



FREQUENTLY ASKED QUESTIONS (FAQ)

ENTRY & EXIT REQUIREMENTS FOR AIR TRAVEL IN EARLY ENDEMIC PHASE BRUNEI DARUSSALAM

SECTIONS		
PRE-DEPARTURE REQUIREMENTS		PAGE
1	COVID-19 Vaccination	2
2	Travel History	3
3	Entry Travel Pass (ETP) Approval	3
4	Pre-Departure COVID-19 Test	4
5	Arrival Declaration Form	4
6	BruHealth App	4
7	Transit	5
POST-ARRIVAL REQUIREMENTS		PAGE
8	Post-Arrival COVID-19 Test	6-7
9	Mandatory Self-isolation	7-8
EXIT REQUIREMENTS		PAGE
10	Vaccination	9
11	COVID-19 Test	9-10
OTHERS		PAGE
12	Travel Medical Insurance With COVID-19 Coverage	11-14
13	Documentation	13
14	Visa	14-15
15	Travel Purpose	15
16	Transportation	15

HOTLINE	
120	Travel Portal Hotline
148	Health Advice Line
991	Ambulance

PRE-DEPARTURE REQUIREMENTS

1	COVID-19 VACCINATION
1.1	<p>What are the criteria to be considered fully vaccinated?</p> <p>A traveller is fully vaccinated if the traveller fulfills the following requirements:</p> <ul style="list-style-type: none"> ▪ Have received a COVID-19 vaccine that has been granted WHO Emergency Use Listing; and ▪ Individual has completed the full course of COVID-19 vaccination (1 dose for Johnson & Johnson vaccine, 2 doses for all other vaccines).
1.2	<p>I am fully vaccinated, will my children who are unvaccinated be able to travel with me?</p> <p>Yes, individuals under 18 who are not vaccinated will be treated as fully vaccinated if they are travelling with a group of all vaccinated adults. These individuals will follow Vaccinated Traveller protocols.</p>
1.3	<p>Are persons who are medically unfit to be vaccinated allowed to travel to Brunei Darussalam?</p> <p>Brunei citizens and permanent residents (regardless of vaccination status) are allowed to return to Brunei Darussalam.</p> <p>Unvaccinated foreign nationals are not permitted to travel to Brunei Darussalam. However, entry into Brunei Darussalam may be considered if they have certificate of medical exemption for COVID-19 vaccination which outlines the rationale for said exemption.</p>
1.4	<p>What must travelers present as their proof of vaccination upon check-in and arrival at the airport?</p> <p>Individual must present a certificate of proof of vaccination issued by a recognized health jurisdiction (preferably digital vaccination record) or the WHO International Certificate of Vaccination (yellow book).</p> <p>Individuals vaccinated in Brunei Darussalam must show proof of vaccination on the BruHealth App.</p>
1.5	<p>I have fully recovered from COVID-19. When will I be allowed to travel to Brunei Darussalam?</p> <p>Individuals who have fully recovered from COVID-19 will be allowed to travel to Brunei Darussalam and are required to fulfill prevailing entry requirements.</p> <p>Any individual who had been infected with COVID-19 and have evidence of infection such as Recovery Certificate where the validity period of the evidence of infection is not more than 90 days, therefore these individuals are exempted from being required to undergo RT-PCR test before leaving the country of origin.</p>
1.6	<p>I am vaccinated with a COVID-19 vaccine that is not listed in WHO Emergency use Listing. Will I be allowed to enter Brunei Darussalam?</p> <p>At the moment, only travellers who are fully vaccinated with COVID-19 vaccine listed in the WHO Emergency Use Listing are allowed to enter Brunei Darussalam from Green List or non-Green List country/region. However, you may still travel to Brunei Darussalam via the unvaccinated traveler protocol.</p>

2	TRAVEL HISTORY
2.1	<p data-bbox="256 226 1449 293">Can I travel to a Green-List country/region, remain there for 7 days, and then travel to Brunei Darussalam for non-essential purpose?</p> <p data-bbox="256 315 1449 416">Yes, traveller may travel to Brunei Darussalam from Green-List country/region for non-essential purpose provided that all other requirements for inbound travel from Green list country/region are fulfilled.</p> <p data-bbox="256 439 1449 506">Travellers departing from GL country/region must remain in the country in the last 7 consecutive days* before departure to Brunei Darussalam (<i>*with effect from 1 April 2022</i>).</p>
2.2	<p data-bbox="256 528 1449 595">Do I need to remain in a Green-List country/region for 7 consecutive days before travelling to Brunei Darussalam?</p> <p data-bbox="256 607 1449 674">Travellers departing from GL country/region must remain in the country in the last 7 consecutive days* before departure to Brunei Darussalam (<i>*with effect from 1 April 2022</i>).</p> <p data-bbox="256 707 1449 815">Travellers who arrived from a Green List country/region but were in a non-Green List country/region within 7 days before arrival to Brunei Darussalam will be treated as passengers from a non-Green List country/region.</p>

3	ENTRY TRAVEL PASS (ETP) APPROVAL
3.1	<p data-bbox="256 983 730 1016">How do I apply for Entry Travel Pass?</p> <p data-bbox="256 1028 1449 1173">Applications must be submitted by the sponsoring (receiving) agency or sponsoring family member in Brunei Darussalam on behalf of the traveler via PMO Travel Portal (http://pmo.gov.bn/travelportal). ETP application may be submitted at least 8 working days before intended travel date. Please refer to the Guidelines for Entry Travel Pass Application to enter Brunei Darussalam.</p>
3.2	<p data-bbox="256 1196 1251 1229">Do I need to present Entry Travel Pass approval upon check in at the airport?</p> <p data-bbox="256 1240 1449 1308">Yes, you are required to present Entry Travel Pass (ETP) approval and any other travel documents upon check in at the airport.</p>
3.3	<p data-bbox="256 1341 1449 1408">I am travelling to Brunei Darussalam for official/business purpose and my Entry Travel Pass application requires endorsement letter. How do I obtain the support letter?</p> <p data-bbox="256 1420 1449 1543">If the traveler is intending to travel to Brunei Darussalam for official/business purpose, the sponsoring agency (government agency or private company) must obtain a letter of endorsement from the relevant authority or government agency in Brunei Darussalam. Please contact relevant Ministries or Authorities to obtain the endorsement letter.</p>
3.4	<p data-bbox="256 1576 1449 1644">Can I bring the requested documents for Entry Travel Pass (ETP) application with me without uploading the documents onto PMO Travel Portal?</p> <p data-bbox="256 1666 1449 1756">No. You are required to upload all requested documents onto the PMO Travel Portal for verification before being approved to travel to Brunei Darussalam. Failure to do so may result in you being denied entry to Brunei Darussalam.</p>

4 PRE-DEPARTURE COVID-19 TEST	
4.1	<p>Are travelers required to undergo COVID-19 test before departing for Brunei Darussalam?</p> <p>Yes. All inbound travelers entering Brunei Darussalam are be required to undergo RT-PCR test 2 days OR*ART within 1 day before their departure to Brunei Darussalam at a designated centre recognised by the government of the originating country (<i>with effect from 1 April 2022</i>).</p> <p>For COVID-19 recovered travelers, please refer to question 4.2.</p>
4.2	<p>I have recently recovered from COVID-19. Do I still need to obtain a negative result of pre-departure RT-PCR test?</p> <p>Any individual who had been infected with COVID-19 and have evidence of infection such as a Recovery Certificate where the validity period of the evidence of infection is not more than 90 days, therefore these individuals are exempted* from being required to undergo RT-PCR test before leaving the country of origin (<i>with effect from 1 April 2022</i>).</p>

5 ARRIVAL DECLARATION FORM	
5.1	<p>How can I submit Arrival Declaration Form?</p> <p>You may complete and submit Arrival Declaration Form on PMO Travel Portal (http://www.pmo.gov.bn/travelportal/Home.aspx) not more than 24 hours before departure to Brunei Darussalam.</p>

6 BRUHEALTH APP	
6.1	<p>How do I download the BruHealth App?</p> <p>The BruHealth App can be downloaded from both the App Store (for Android) or Google Play (for iOS).</p> <p>Please visit the website: http://www.moh.gov.bn/SitePages/bruhealth.aspx for more information about the BruHealth App.</p>
6.2	<p>Can non-Bruneian registered phone number be accepted for registration on BruHealth App?</p> <p>Yes, non-Bruneian phone number is accepted for registration on BruHealth App.</p>
6.3	<p>Can I change my SIM card to a local SIM card when I arrive in Brunei Darussalam?</p> <p>Yes, you may change your sim card to a local SIM card after you arrive in Brunei Darussalam.</p>
6.4	<p>Will local SIM cards be available at the Brunei International Airport?</p> <p>Yes, you may purchase local sim cards at telecom stores at the Brunei International Airport.</p>
6.5	<p>Must every traveler use the BruHealth App?</p> <p>Yes, all travelers must download and register on the BruHealth App if intending to travel to Brunei Darussalam.</p>

7	TRANSIT
7.1	<p data-bbox="256 188 1445 253">I will be travelling to Brunei Darussalam from a Green List country/region. Can I transit through non-Green List country/region before arriving in Brunei Darussalam?</p> <p data-bbox="256 264 1445 360">Any travellers departing from a Green List country/region and will be transiting through a non-Green list country/region before arriving in Brunei Darussalam, will be treated as travellers from a Non-Green List country/region.</p>
7.2	<p data-bbox="256 389 1445 454">I am departing from a Green List country/region. Am I allowed to enter Brunei Darussalam by transiting through another Green List country/ region?</p> <p data-bbox="256 465 1445 589">Yes, any travellers who are departing from Green List country/region and transiting through another Green List country/region are allowed to enter Brunei Darussalam, provided that the travelers meet all other requirements. They will be treated as travelers from a Green List country/region.</p>
7.3	<p data-bbox="256 613 1445 678">Am I allowed to transit/transfer through Brunei International Airport en-route to the final destination?</p> <p data-bbox="256 689 1445 779">With effect from 1 April 2022, passengers who intend to transit/transfer through Brunei International Airport en-route to their final destination are permitted* (<i>with effect from 1 April 2022</i>). Transit/Transfer passenger are required to adhere to the following requirements:</p> <ul data-bbox="256 813 1445 936" style="list-style-type: none"> (i). Be fully vaccinated; (ii). Obtain negative result for RT-PCR test taken within 2 days before departure OR negative result for ART taken within 1 day before departure; and (iii). Adhere to any other requirements set by the destination country.

POST-ARRIVAL REQUIREMENTS

8	POST-ARRIVAL COVID-19 TESTS
8.1	<p data-bbox="252 271 941 302">Where can I perform the post-arrival COVID-19 tests?</p> <ul data-bbox="300 313 1444 1780" style="list-style-type: none"><li data-bbox="300 313 1444 470"><p data-bbox="347 313 1292 344">For arrivals from Green list country/region* (with effect from 1 April 2022):</p><p data-bbox="347 344 1444 470">Traveller will be provided with ART kits with QR code upon arrival at Brunei International Airport. Traveller will undergo both RT-PCR test and ART upon arrival (Day of arrival is Day 1) and are also required to undergo ART on Day 2 and Day 3 after arriving in Brunei Darussalam.</p><li data-bbox="300 504 1444 672"><p data-bbox="347 504 1444 571">For arrivals from Non-Green list country/region & unvaccinated traveller* (with effect from 1 April 2022):</p><p data-bbox="347 571 1444 672">Traveller will be provided with ART kits with QR code upon arrival at Brunei International Airport. Traveller is required to undergo ART upon arrival (Day of arrival is Day 1).</p><p data-bbox="347 705 1444 772">Traveler may undergo RT-PCR test on Day-5 after arrival in Brunei Darussalam (Day of Arrival is Day 1) at the following health centers or private health clinics:</p><ol data-bbox="347 795 1444 1601" style="list-style-type: none"><li data-bbox="347 795 1444 896"><p data-bbox="347 795 909 828">1) Klinik Noor Rohaya (Appointment Only)</p><p data-bbox="395 828 901 896">No 1, Simpang 293, Jalan Pasir Berakas +673 2390282 / +673 8240282</p><li data-bbox="347 929 1444 1030"><p data-bbox="347 929 1061 963">2) Jerudong Park Medical Center (Appointment Only)</p><p data-bbox="395 963 1117 1030">Jerudong Park Medical Center, Jerudong Park, BG3122 +673 2611433</p><li data-bbox="347 1064 1444 1164"><p data-bbox="347 1064 949 1097">3) Panaga Health Center (Appointment Only)</p><p data-bbox="395 1097 845 1164">Jalan Utara, Panaga, Seria KB2933 +673 8876454</p><li data-bbox="347 1198 1444 1299"><p data-bbox="347 1198 790 1232">4) UNI Clinic (Appointment Only)</p><p data-bbox="395 1232 1157 1299">No 5, Simpang 490, Jalan Muara, Kg Sg Hanching, BC2115 +673 2335403 / +673 7325403</p><li data-bbox="347 1332 1444 1433"><p data-bbox="347 1332 1021 1366">5) Lee Clinic and Dispensaries (Appointment Only)</p><p data-bbox="395 1366 1037 1433">C-1, Abdul Razak Complex, Gadong Centrepont +673 2428428 / +673 8128128</p><li data-bbox="347 1467 1444 1590"><p data-bbox="347 1467 837 1500">6) Klinik Dr Amir (Appointment Only)</p><p data-bbox="395 1500 1364 1590">No 204, Ground Floor, Bangunan Mohammad Yussof, KM2, Jalan Raja Isteri Pengiran Anak Saleha, BA1712, Bandar Seri Begawan +673 2336801 / +673 2222500 / +673 3337850</p><li data-bbox="300 1624 1444 1780"><p data-bbox="347 1624 1212 1657">For COVID-19 Recovered Travellers* (with effect from 1 April 2022):</p><p data-bbox="347 1657 1444 1780">Any individuals who had been infected with COVID-19 and have evidence of infection such as a Recovery Certificate where the validity period of the evidence of infection is not more than 90 days, therefore these individuals are only required to undergo ART upon arrival (Day of Arrival is Day 1).</p>

8.2	How much do the arrival RT-PCR & ART test cost?
	Total cost of both post-arrival RT-PCR and ART tests is BND\$100 per person. Any individual who had been infected with COVID-19 and have evidence of infection such as a Recovery Certificate where the validity period of the evidence of infection is not more than 90 days, therefore these individuals are only required to undergo ART* upon arrival (Day of Arrival is Day 1) which cost BND\$20.00 per person (<i>with effect from 1 April 2022</i>).
8.3	What happens if travelers refuse to undergo post-arrival RT-PCR test or ART?
	Post-arrival RT-PCR test and ART is one of the requirements for entry into Brunei Darussalam. Traveller will be denied entry to Brunei Darussalam if they refuse to undergo post-arrival RT-PCR test or ART.
8.4	Will ART kit be provided to travellers upon arrival or do they need to purchase before arriving in Brunei International Airport?
	ART kit with QR codes will be provided to travellers upon arrival at Brunei International Airport.
8.5	Are children required to undergo post-arrival RT-PCR or ART?
	Yes, all travelers will be required to undergo post-arrival RT-PCR and ART except for any individuals had been infected with COVID-19 and have evidence of infection such as a Recovery Certificate where the validity period of the evidence of infection is not more than 90 days. These individuals are only required to undergo ART upon arrival (Day of Arrival is Day 1).
8.6	How will travelers receive their post-arrival RT-PCR test result?
	Travelers will receive their post-arrival RT-PCR test result via SMS. The result can also be found on the BruHealth App.
8.7	What should travelers do if they do not receive their on-arrival RT-PCR test via SMS results?
	Travelers will receive their post-arrival RT-PCR test result via SMS. They may also check their on-arrival PCR test result on the BruHealth App. Should you experience any further issues, please contact hotel management or Health Advice Line 148 for assistance.
8.8	What should travelers do if they test positive for COVID-19?
	Should a traveller be tested positive for COVID-19, they will be required to undergo a period of isolation at their own residence in compliance with existing health protocols.
8.9	Do travelers need to self-isolate after receipt of negative result for post-arrival RT-PCR test?
	No. Travelers are not required to undergo self-isolation after receipt of negative result for post-arrival RT-PCR test. Once travellers have been notified that they have tested negative for COVID-19, they can go about with their activities in Brunei Darussalam.

9	Mandatory Self-Isolation
9.1	Where do I need to serve my mandatory self-isolation after arriving in Brunei Darussalam?
	Inbound travellers are required to serve mandatory self-isolation at suitable accommodation (home residence or hotel accommodation)* after arriving in Brunei Darussalam (<i>*with effect from 1 April 2022</i>). The accommodation has to be declared via Arrival Declaration Form on PMO Travel Portal, which needs to be completed not more than 24 hours before departure to Brunei Darussalam. For COVID-19 Recovered Travellers who have proof of infection such as Recovery Certificate where the validity period of the proof of infection is not more than 90 days, please refer to Question 9.2

9.2

I am a COVID-19 Recovered Traveller. Do I need to serve Mandatory Self-isolation after arriving in Brunei Darussalam?

COVID-19 recovered travellers are exempted from serving mandatory self-isolation* after arriving in Brunei Darussalam if they have proof of infection such as Recovery Certificate in which the validity period of the proof of infection is not more than 90 days (**with effect from 1 April 2022*).

EXIT REQUIREMENTS

10 VACCINATION	
10.1	<p>I have yet to be vaccinated. Am I allowed to travel out of Brunei Darussalam?</p> <p>Outbound travel is only permitted for travellers who have received:</p> <p>(i) 2 doses of COVID-19 vaccine with the second dose administered not more than 3 months previously, OR</p> <p>(ii) Booster dose for COVID-19 vaccine.</p> <p>Traveller is advised to complete their full dose of COVID-19 vaccination or obtain Booster dose before travelling out of the country. For more information, please refer to "Guidelines for exiting Brunei Darussalam via Air Travel during Early Endemic Phase".</p>
10.2	<p>I have been fully vaccinated. However, I have not obtained booster for COVID-19. Am I allowed to travel out of Brunei Darussalam?</p> <p>If the traveller obtained the second dose of COVID-19 vaccination not more than 3 months previously, traveller would be permitted to exit Brunei Darussalam.</p> <p>If the second dose was administered more than 3 months, traveller must obtain booster dose for COVID-19 vaccine before travelling out of the country. For more information, please refer to "Guidelines for exiting Brunei Darussalam via Air Travel during Early Endemic Phase".</p>
10.3	<p>I am medically unfit to be vaccinated. Am I allowed to travel out of Brunei Darussalam ?</p> <p>Unvaccinated travellers may exit Brunei Darussalam if they have certificate of medical exemption for COVID-19 vaccination.</p> <p>Above exemption may be obtained from medical health centers on the basis of medical contraindications, or other reasons such as having recovered from COVID-19 90 days prior.</p>

11 COVID-19 TEST	
11.1	<p>Where can outbound travellers undergo pre-departure COVID-19 test before leaving Brunei Darussalam?</p> <p>Before exiting Brunei Darussalam, outbound traveller may undergo RT-PCR test (if required by the destination country) at the following health centers or private health clinics:</p> <ol style="list-style-type: none"> 1) Klinik Noor Rohaya (Appointment Only) No 1, Simpang 293, Jalan Pasir Berakas +673 2390282 / +673 8240282 2) Jerudong Park Medical Center (Appointment Only) Jerudong Park Medical Center, Jerudong Park, BG3122 +673 2611433 3) Panaga Health Center (Appointment Only) Jalan Utara, Panaga, Seria KB2933 +673 8876454 4) UNI Clinic (Appointment Only) No 5, Simpang 490, Jalan Muara, Kg Sg Hanching, BC2115 +673 2335403 / +673 7325403

5) Lee Clinic and Dispensaries (Appointment Only)

C-1, Abdul Razak Complex, Gadong Centrepont
+673 2428428 / +673 8128128

6) Klinik Dr Amir (Appointment Only)

No 204, Ground Floor, Bangunan Mohammad Yussof, KM2, Jalan Raja Isteri
Pengiran Anak Saleha, BA1712, Bandar Seri Begawan
+673 2336801 / +673 2222500 / +673 3337850

For ART test, outbound traveller may undergo ART (if required by the destination country) at certified ART centers. List of certified ART centers can be found via the link:

<https://www.moh.gov.bn/Shared%20Documents/2019%20ncov/Pusat-pusat%20pesijilan%20ART%201%20December%202021.pdf>

OTHERS

12	TRAVEL MEDICAL INSURANCE WITH COVID-19 COVERAGE
12.1	<p>Do travelers need to show proof of travel medical insurance purchase when they apply for entry into Brunei Darussalam?</p> <p>Yes, travellers will need to have the insurance certificate as proof when applying for entry into Brunei Darussalam. Insurance certificate may either be produced in digital format or hardcopy depending on the respective insurance/takaful companies.</p>
12.2	<p>Can travelers purchase the Travel Medical Insurance from the destination country?</p> <p>Yes, travelers may purchase travel medical insurance from their preferred insurance agent or company. However, travelers are encouraged to purchase travel medical insurance from Brunei-based insurance/takaful companies.</p> <p>Traveller is advised to check the entry requirements of the destination country to ensure all requirements are fulfilled.</p>
12.3	<p>Where can I purchase Travel Medical Insurance in Brunei Darussalam?</p> <p>At present, insurance for outbound travel is only offered by TBA (Takaful Brunei Am Sdn Bhd). Suitable insurance for inbound travel as per the Guidelines for entry into Brunei Darussalam via air travel during early endemic phase is currently being reviewed by the Industry.</p> <p>You may refer to further announcements from Brunei Insurance Takaful Association (BITA) providing latest updates to the general public at: Website: www.bita.org.bn Instagram: www.instagram.com/contactus.bitaf/</p>
12.4	<p>Will I be required to obtain Travel Medical Insurance with COVID-19 coverage before departure to Brunei Darussalam?</p> <p>Foreign nationals who will be entering Brunei Darussalam for short visit purpose (duration of stay in Brunei Darussalam is less than 90 days) are required to obtain Travel Medical Insurance with COVID-19 coverage (minimum coverage of BND\$50,000) either from Brunei-based or overseas insurer) before travelling to Brunei Darussalam.</p> <p>The insurance must be valid for the duration of their stay in Brunei Darussalam.</p>
12.5	<p>Can I purchase my travel insurance with COVID-19 coverage from my preferred insurance company?</p> <p>Yes, you may purchase travel insurance with COVID-19 coverage from your preferred insurance company. The insurance must have a minimum coverage of BND\$50,000.</p> <p>For inbound travelers, you may purchase insurance package offered by insurers in your country of origin that fulfills the requirement which is minimum coverage of BND\$50,000.</p>

12.6	<p>Must I purchase the Travel Medical Insurance in Brunei Darussalam?</p> <p>No. You may purchase the Travel Medical Insurance either from Brunei-based or overseas insurer.</p> <p>If you purchase the insurance from the destination country, you are advised to check all entry requirements of the respective destination country to ensure that all requirements are fulfilled.</p> <p>You may check further announcements from Brunei Insurance Takaful Association (BITA) providing latest updates to the general public at: Website: www.bita.org.bn Instagram: www.instagram.com/contactus.bitaf/</p>
12.7	<p>Is Group Insurance for companies accepted for entry into Brunei Darussalam?</p> <p>Yes, if the group insurance cover travel and medical expenses for COVID-19 with a minimum of \$50,000BND coverage. This will depend on the terms and conditions of coverage stated in the insurance/takaful policy.</p>
12.8	<p>I am a foreign worker and I have employment pass. Do I need to obtain Travel Medical Insurance with COVID-19 coverage for entry into Brunei Darussalam?</p> <p>No. Travelers who will be staying in Brunei Darussalam for long term (for the purpose of employment, studying or as eligible dependents) are not required to obtain Travel Medical Insurance for entry into Brunei Darussalam.</p> <p>Only foreign nationals who will be entering Brunei Darussalam for short visit purpose (duration of stay in Brunei Darussalam is less than 90 days) are required to obtain Travel Medical Insurance with COVID-19 coverage (minimum coverage of BND\$50,000) from preferred insurance agent or company (either from Brunei-based or overseas insurer) before travelling to Brunei Darussalam. The insurance must be valid for the duration of their stay in Brunei Darussalam.</p>
12.9	<p>How long should the coverage period be for the Travel Medical Insurance?</p> <p>The coverage period for the travel medical insurance should be valid for the duration of stay in Brunei Darussalam or destination country.</p>
12.10	<p>Are Brunei citizens and permanent residents (yellow and purple IC holders) returning to Brunei Darussalam required to obtain Travel Medical Insurance?</p> <p>No, Brunei citizens and permanent residents returning to Brunei Darussalam are not required to obtain Travel Medical Insurance.</p>
12.11	<p>How much will the Travel Medical Insurance cost?</p> <p>Cost of the insurance offered by insurance/takaful providers will vary. The insurance cost is determined based on the type of coverage, length of the validity as well as terms and conditions stipulated by insurance/takaful providers respectively.</p> <p>Travelers are urged to review the insurance policy to understand what coverage is provided and what limits apply prior to purchasing the Travel Medical Insurance.</p>
12.12	<p>How will I receive a copy of the insurance certificate?</p> <p>Copy of the insurance certificate may be provided in digital format or hardcopy depending on the respective insurance/takaful companies.</p>

12.13	<p>How can I claim from Insurance/Takaful company should I test positive for COVID-19?</p> <p>Claims procedure vary for each insurance/takaful provider. In principle, travelers will be provided with a twenty-four (24-hour) hotline to contact should such need arise. Please refer to your insurance/takaful provider for further information or any queries.</p>
12.14	<p>I do not have a Bruneian Identification Card; can I still purchase a travel medical insurance from Brunei-based insurer?</p> <p>Underwriting procedures will vary for each insurance/takaful provider. In principle travelers will need to provide proof of identity (i.e. a passport, travel document) to purchase the insurance. Please refer to your insurance/takaful providers.</p>
12.15	<p>What does the Travel Medical Insurance cover?</p> <p>Coverages will vary for each insurance/takaful provider. In principle travelers will be provided with the following benefits, among others:</p> <ol style="list-style-type: none"> 1. Emergency Medical and Emergency Medical Transportation Benefits; 2. Trip Cancellation Benefits – For e.g., trip is cancelled as traveler, family member or traveling companion have COVID-19 related illness or required to undergo quarantine. 3. Trip Interruption Benefits – For e.g., trip is interrupted as traveler, family member or travelling companion have COVID-19 related illness or required to undergo quarantine 4. Travel Delay Benefits – For e.g., trip is delayed as traveler, family member or travelling companion is denied boarding due to being suspected to have COVID-19 infection. <p>Terms, conditions and exclusions will apply. Availability of COVID-19 coverage endorsement, including specific benefits and coverage vary for each insurance/takaful provider.</p> <p>Products may not include all benefits or coverages described. Benefits given may also not cover the full cost of the loss. Insurance benefits are subject to maximum limits of liability, which may be subject to sub-limits and daily maximums.</p> <p>Please review your insurance policy to understand what coverage is provided and what limits apply.</p>
12.16	<p>How long will it take to process my Insurance application?</p> <p>Underwriting procedures will vary from insurance/takaful providers respectively. Please refer to your insurance/takaful provider.</p>
12.17	<p>I have recently recovered from COVID-19, will this affect my Travel Medical Insurance?</p> <p>Underwriting procedures will vary for each insurance/takaful provider. Please refer to your insurance/takaful provider.</p>
12.18	<p>I am travelling into Brunei Darussalam with my family, is there a group insurance available?</p> <p>Underwriting procedures will vary from insurance/takaful providers respectively. Please refer to your insurance/takaful provider.</p> <p>Further announcements will be made if there are new products being introduced or any enhancements are made to the available product.</p>

12.19	How can I extend the period of my insurance coverage?
	Extending the period of coverage may require an endorsement. Underwriting procedures will vary from insurance/takaful providers respectively. Please refer to your insurance/takaful provider.

13	DOCUMENTATION
13.1	What documents must I present to airline staff during check-in before departing for Brunei Darussalam or before exiting Brunei Darussalam?
	<p>You must present documents as required by respective category of travel into or out of Brunei Darussalam.</p> <p>Please refer to the documentation checklist that can be found in:</p> <ul style="list-style-type: none"> • Guidelines for Entry Into Brunei Darussalam via Air Travel during Early Endemic Phase, OR • Guidelines for Exiting Brunei Darussalam via Air Travel during Early Endemic Phase.
13.2	Do I need a return flight ticket to enter Brunei Darussalam?
	<p>For anyone intending to enter Brunei Darussalam for long term stay especially for employment, studying or as eligible dependent are not required to obtain a return ticket to enter Brunei Darussalam.</p> <p>For further clarification, you may contact the Immigration and National Registration Department on 2381107 / 2382108 / 2383106.</p>

14	VISA	
14.1	Do travelers need to apply separately for a visa to enter Brunei Darussalam?	
	PURPOSE OF ENTRY	VISA REQUIREMENT
	Employment	<p>Yes, visa is required except for Malaysia and Singapore nationality.</p> <p>**Malaysia and Singapore national are required to have employment approval letter issued by the Department of Immigration and National Registration.</p>
	Professional/Business visit	Yes
	Eligible dependent	<p>Yes, visa is required except for Malaysia and Singapore nationality.</p> <p>**Malaysia and Singapore national are required to obtain dependent approval letter issued by the Department of Immigration and National Registration.</p>
	Student	Yes
	Social visit	Visa is required if the nationality is not from visa-exempted countries

14.2	How long can social visitors stay in Brunei Darussalam?
	They are allowed to stay in Brunei Darussalam according to the validity period of their pass endorsed in the passport.
14.3	Can visitors apply for extension of the duration of their stay in Brunei Darussalam?
	Visitors may submit application to extend their duration of stay in Brunei Darussalam. However, this is subject to further assessment by relevant authorities.
	Visitor is advised to refer to the Department of Immigration and National Registration on the request for extension of stay in Brunei Darussalam.
14.4	How can I apply visa?
	With the continuously evolving COVID-19 situation, traveler is advised to follow updates on counter service information from time to time on the Department of Immigration and National Registration website: www.immigration.gov.bn
14.5	Do Malaysians and Singaporeans need a re-entry visa?
	Malaysia and Singapore nationals do not need re-entry visa. However, they are required to submit application to extend the validity of their immigration passes (if expired) once they re-enter Brunei Darussalam.
	However, foreign nationals who are currently residing in Brunei Darussalam under employment pass, visit pass (social, professional and business), student pass, dependent pass and intend to exit the country temporarily and re-enter Brunei Darussalam, therefore they are required to secure Re-Entry Visa before intended travel date.

15	TRAVEL PURPOSE
15.1	Am I allowed to travel to Green list country/region for non-essential purpose?
	Yes, travellers may travel to Green list country/region for non-essential purpose.
15.2	Am I allowed to travel to Non-Green list country/region for non-essential purpose?
	No, travellers may travel to non-Green list country/region for essential purpose only.
15.3	Can I visit a family member in a Non-Green list country/region?
	Travelling to visit a family member is deemed as a non-essential travel. Currently, only essential travel is allowed for non-Green List country/region.

16	TRANSPORTATION
16.1	What transportation do I need to use to travel to declared accommodation for mandatory self-isolation after arriving in Brunei Darussalam?
	Travelers may proceed to their accommodation (home residence or hotel accommodation) for mandatory self-isolation by using hotel-provided transportation or private transportation.
16.2	Can I use public transportation?
	Travelers are not allowed to use public transportation before completing mandatory self-isolation period. Travellers may only use public transportation after completing their mandatory self-isolation.