



# Sales Talk

Sales Talk No. 966

08 February 2021

**Subject:** GF Ticketing procedure concerning Kuwait restrictions to specified Nationalities entering Kuwait

According to Kuwait DGCA concerning the entry to Kuwait is restricted to specified nationalities and passenger categories. GF passenger must check the requirements before they travel. If the passenger travelling to Kuwait, he/she must take a COVID-19 PCR test before departure, passenger must download and update his information on the Shlonik app and undergo a 14-day home quarantine on arrival.

According to Kuwait DGCA effective 7 February 2021 through 21 February 2021, all non-Kuwaiti passengers are not allowed to enter Kuwait with the exception of:

- First-degree relatives of Kuwaitis
- Domestic workers travelling with Kuwaiti sponsor
- Domestic workers registered on Belsalamah platform

### COVID-19 PCR testing

All passengers, except children under 6 years old, must carry an original negative COVID-19 PCR test result certificate in English issued by one of the laboratories approved by concerned authorities in Kuwait. The certificate must not be older than 72 hours from the date the test was taken.

Passengers who have taken a COVID-19 PCR test in Kuwait and are eligible to return without restrictions can present the same COVID-19 PCR test certificate provided they return within 72 hours of their test date.

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## Quarantine

All passengers must undergo a 14-day home quarantine on arrival.

## Travel Eligibility

List of restricted countries:

Afghanistan, Argentina, Armenia, Bangladesh, Bosnia and Herzegovina, Brazil, Chile, China, Colombia, Dominican Republic, Egypt, France, Hong Kong, India, Indonesia, Iran, Iraq, Italy, Kosovo, Lebanon, Mexico, Moldova, Nepal, North Macedonia, Pakistan, Panama, Philippines, Serbia, Spain, Sri Lanka, Syria, United Kingdom and Yemen.

## Passengers who are eligible to enter Kuwait from restricted countries:

- Kuwaiti nationals
- First-degree relatives of Kuwaiti nationals (Provided they are holding proof of relationship and valid entry visas/residence visas)
- Domestic workers sponsored by Kuwaiti nationals (Provided holding valid residence and accompanied by the sponsor)
- Employees of Kuwait Ministry of Health and their first degree relatives (husband/ wife/ children) provided they are in possession of a valid residence permit or a valid entry visa. For first degree relatives they must hold a proof of relationship with MOH staff
- Employees of the Private Medical Sector in the State of Kuwait (those whom their names are mentioned under circular 2020/104 dated 13th Dec 2020) who have a valid residency

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## Important note:

All other category of passengers holding valid residence, arriving from the above listed restricted countries are NOT ALLOWED to enter Kuwait Unless they have settled in any of the non-restricted country for a period of 14 days at least and after 14 days they must conduct a PCR test for COVID-19 and provide an approved certificate providing a negative result.

## Passengers who are eligible to enter Kuwait from non-restricted countries:

- Kuwaiti nationals
  - GCC Nationals
  - Valid Kuwait residence holders
  - Valid entry visa holders
- GF ticketing procedures for change/refunds for the **Non-Kuwaitis** passengers not permitted entry at Kuwait International Airport over the period 07 February 2021 through 21 February 2021 (both dates inclusive) due to Covid-19 virus

Ticketing Date	Tickets issued on/before 03 February 2021
<p><b>Options available for passengers impacted by this capacity restriction (where GF have cancelled their itinerary but the GF flight still operates)</b></p>	<p>Amend travel date for travel up to/including 31 May 2021 (no change fees; difference in fare does not apply)</p> <p>Hold the ticket for up to 18 Months from the original ticket issuance date, irrespective of the ticket validity (this policy does not apply to expired tickets)</p> <p>Refund to original form of payment (refund fees do not apply)</p>

The following OSI remark should be added to the booking **OSI GF AUTHORISED REFUND DUE KWI ARRIVAL RESTRICTIONS FOR NON-Kuwaitis**

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