



COVID-19 EAST AFRICA TRAVEL FAQ

Q. What are the COVID-19 specific entry requirements for Kenya?

A. All arriving passengers on international flights whose body temperature is NOT above 37.5°C (99.5°F); do not have a persistent cough, difficulty in breathing or other flu-like symptoms; have negative PCR based COVID-19 test carried out within 96 hours before travel and are from countries considered low to medium risk COVID-19 transmission areas shall be exempt from quarantine. Travellers from the following countries will be exempt from quarantine:

Canada, China, Ethiopia, France, Germany, Italy, Japan, Morocco, Namibia, Netherlands, Qatar, Uganda, United Arab Emirates, United Kingdom, United States of America (except for California, Florida and Texas), Rwanda, South Korea, Switzerland and Zimbabwe.

Q. What are the COVID-19 specific entry requirements for Tanzania?

A. All travellers entering The United Republic of Tanzania will be required to present upon arrival a valid negative COVID-19 certificate from an approved laboratory, tested within 72 hours before travel.

There are no self-quarantine requirements for travellers arriving into the country who are not showing any COVID-19 symptoms.

Q. What are the COVID-19 specific entry requirements for Uganda?

A. International travel to Uganda continues to be suspended and the borders are closed.

POST-COVID FAQ

Q. What are the COVID-19 specific entry requirements for Rwanda?

A. All travellers arriving in Rwanda must be tested negative for COVID-19 within 72 hours of departure, complete the passenger locator form, and upload the COVID-19 test certificate. Please see the passenger locator form link on www.rbc.gov.rw.

All travellers will be screened upon entry and be given a second test to confirm the negative results of the first test done prior to arrival. The test is to the cost of the guest, at USD 50 per person per test. All travellers are required to complete 24 hours in a designated transit hotel while awaiting the results of the second test. The designated hotels are available at a discounted rate and we recommend accommodation in the following hotels: Radisson Blu Hotel & Convention Centre, Kigali, Kigali Marriott Hotel, Kigali Serena Hotel or Park Inn by Radisson.

Following 24 hours, guests' results will be received via SMS or email. In the event of a negative test, guests will be invited to check out and proceed on their Rwanda safari. In the event of a positive test, guests will be transported to a medical facility for medical attention, at their own cost.

Q. If guests are visiting two East African destinations, what are the entry requirements? Are they required to have two COVID-19 negative certificates?

A. Currently, each East African country is following stringent procedures, which require a negative COVID-19 certificate per traveller that is conducted within 96 and 72 before travel. The requirements currently in place do not require that guests have two COVID-19 negative certificates should they be travelling to numerous countries outside of the time frames outlined by each country.

Q. Are there additional costs for testing in each East African destination?

A. Yes, apart from testing carried out at International Airports (on recommendation by health officials should guest be showing symptoms), testing will be at the cost of the guest. The cost of testing varies per country and ranges from USD 150 to 300 per person per test.

Q. Will guests have to adhere to any national curfews in place?

A. Yes, however, this only applies to city stays and does not affect guests while at camps or lodges in parks and conservancies. Passengers arriving or departing on flights to or from airports after the curfew will be allowed to proceed to their relevant airport, hotel or residence, as long as they carry a valid air ticket and boarding pass.

Q. Will guests be affected by the alcohol ban currently in place in Kenya?

A. Currently, the consumption of alcoholic beverages is prohibited in bars, restaurants and hotels throughout Kenya for a period of 30 days from the 24 July 2020. Within Nairobi, hotels are unable to provide alcoholic beverages within their restaurants and bars, however they are able to provide these to guests via room service. Camps and lodges in safari destinations remain able to provide alcoholic beverages.

POST-COVID FAQ

Q. What are the procedures in place should a guest show symptoms while on safari?

A. If a suspected infected guest is travelling with Cheli & Peacock Safaris, the following actions will be taken:

1. Advise guests that they should immediately report any flu-like symptoms to members of the service that they are with.
2. Brief all team members on action to be taken on a report of a sickness.
3. Advise guests to remain in their lodge/camp room and isolated from their family members.
4. Arrange prompt medical treatment; for guests out of Nairobi or Arusha, guests should be flown by Amref to the nearest city, for guests in Nairobi or Arusha they should be taken to the designated hospital.
5. The property should be advised to seal the property for deep cleaning.
6. Prepare a list of team member names who had immediate contact with the concerned guests this list may be requested by local authorities.
7. Follow advice from the authorities in their risk assessment of team members.
8. Prepare team members for the possibility of quarantine or self-quarantine, explaining requirements and addressing questions.

Q. Are COVID-19 tests available in East Africa?

A. Currently, testing is only carried out at the international airports for travellers displaying symptoms of COVID-19. For those that require COVID-19 negative certificates for travel, please see the available options below:

1. Kenya: testing can be carried out in Nairobi by Lancet Laboratories (Government approved). A doctors referral letter is required which we are able to facilitate, the laboratory technician is available to test the guests at their hotel. Test results are then available between 48 and 72 hours after testing has been carried out. The full cost of a test is USD 170.
2. Tanzania: as the country was declared COVID-19 free, testing procedures have not been announced as of 29 July 2020. We are in constant communication with the Ministry of Health and are expecting an announcement at the end of August 2020 regarding testing facilities. Currently, we are aware that testing is available at Kilimanjaro International Airport only to those passengers showing symptoms of COVID-19.

Please note that this information may change depending on government requirements and testing capabilities within each country.

Q. What protocols are in place in East African countries to reduce the spread of COVID-19?

A. In all East African countries, the following measures are in place:

- Face masks are to be worn by all people at all times in public places;
- Temperature checks are conducted in public places; and
- Social distancing of 1.5 m apart is required at all times.

In addition, nationwide curfews are in place in Kenya, Rwanda and Uganda.

POST-COVID FAQ

Q. What protocols are in place in safari camps and lodges to reduce the spread of COVID-19?

A. Our 'Safaris Post COVID-19' protocol document outlines our preferred post-COVID-19 procedures. Our partners have put in place stringent and specific protocols please view these [here](#).

Q. What protocols have domestic airlines put in place to reduce the spread of COVID-19?

A. All domestic airline partners, are currently implementing the measures below:

- All travellers will be subjected to a temperature check prior to check-in and boarding;
- Social distancing of 1.5 m is to be adhered to at all times in the terminal building and, where possible, onboard;
- Seating on the aircraft is to be socially distanced, with only those guests traveling together being able to sit next to each other;
- Aircraft are thoroughly sanitised after every flight, prior to boarding; and
- Pilots and travellers to wear masks throughout the flight.

Q. What protocols has Cheli & Peacock Safaris put in place to reduce the spread of COVID-19?

A. Please view our 'Care & Protection' protocol document.

Q. Are previously issued e-visas still valid for travel?

A. No. We recommend that each passenger reapplies for online visas prior to departure for safari. Please follow the below links for online visa applications:

Kenya: <http://evisa.go.ke/evisa.html>

Tanzania: <https://eservices.immigration.go.tz/visa/>

Rwanda: 30-day visa granted on arrival free of charge

Uganda: www.visas.immigration.go.ug

Q. If guests are required to quarantine in East Africa, will the cost be payable by the guests?

A. Whilst the governments of Kenya, Tanzania, Uganda and Rwanda are currently providing government quarantine facilities, those requiring quarantine are able to utilise alternative accommodation for the duration of the quarantine period. For the comfort of guests, we highly recommend the utilisation of the alternative accommodations, which will be at the cost of the guest.

For any travel prior to 31 October 2020, we would highly recommend travelling with Emirates Airlines. Passengers of Emirates Airlines, regardless of class of travel or destination, will automatically receive free global COVID-19 cover, should they be diagnosed with COVID-19 during their travel. This cover includes up to EUR 150,000 medical expense cover and quarantine cover of EUR 100 per day for 14 days. For further details, please visit <https://www.emirates.com/english/help/covid19-cover/>

POST-COVID FAQ

Q. Are there suitable hospitals in East Africa to handle COVID-19 cases?

A. Yes, there are numerous hospitals in East Africa that are equipped to international standards and are able to treat COVID-19 cases. Every Cheli & Peacock Safaris guest is covered by AMREF Flying Doctor for the duration of their time in East Africa, this cover provides medical flying evacuation from all safari destinations to the capital cities, for admission to these approved hospitals.

Q. What changes will there be to the airport experience of guests?

A. To ensure passenger safety, the airport experience post-COVID-19 has altered slightly. Please view the changes below;

At all times:

- Passengers are to maintain a social distance of 1.5 m; and
- Passengers are to wear face masks.

Arrivals:

In order to ensure the efficient arrival of guests, all Cheli & Peacock Safaris quotations going forward will include 'Meet & Greet Assistance' at Jomo Kenyatta International Airport. We highly recommend this service, however, should you not wish for your guests to receive this please inform your Safari Planner:

- Upon arrival, passengers will be transported to the Arrivals Terminal either on foot or by bus;
- Passengers will be met by their 'Meet & Greet Representative' on arrival in the terminal building.
- Passengers will undergo thermal temperature testing enroute to Immigration.
- Passengers are required to complete a Health Declaration form, to be provided to authorities along with their negative COVID-19 documentation.
- Passengers proceed through immigration, presenting their previously applied for e-visa to immigration.
- Passengers proceed to baggage collection.
- Passengers met by their Cheli & Peacock Safaris guest representative and driver-guide. Greetings will be carried out in a contactless manner and guests luggage will be sanitised.
- Cheli & Peacock Safaris guest representative will take each guest's temperature, offer guests face masks and gloves (we recommend that guests bring their own protective equipment) and provide hand sanitiser prior to entering the vehicle.
- Guest's luggage handles will be sanitised and placed in the vehicle.

Please note that for domestic arrivals, passengers will be required to undergo thermal temperature checks as well as submit a Health Declaration form at the domestic airport.

Check-In & Departure:

- Passengers are advised to arrive at the airport no less than 4 hours prior to international flight departure time and 3 hours prior to domestic flights departure time, to allow for enhanced security and screening procedures.
- Temperature checks will be conducted on entry in to the terminal building.
- Social distancing stickers placed on floors and waiting area seating to ensure 1.5 m distance is maintained.
- Airline and airport staff will be wearing PPE. Anti-microbial screens will be in place at check-in and immigration counters. Sanitiser stations positioned throughout the terminal to ensure easy access for all guests.