

COVID-19

Frequently Asked Questions

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

Countries exempted from quarantine are updated in 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 the validity of the COVID test certificate when travelling to Kenya?

It is valid for 96 hours from the date the test is taken to arrival in destination - Kenya.

3. Are all ages being tested?

Yes, all ages are being tested including infants.

4. Will 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. Does Kenya Airways require a COVID test certificate to board?

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

- Terminating in Kenya
- On transit in Kenya (Passengers connecting from and to any route through Kenya)

As per the requirement by the by the guest's destination country.

A traveller needs to confirm the requirements and expected information prior to their 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

COVID-19 situation is extremely fluid with changes happening every day. In view of 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 traveling with a transit in Kenya e.g. Guangzhou to Accra via Nairobi?

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

In case the passenger has a long transit with a stopover in Kenya, the COVID-19 test certificate should be valid for 96 hours from the date the test is taken to arrival in transit destination – Kenya and include the final destination's 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 penalised. Use the link below to access it.

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

9. How long can customers transit at JKIA airport?

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

10. In case I involuntarily miss my connection in JKIA, what measures will be taken by 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 aircrafts?

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 enough supplies of masks.

13. What happens if I develop COVID-19 symptoms while onboard my flight?

KQ cabin crew will re-sit the passenger and 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 KQ website.

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

Use the link below:

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