However, in case an individual traveller has symptoms such as a fever that is above (37.5 °C /99.5 °F), and other COVID-like symptoms, Port Health Services present at the airport will handle the traveller in accordance to public health protocols.

Note: Countries above will be updated periodically.

2. What should be the validity of the COVID test certificate when travelling to Kenya?

All PCR COVID tests should be valid for 96 hours from the date the test is taken till arrival at the destination - Kenya.

3. Are all ages being tested?

Yes, all ages are being tested including infants.

4. Will PCR tests be accepted if flights are re-scheduled or delayed?

In case the validity of the test is beyond the requirement for the traveller's destination, it is mandatory to re-test according to the compliance of the country of entry.

5. Do I have to present a PCR COVID-19 Certificate at the boarding gate when travelling on Kenya Airways?

Yes, A negative PCR COVID test is required for all passengers who are either:

- Terminating their travel in Kenya or,
- Transiting through Kenya (i.e. Passengers connecting to any route through Kenya - JKIA)

This is an important requirement for all destination countries. It is therefore important that a traveller confirm the COVID requirements and expected information specific to the destination country before travel.

Note: PCR test is not required for domestic travel within Kenya.

6. What health facilities are KQ approved for the COVID-19 tests within Kenya?

- Kenya AIDS Vaccine Initiative (KAVI) - Nairobi
- Lancet Laboratories - Nairobi
- AMPATH Moi University Teaching & Referral Hospital - Eldoret
- KEMRI, CDC Nairobi Laboratory - Nairobi
- KEMRI, CDC Kisumu Laboratory - Kisumu
- Prof Jared Mecha's Laboratory - University of Nairobi, UNITID - Nairobi
- KEMRI National Influenza Center - KEMRI, Nairobi
- National Public Health Laboratories - Nairobi
- Coast General Hospital - Mombasa
- Mombasa HIV/STI Research Laboratory - Mombasa
- KEMRI Welcome Trust Research Laboratory - Kilifi
- Aga Khan University & Teaching Hospital Laboratory - Nairobi
- Mombasa Hospital - Mombasa
- IOM Gigiri - Nairobi
- Nairobi Hospital - Nairobi
- KNH - Kenyatta National Hospital
- Kenyatta University Hospital
- Meditest

- Pathcare
- Nairobi West - Nairobi
- NIC Lab - National Influenza Centre
- Avenue Healthcare
- Gertrude's Children Hospital

COVID-19 situation is extremely fluid with changes happening every day. Given this, every passenger should contact our call centers first due to the dynamics of this testing logistics; the most important is a PCR test

7. Transit passengers: What is the requirement for passengers transiting Kenya e.g. Guangzhou to Accra via Nairobi?

For direct connections to an onward flight, COVID-19 protocols will be applicable at the JKIA Nairobi Airport. However, the PCR COVID test certificate requirement will be as per the final destination's requirements. In this case the Accra, Ghana COVID requirements for all arriving passengers.

In case the passenger has a long transit with a stopover in Kenya, the PCR COVID-19 test certificate should be valid for 96 hours from the date the test is taken till arrival at transit destination – Kenya and to the final destination as per the COVID requirements for arriving passengers.

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

Yes, there is a mandatory medical form that requires to be filled before arrival in Nairobi, Kenya. In case this is not filled, passengers will be penalized. Use the link below to access it.

https://ears.health.go.ke/airline_registration/

9. How long can customers transit at JKIA airport - Nairobi?

Should a passenger opt to transit in Nairobi, the maximum stay is up to 48hrs between arrival and departure flight. All passengers will follow COVID protocols at the airport and transit areas.

10. In case I involuntarily miss my connection at JKIA Nairobi, what measures will be taken by Kenya Airways (KQ)?

For involuntary cases, Kenya Airways will provide the necessary measures including hotel accommodation after necessary COVID-19 protocols are approved. These include Port Health and Immigration clearance.

11. Does KQ offer free masks?

No. All passengers shall carry their own masks. Masks will only be provided if passenger gets COVID-like symptoms on board a KQ flight.

12. How long should I stay with one mask while aboard your aircraft?

It is preferred to stay no longer than 4 hours with the same mask on board or as recommended by the manufacturer. Passengers should carry extra masks.

13. What happens if a passenger develops COVID-19 like symptoms while on board my flight?

KQ cabin crew will re-sit the passenger and the accompanying passengers to the designated quarantine area on the flight. Surgical masks will be provided.

14. How do I know if I will be required to self-isolate or quarantine upon arrival at my destination of travel?

This information is provided on Kenya Airways website.

Note: It is dependent on the country of arrival as per the government health requirements.

Use the link below:

<https://www.kenya-airways.com/prepare-for-travel/visa-health-and-travel-requirements/en/>