



UGANDA CIVIL AVIATION AUTHORITY

FREQUENTLY ASKED QUESTIONS IN RELATION TO COVID-19 STANDARD OPERATING PROCEDURES AT ENTEBBE INTERNATIONAL AIRPORT

1. What are the requirements for departing passengers?

The requirements are as follows:

- Passengers are advised to arrive at the Airport 4 hours before a scheduled flight's departure time.
- Will be subjected to temperature screening on entry to the airport and departure hall
- Must wear a face mask appropriately within the Airport
- Are encouraged to sanitize after touching surfaces or documents
- Must present an authentic and valid negative COVID-19 Polymerase Chain Reaction (PCR) test certificate issued within 120 hours from the time of sample collection to the time of boarding the aircraft even if the country the passenger is going to does not require it. In case the destination country requires a COVID 19 PCR test certificate below 120 hours, the number of hours indicated by the destination country take priority.
- The certificate should indicate the word "traveler" on it.
- Maintain a social distance of 1.5 metres apart from each other within the passenger terminal.

2. What are the requirements for arriving passengers?

The requirements are as follows:

- The passenger must wear a face mask appropriately within the Airport and will be subjected to temperature screening on entry to the arrival hall
- Passengers should have an authentic and valid negative COVID - 19 Polymerase Chain Reaction (PCR) test certificate from an accredited laboratory in the country of origin issued within 120 hours from the time of sample collection to time of boarding aircraft in-bound to Uganda.

- A passenger without the negative COVID-19 PCR test certificate will be denied entry and the Airline shall be obliged to take back the passenger.
- If it is a returning Ugandan with an expired COVID-19 PCR test certificate, he/she will be allowed to enter the country, but shall have the test done at their cost of US \$65, and will be quarantined at own cost till the results come out.
- All passengers will be screened for any other signs of infectious diseases by the Port Health team.
- A Passenger who exhibits signs and symptoms of an infectious disease shall be transported in an ambulance to an isolation centre (Entebbe Referral hospital) for a COVID-19 test. The results shall be returned within 24-48 hours as the passenger remains in the isolation centre.
- In case a foreign national tests COVID-19 positive and wishes to be repatriated for treatment in another facility outside Uganda, this shall be done at their cost following COVID-19 medical evacuation protocols.
- Passengers shall scan finger prints under instruction of the Immigration officer, but will be required to hand sanitize before and after.

3. Is a negative COVID-19 test certificate required by a departing passenger from Uganda even when the destination country does not require it?

Yes. An authentic and valid negative COVID-19 Polymerase Chain Reaction test certificate is mandatory for all departing passengers out of Uganda even if the destination country does not require it. This is to protect the airport workers, airline workers and other passengers in the aircraft.

4. Could you please clarify on requirement of negative COVID 19 test certificate for children travelling with adults.

It is only children of three (3) years and below that are exempt from having a negative COVID 19 Polymerase Chain reaction test certificate on condition that their accompanying parents have it.

5. Can you please confirm when the COVID-19 test should be done? Is it 120 hours prior to travel or 120 hours prior to arrival?

It is 120 hours after sample collection prior to boarding aircraft leaving country of origin. (Transit time is not included in the 120 hours if you do not leave the terminal building of the transit airport)

6. I would wish to know where to go to have a COVID-19 checkup when I want to fly out of Uganda. Am I supposed to make a checkup at the Airport or in some special place?

There are now many designated sample collection points and testing centers and the Ministry of Health is accrediting more. These are updated on the Uganda Ministry of Health website. Those who live close to Entebbe can also have their samples taken from the Airport Medical Centre, which is open 24 hours.

7. Can I enter Uganda with a negative PCR test on my phone, or do I require a printout copy?

If the result is clear on the phone and easy to verify, it can be accepted. However, verification of the results on phone may take time and in case the queue is long, one may have to be asked to stand aside to wait for verification. A printed version is easier and more convenient.

8. Are there any restrictions on certain nationalities which cannot enter the country due to COVID-19?

There are no restrictions on any nationalities entering Uganda due to COVID-19 so long as they have an authentic and valid negative COVID-19 Polymerase Chain Reaction test certificate on arrival.

9. Are arriving passengers aboard the night flights such as KLM Airline that lands at Entebbe International Airport at 22:30 hours affected by the curfew in Uganda?

The passengers who arrive on the late night flights after curfew has started will have to show the police their copies of travel documents in case they are stopped by police along the way. Those who would have dropped passengers at the Airport would need to keep the Airport parking receipt, which is evidence of having been to the Airport.