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 travel date.

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?

No, this is determined by the guest's destination. A traveller needs to confirm the requirements and expected information prior to their travel.

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
- Nairobi West - Nairobi
- Mombasa Hospital - Mombasa
- IOM Gigiri - Nairobi
- Pathcare - Nairobi
- Nairobi Hospital - Nairobi

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

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7. My travel itinerary includes a flight from JUBA on the 20th Aug to Nairobi and returning on the 22nd Aug. Can I use the same COVID test when returning to JUBA?

When travelling into Kenya, COVID test validity is within 96 hours from the test date. Upon clearance from immigration and port health, passengers are cleared for entry. If the passenger is returning to Juba within the validity of the test, then the government regulations for the destination(in this case – South Sudan) will apply.

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 72hrs 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/

15. I have a confirmed ticket and receive COVID-19 positive results. How will Kenya Airways handle such cases?

Kenya Airways allows changes to the ticket booking at no cost to the passenger under the conditions of the ticket purchased.

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