



CORONAVIRUS : TRAVEL AGENT ACTION GUIDE

We would like to seek your support by providing country guidelines and entry restrictions. If the country is not listed here then this process is not required.

We hope you are aware that several neighboring countries have decided to close their land borders with China:

- Kyrgyzstan
- Mongolia
- Nepal
- Russia
- In Hong Kong SAR, all border crossings with mainland China except for the Shenzhen Bay joint checkpoint and the Hong Kong SAR-Zhuhai-Macau SAR Bridge will be closed from February 3
- North Korea has closed borders to all foreign tourists
- Vietnam closed its Lao Cai border crossing post to Chinese nationals

Example suppose an employee is Travelling to United States then you will copy the below lines against US and send them to the employee when providing flight details, just as an information.

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Americas

Brazilian authorities expanded quarantine measures on February 21. Now, travelers entering the country from China, Japan, South Korea, North Korea, Singapore, Vietnam, Thailand, and Cambodia showing signs of COVID-19 will be placed under quarantine until they are confirmed to be free of the virus. Brazilian authorities announced on February 24, that arrivals from Italy, France, Germany, Australia, Philippines, Malaysia, Singapore, Iran, and United Arab Emirates will now undergo health checks upon their arrival to the country. Travelers coming from these countries that show symptoms of the virus will be subject to medical tests and potentially placed under quarantine.

The **Guatemalan** government announced that it will impose travel restrictions on people who have recently travelled to China. Guatemala's airports, seaports and land border crossings will be closed to anyone who has visited China in the past 15 days.

▪ On February 27, the **Jamaican** Ministry of Health has announced that those traveling from Italy, South Korea, Singapore, and Iran who do not have permanent residency or marriage exemption in Jamaica will be denied entry. Similar restrictions were previously implemented for those traveling from China and remain in effect. Jamaicans, permanent residents, and those with marriage exemptions who have visited these destinations in the 14 days preceding their arrival to Jamaica will be subject to a health assessment and quarantine. *

▪ From February 26, **El Salvador** will bar the entry of foreign nationals arriving from Italy and South Korea. Salvadoran nationals and diplomats who arrive from these countries will have to spend 30 days in quarantine*.

▪ On February 29, **US** authorities announced that foreign nationals who have visited Iran within the last 14 days would be banned entry to the US; the move comes amid an existing travel ban imposed by the Trump administration on the Islamic Republic.* The US Department of State has also increased its travel advisory to "Level 4 - Do Not Travel" to the Italian regions of Lombardy and Veneto, as well as the South Korean city of Daegu. * On January 31, the **United States** declared a public health emergency, which will temporarily suspend entry into the United States of foreign nationals who pose a risk of transmitting the 2019 novel coronavirus. The restriction applies to any foreign nationals that have visited China in the last two weeks. It is not specified whether these measures apply exclusively to travelers into mainland China or if those from Hong Kong SAR and Taiwan, China are also subject to screenings. Americans who visited Hubei province only would be quarantined for up to two weeks. Those arriving from other parts of China are subject to screening. The government also raised its travel advisory for China to "Do Not Travel." The Center for Disease Control* has issued the following guidelines and advised against all non-essential travel to South Korea, Italy while it recommend postponing trips to Japan.

Widespread sustained (ongoing) transmission and restrictions on entry to the United States

CDC recommends that travelers avoid all nonessential travel to the following destinations. Entry of foreign nationals from these destinations has been suspended.

- China ([Level 3 Travel Health Notice](#))
- Iran ([Level 3 Travel Health Notice](#))

Widespread sustained (ongoing) transmission

CDC recommends that travelers avoid all nonessential travel to the following destinations:

- South Korea ([Level 3 Travel Health Notice](#))
- Italy ([Level 3 Travel Health Notice](#))

Sustained (ongoing) community transmission

CDC recommends that older adults or those who have chronic medical conditions consider postponing travel to the following destinations:

- Japan ([Level 2 Travel Health Notice](#))

Limited community transmission

Travelers should practice usual precautions at the following destination:

- Hong Kong ([Level 1 Travel Health Notice](#))

▪ Authorities in **Cuba** have announced that all travelers coming from or having transited through China (except for Hong Kong and Macao SARs) would be quarantined for a period of 14 days.

▪ **Bahamas** authorities have implemented a travel ban restricting any non-residents, regardless of nationality, who have visited mainland China within the last 20 days from entering the country

▪ **Trinidad and Tobago** has banned arrivals of travelers who have been to mainland China, until further notice. TT nationals and permanent residents returning from China will not be allowed to enter the country for 14 days after leaving China.

▪ **Antigua & Bermuda** has banned arrivals of travelers who have been to mainland China, until further notice. The government has not yet given any time limits permissible between leaving China and traveling to Antigua and Barbuda.

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- **Marshall Islands** announced a ban on direct travel from China to the islands: "Any traveler with travel originating from or transiting through China must spend at least 14 days in a country not affected by COVID-19."
- **Jamaica** health authorities announced that individuals entering the country from China will spend 14 days in quarantine facility provided by the government.
- **Saint Lucia** will ban non-nationals who have recently visited China within 14 days from entering the country.
- **Suriname** announced on February 6, that all passengers from China will be quarantined for 14 days. Travelers (non-residents) who have been in China for 14 days (from the date of declaration) are no longer admitted to the territory.
- **Grenada** issued new entry restrictions on February 2 for individuals traveling from China. Any non-national who has travel history to mainland China within the past 14 days, either originating or in transit, will not be allowed entry at any local port. All nationals with similar travel history will be placed under a 14-day quarantine as a precaution.
- The government of **St Vincent and the Grenadines** announced on February 8 that anyone having been in mainland China in the last 14 days and arriving in the country would be quarantined.
- **Belize's** authorities announced on February 8, that travelers who have visited China within the past 14 days will be denied entry prior to arrival.
- The Government of **Barbados** has announced that individuals who have visited Hubei Province (China) within the past 14 days will be placed in quarantine at the local Infection Control Centre. Individuals who have been to other parts of China, and countries other than China who might have been affected by the virus in the past 14 days will be screened and if necessary placed in home quarantine.
- **Samoa (US)**: All foreigners except Samoa citizens are required to spend 14 days in Hawaii before entering the territory.

Asia and Oceania

As of February 23, **Turkmenistan** bars entry to its territory to all travelers coming from countries where cases of COVID-19 have been reported, including to travelers holding of valid visas. *

- Health authorities in **Kyrgyzstan** announced that travelers entering the country from China, South Korea, Iran, Italy, and Japan, or having transited through these countries will spend 14 days in quarantine *. On February 21, officials suspended the issuance of new visas to Chinese nationals.

- **Vietnamese** authorities announced on February 1, that anyone who has visited China in the previous 14 days will be refused entry to Vietnam. The only exceptions are people with specific agreement travelling on official government business. As of 26 February anyone travelling from the areas of Daegu city and Gyeongsangbuk province in South Korea or who has transited those areas within the last 14 days will be refused entry to Vietnam.*

- On February 1, the **Australian** government announced it will deny entry to foreign nationals who traveled through or left mainland China. Those traveling from Hong Kong SAR and Taiwan, China are not subject to this measure. Citizens, permanent residents, and their immediate family, legal guardians, and spouses will be allowed entry, though will be required to self-isolate. In addition to this, the government also raised its advice level for China to: "Do not go to China".

- **New Zealand** has banned all foreign nationals traveling from, or transiting through mainland China, from entering the country as of February 3 until at least March 3. All other travelers to New Zealand will be subject to increased screening measures. New Zealand nationals and permanent residents returning from China will still be able to enter the country, but will be required to self-isolate for 14 days after arrival. The alert level for travel to mainland China has been raised to "Do not travel."

The Cook Islands Ministry of Health declared that as of Thursday, February 27, individuals having traveled from or through 16 designated countries or territories in the 14 days prior to scheduled arrival in the Cook Islands will be denied entry. The affected countries and territories include: China, Hong Kong, Macao, Taiwan, Japan, Singapore, South Korea, Malaysia, Thailand, Indonesia, Philippines, Vietnam, Cambodia, Laos, Italy, and Iran.

Fiji has closed its borders to foreign nationals who have been in mainland China, Italy, Iran, or Cheongdo and Daegu (South Korea) 14 days before traveling to the country.

From February 25, foreign nationals traveling to **Taiwan** from South Korea must undergo a 14-day home quarantine; Taiwanese nationals returning to the territory from South Korea must similarly undergo a 14-day home quarantine starting from February 27*. Travelers from China, Hong Kong, and Macao SARs, Italy will have to carry out a 14-day home quarantine upon arrival to Taiwan*.

If travelers provide inaccurate information or refuse, they will be fined up to \$5000 USD.

- The **Philippines** government has temporarily banned the entry of any person, regardless of nationality, except Filipino citizens and holders of Permanent Resident Visa directly coming from China and its SARs. Also in place is a temporary ban on the entry of any person, regardless of nationality, except Filipino citizens and holders of Permanent Resident Visa who within 14 days immediately preceding arrival in the Philippines, has been to China and its SARs. There is a mandatory 14-day quarantine for Filipinos and Permanent Resident Visa holders coming from any place in China and its SARs. On February 26, the

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government has barred its citizens from travelling to South Korea as tourists. Filipinos who are permanent residents, or working or studying in Korea will be allowed to leave, but they will have to sign a "declaration" that they are aware of the risks*. The Philippines is also banning everyone who has been to the North Gyeongsang province, including Daegu, to enter the territory*.

▪ **Singapore** has banned arrivals of travelers who have been to China in the last 14 days. It has also stopped issuing visas to Chinese nationals, and declared the suspension of previously-issued visas to Chinese nationals. Singapore nationals, Permanent Residents and long-term visa holders returning from China will be placed in quarantine for 14 days. From February 26, Singapore will bar visitors from Cheongdo county and Daegu city in South Korea. Returning Singapore citizens, permanent residents and long-term pass holders with a travel history to Cheongdo and Daegu within the last 14 days will be issued a 14-days stay-home notice*.

▪ **Hong Kong SAR** announced that all travelers from mainland China, including Hong Kong SAR residents, will be required to be on quarantine for 14 days. On February 25, authorities in Hong Kong announced they would bar entry to any travelers coming from South Korea, except for returning residents. Hong Kong residents will have to undergo a fortnight of medical surveillance.

▪ **Mongolia** has barred travelers coming from or having transited through China, Hong Kong and Macao SARs or Taiwan in the past 14 days from entering the territory until March 2. As of February 6, Mongolians citizens are only allowed to return via Ulaanbaatar's Chinggis Khaan International airport (ULN) or the Zamiin Uud rail border.

Authorities in **Uzbekistan** announced that individuals coming from China or having transited through China, including Hong Kong and Macao SARs, within 14 days before entering the country will spend 14 days in quarantine.

In **Kazakhstan**, the government announced on March 2, that it will bar entry of Iranian nationals to Kazakhstan from March 5. Officials also announced the suspension of work permits to citizens of countries affected by the virus. Authorities have announced that individuals who have traveled to mainland China within 14 days prior to their arrival should undergo a mandatory 14-day quarantine in a local hospital. Restrictions and medical surveillance may also apply to travelers from Hong Kong and Macao SARs, and Taiwan (China) or other countries where cases of COVID-19 have been reported.

▪ Authorities in **Afghanistan** have banned all movement of people (including air and land travel) to and from Iran on February 23.

▪ **Azerbaijani** authorities announced that their border with Iran will be closed for two weeks as of February 29. Iranian and Azerbaijani citizens returning to their home country will be exempted, but they will go through medical tests and may be subject to quarantine measures for 14 days.

Pakistani authorities announced on February 29, that it will close the Chaman border crossing point with Afghanistan from March 2, through to at least March 8. All entry points to Pakistan will be under strict surveillance, and that all individuals traveling from COVID-19-affected countries will be quarantined for

tests. All border crossings with Iran remain closed since February 23. In addition, Balochistan provincial authorities have declared an emergency in areas close to the Iran-Pakistan border*

- **Bangladesh** will no longer allow entry of Chinese nationals unless they are prescreened.

- **Kyrgyzstan** health authorities announced that individuals entering the country from China will spend 14 days in quarantine facility provided by the government. On February 21, officials suspended the issuance of new visas to Chinese nationals.

- **Turkmenistan** has put quarantine measures in place for foreign travelers arriving at airport. Travelers may be sent to hospitals for mandatory quarantine if they display symptoms of possible exposure and/or travel histories indicating possible exposure to the virus. ▪ Authorities in Uzbekistan announced that individuals coming from China or having transited through China, including Hong Kong and Macao SARs, within 14 days before entering the country will spend 14 days in quarantine.

- In **Kazakhstan**, authorities have announced that individuals who have traveled to mainland China within 14 days prior to their arrival should undergo a mandatory 14-day quarantine in a local hospital. Restrictions and medical surveillance may also apply to travelers from Hong Kong and Macao SARs, and Taiwan (China) or other countries where cases of COVID-19 have been reported.

- Authorities in **Afghanistan** have banned all movement of people (including air and land travel) to and from Iran on February 23.

- **Japan** said that it would bar foreigners who had visited Hubei in the past 14 days.

- The **Maldives** has banned arrivals of travelers who have been to mainland China, until further notice. Only Maldivian citizens who are returning from mainland China will be exempted, though they will be placed under quarantine.

- **South Korea** will ban entry of foreigners from Hubei province from February 4, until further notice. Travelers arriving from China, Hong Kong and Macao SARs are required to complete a health declaration on arrival, provide local contact details, and report daily on health condition using an app.

- **Indonesia** has barred visitors who have been in China in the past 14 days.

- **India** :If you're a foreign national or an Overseas Citizen of India (OCI) card holder travelling from China to India, your existing visa (including eVisa) will no longer be valid and you will not be permitted to enter or transit India. Foreign nationals who have been in China since 15 January 2020 will be denied entry into India, including via borders with Nepal, Bhutan, Bangladesh, Myanmar and Pakistan.

▪ **Malaysia** has stopped issued visas to travelers from any province placed under lockdown by the Chinese government.

▪ The **Vietnamese** authorities on February 15 has banned entry to individuals (excluding citizens and permanent residents) that have travelled from or transited through China in the preceding 14 days.

▪ **Papua New Guinea** has banned all travelers from Asia from entering the country via air and sea. The border with Indonesia has been temporarily closed.

▪ **Brunei** announced it would ban entry to all travelers that have been in Hubei, Zhejiang, and Jiangsu provinces in the 14 days prior to their intended travel date, with the exception of citizens and permanent residents of Brunei.

▪ **Tonga** has required that a health declaration card must be completed by all foreign travelers upon arrival from February 3. If traveling from China, a 14 days self-quarantine in a country free from the virus will be required. A medical clearance within three days before traveling to Tonga will also be required.

▪ **Samoa** has imposed restrictions for anyone traveling to the island. Any travelers coming from China, South Korea, Hong Kong and Macao SARs, Japan, Singapore, or Thailand, must spend at least 14 self-quarantine days in a country free from the virus and have a health declaration valid for less than three days before entering the island.

▪ **Guam** will deny entry to travelers who have been in China (excluding Hong Kong and Macau SARs) within 14 days of arrival in Guam.

▪ **Palau** announced a new regulation that will deny entry to travelers who have been to China, Hong Kong and Macao SARs in the 14 days prior to their arrival.

▪ **Solomon Islands** authorities announced a new regulation that will deny entry to travelers who have been to any country with a confirmed case in the 14 days prior to their arrival. Residents and those with long-term passes (e.g., work permits, student visas) are exempted from the restriction.

▪ **Vanuatu** authorities decided on January 31 that anyone who have traveled to or been in China, Hong-Kong SAR, Macao SAR, and Taiwan (China) or having transited through China, Hong-Kong SAR and Macao SAR, and Taiwan (China), in the 14 days prior to their arrival in Vanuatu will not be allowed to enter in the country. Passengers who have traveled to or been in mainland China, Hong Kong, Macao, or Taiwan (China) as of December 31, and spent the 14 days prior to their arrival in Vanuatu in another country, will be required to provide a medical certification issued by a doctor stating that they do not have respiratory illnesses. Any traveler showing symptoms of respiratory illness (fever, runny nose, flu-like condition, headache, chest pain, or breathing difficulties) must provide a medical certificate indicating a negative result of the COVID-19 coronavirus test.

▪ **Timor-Leste** authorities will deny entry to anyone who has visited the province of Hubei in the past four weeks. If you transited in other provinces in China in the last four weeks, you might be forbidden to enter the territory unless you present a medical certificate issued by a recognized medical institution.

▪ The Government of **Tajikistan** has implemented new screening and quarantine procedures at all land border checkpoints and airports as of February 21. All travelers from China and any traveler who presents with symptoms of COVID-19 may be placed into a 14-day quarantine upon arrival.

Middle East, North Africa

On Friday, February 28, the **Saudi** Ministry of Foreign Affairs (MOFA) announced that it will temporarily suspend entry of Gulf Cooperation Council (GCC) citizens to the holy cities of Mecca and Medina. Saudi Arabia is temporarily suspending entry to the Kingdom for individuals with tourist and pilgrim visas from countries with confirmed COVID-19 outbreaks according to criteria established by Saudi health authorities.

The **Israeli** Ministry of Health is prohibiting entry for non-resident visitors who had been staying in China, Thailand, Macao SAR, Hong Kong SAR, Singapore and South Korea in the last 14 days prior to their arrival. This prohibition does not apply to Israeli nationals or to those normally resident in Israel.*

▪ Authorities in **Bahrain** announced that arrivals from Thailand, Singapore, Malaysia, and South Korea will be obliged to observe a 14-day quarantine and enhanced screening procedures. The Bahrain Tourism and Exhibitions Authority (BTEA) announced a temporary ban on those traveling into the country from Iran, warning that anyone that does not abide by the ban will face penalties*.

▪ **Iraqi** authorities announced February 25, that travelers coming from Thailand, South Korea, Japan, Italy, Singapore, China and Iran will be denied entry. A few exemptions will be made, notably for Iraqi nationals and personnel working for diplomatic missions and official delegations. These individuals, however, are subject to temperature screenings and possibly quarantine*. On February 20 government officials closed all border crossings with Iran. Iraqi nationals traveling from Iran into Iraq will not be impacted by the closures.

▪ **Turkish** authorities closed the country's border with Iran and suspended flight operations to/from Iran on February 23.

▪ **Saudi Arabia** announced it is barring its nationals and residents from traveling to China. It stated that citizens who do not observe the policy would face consequences, and residents will not be permitted to enter the country. On February 22, authorities announced that expatriates who traveled to Iran before entering the country would only be allowed to enter after a quarantine period of 14 days.

▪ **Jordan** announced on February 23 that it would prohibit Chinese, Iranian and South Korean citizens as well as individuals having transited through these countries from entering the territory. According to government officials, the ban will be temporary and will not apply to Jordanian citizens. However, Jordanians arriving from these countries will be quarantined for two weeks. All travelers arriving at Jordanian airports and land borders will be screened for the virus.

The **Iranian** authorities announced on February 27 that Chinese nationals would be banned from entering the country.

▪ The **Kuwaiti** authorities have announced that passengers suspected of having the disease or those having traveled to China or Hong Kong SAR during the past 14 days will be denied entry to the territory.

▪ On Monday, March 2, the **Qatari** Ministry of Health has announced entry restrictions for travelers from several countries. Those traveling from China, South Korea, Iran, Italy, and Egypt will be placed under quarantine for 14 days. Qatari nationals and residents traveling from these destinations will also be placed under quarantine. Travelers from Hong Kong SAR and Singapore showing symptoms of the virus will be tested for COVID-19 and will be sent for treatment if diagnosed with the virus

▪ **Lebanon's** Ministry of Public Works and Transport announced a measure on Friday, February 28, temporarily banning travelers from Iran, Italy, China, and South Korea from entering Lebanon via air, land, or sea. Lebanese nationals and foreign residents in Lebanon are excluded from the restriction. Authorities announced on February 9, that all arrivals from China will be placed under home quarantine. The announcement also stated that screening tests and isolation rooms were prepared at the Rafic Hariri government hospital in Beirut. It is not clear whether this policy applies to travelers entering Lebanon directly from China or if it includes those with recent travels to China as well.

Africa

All residents coming from China (including Hong Kong, Macau, and Taiwan,) South Korea, or the Italian provinces of Lombardy, Veneto and Emilia Romagna will automatically be placed in quarantine.*

In **Mauritius** Individuals who have visited China, Hong Kong, Macau, Taiwan, South Korea or the Italian provinces of Lombardy, Veneto and Emilia Romagna in the last 14 days, will not be allowed to enter or transit through Mauritius. If you hold a residence permit and have visited the areas listed above in the last 14 days, you will be allowed to enter Mauritius but will be placed in quarantine.*

Authorities in the **Seychelles** bars entry to the territory to any traveler or crew member having stayed in mainland China (including Hong Kong and Macao SARs), as well as in Italy, South Korea and Iran in the previous 14 days. Residents returning from these countries should observe a 14day quarantine.*

▪ **Gabon** announced that it was suspending entry to its territory for all passengers from China until further notice.

▪ **Angolan** authorities announced a measure on March 1, temporarily banning citizens of China, South Korea, Italy, Iran, Nigeria, Egypt, and Algeria from entering Angola. The measure only applies to citizens traveling to Angola directly from the aforementioned countries; the restriction does not apply to those traveling via a third country

▪ **Malagasy** authorities have forbidden all airlines to aboard travelers coming from China, Hong Kong or Macao SARs or having transited through those areas within 14 days before taking their flight to Madagascar.

▪ The government of **Sierra Leone** announced that travelers who have visited China in the last 14 days and wishing to enter the country at any point of entry would be subject to a period of quarantine, with regular follow up by trained health workers to monitor health for the duration of the incubation period.

Europe

Russian authorities announced on February 28 that Iranian and South Korean nationals would be banned from entering the country as of March 1, and international travelers from these two countries. In Russia, Chinese nationals will be banned from entering the Russian Federation from February 20. However, the new measures will not affect travelers who are transiting at Russian airports. The Russian authorities also decided to suspend rail services between Moscow and Nice (France) from March 4.

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Armenia has closed its border with Iran and suspended air traffic between both countries for two weeks from February 23.

Georgia will deny entry to travellers who have visited China or Iran in the last two weeks.

In **Italy**, entry restrictions are in place for towns in Lombardy and Veneto regions. Affected towns include Codogno, Casapusterlengo, Castiglione d'Adda, Maleo, Fombio, Bertonico, Castelgerundo, Somaglia, San Fiorano, Terranova dei Passerini, and Vo Euganeo. No one will be allowed to enter or leave the designated areas without special permission. With the exception of the 11 cities mentioned above, the rest of the territory is not subject to any restricting measures, including entry and exit to neighboring France.

Several countries have also implemented visa restrictions for Chinese nationals; some examples include Canada, Czech Republic, Greece, Italy, Kazakhstan, Kyrgyzstan, Mozambique, Sri Lanka, the Philippines, India, and Vietnam. Visa restrictions have also been implemented in some countries for

foreign nationals who have visited China in the past days. • Existing Indian visas of all Chinese nationals and other foreign nationals who are either based out of China or who have visited China in the last two weeks are canceled. • Vietnamese authorities announced that visas will not be issued for all non-Vietnamese nationals arriving from mainland China, excluding Hong Kong and Macao SARs, or who stayed in China within 14 days of their arrival in Vietnam.

Visa restrictions have also been implemented in by some countries for Japan, South Korea and Iran nationals or for people who have visited these countries.

- On Thursday, February 27, Indian authorities announced visa of arrival facilities for the nationals of Japan and South Korea have been suspended.

- On Friday, February 28, the Saudi Ministry of Tourism announced that it would temporarily stop issuing visas to tourists from countries significantly impacted by the coronavirus. The countries affected by the policy include China, Italy, Japan, Kazakhstan, Malaysia, Singapore, and South

Korea. The Ministry also added that visas previously issued to nationals of these countries would be temporarily suspended.

- The Vietnamese government has announced that it will suspend visa-free travel for South Korean nationals from 29 February.

- The Russian government has ordered the suspension of visas for Iranian citizens.