FAQ- TRAVELLING TO SEYCHELLES UNDER THE NEW NORMAL

Booking my holiday in Seychelles:

1. What measures is Seychelles taking to protect people on its shores?

There are various preventive measures being taken by the authorities in Seychelles to limit the spread of Covid-19 in the country, as explained below:

- The Public Health Authority (PHA) is working in close collaboration with all local stakeholders in regards to the prevention and control of the infectious disease on its shores;
- Countries have been classified according to risk categorisation based on the daily worldwide monitoring conducted by the PHA;
- The Seychelles International Airport has equipped its premises with new higher efficiency fixed bullet thermal cameras and handheld thermal thermometers inside the international arrival lounge at the Seychelles International airport for faster screening in order to avoid long queues;
- The Seychelles Civil Aviation Authority and Air Seychelles in partnership with other national agencies have conducted several rapid response exercises to access the response time of the various operating teams at the airport;
- In order to ensure safe stay of visitors during their vacation, the Tourism Department has issued strict guidelines for industry operators to follow in order to be able to operate within the industry;
- A special certification for operation is being awarded for businesses that are fit for operations.

2. Where can I access the safety and health measures in place for visitors wanting to travel to Seychelles?

Information regarding the safety of visitors including further measures taken are available on the Tourism Department's website via the following link: http://tourism.gov.sc/covid-19-guidelines/

3. What are the entry requirements for visitors disembarking in Seychelles now?

In order to be granted entry to the Seychelles visitors are expected to:

- Be travelling from a country that is marked on the 'Permitted' list of countries allowed in Seychelles. Countries not on 'Permitted' list are currently deemed as high-risk countries. The list is revised periodically depending on the evolution of the pandemic.
- Have submitted a visitor's information to the Public Health Authority in Seychelles
- Board from a country that appears on the Department of 'Permitted' list of countries and has not travelled to any countries with significant Covid-19 numbers within the 14 days prior to boarding the flight to Seychelles
- Visitors should have in their possession proof of a negative Covid-19 PCR test done by an internationally accredited facility that is 72 hours or less prior to boarding the

flight to Seychelles. The time between the taking of the sample for the test and the visitor boarding the flight for the first leg of their journey to Seychelles (if not travelling directly) should not exceed 72 hours.

- If in transit, the visitor exiting the airport of the transiting country might be subjected to another PCR test upon arrival in Seychelles
- If the visitor is stopping over in another destination prior to flying to Seychelles, he/she needs to retake a test within the 72hours clock prior to embarking on the flight to Seychelles.
- Visitors coming from 'not Permitted' list of countries will not be authorized to enter Seychelles.
- For more information about the list of countries, please go to http://tourism.gov.sc/covid-19-guidelines/
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4. What are the documents that need to be sent to the Public Health Authority before my travel?

Negative test result certificate including all flights and accommodation details must be submitted to the department of public health via the following email visitor@health.gov.sc. An automated response will be generated once the email has been delivered.

5. How long prior to travelling should the visitor's information be submitted to the Public Health Authority?

The documents should be sent to the PHA prior to boarding the flight to Seychelles, once Covid-19 test results are available.

This process is important as it will allow the department of health to scrutinize the certificate prior to the client's arrival. It will also facilitate their entry in Seychelles in terms of screening time. Failure to submit this may result in more screening time and may also result in undergoing another test on arrival in Seychelles.

The same certificate has to be presented at check-in failing which the visitor will be denied boarding.

6. Will children be allowed entry for holiday into Seychelles at this time?

Yes, Children are subjected to the same procedures as an adult including taking a PCR test.

7. What type of accommodation can I book?

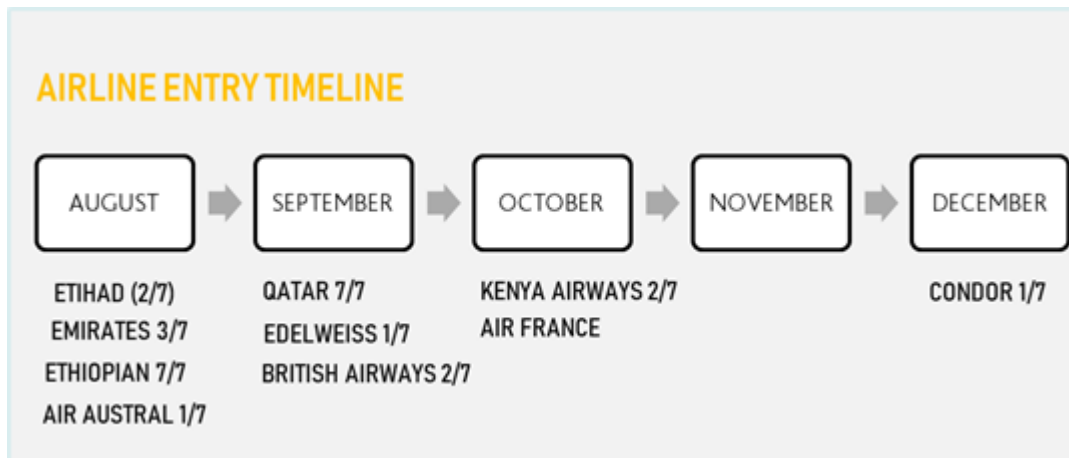Visitors may only stay in establishments or liveaboards certified by the Public Health Authority.

The list of the certified establishment- which is updated weekly is available on the Department of Tourism Website via the link http://tourism.gov.sc/covid-19-guidelines/

8. What will happen if I have booked an establishment which is not certified by the authorities?

Visitors will be requested to make another booking in a certified establishment before being allowed to go through immigration.

9. Which airlines are servicing the destination and when will they start operating?
Scheduled Commercial flights are expected to be flying to Seychelles as of August 2020

AIRLINE ENTRY TIMELINE

AUGUST	➡	SEPTEMBER	➡	OCTOBER	➡	NOVEMBER	➡	DECEMBER

ETIHAD (2/7)	QATAR 7/7	KENYA AIRWAYS 2/7		CONDOR 1/7
EMIRATES 3/7	EDELWEISS 1/7	AIR FRANCE		
ETHIOPIAN 7/7	BRITISH AIRWAYS 2/7			
AIR AUSTRAL 1/7				

Latest update: Emirates 4/7

10. Should I test positive 48hours prior to my boarding of the flight, will I get a refund for the expenses made (hotel/accommodation and other services)?
This is subject to the booking conditions made with the various suppliers.

Disembarking in Seychelles:

11. What happens if I arrive in Seychelles and I do not have my medical certifications available to present to the immigration?
Any visitor who arrives in Seychelles without a negative COVID-19 PCR test result will be subjected to undergo another test by the Public Health Authority.

12. What are the new disembarkation procedures in Seychelles?
- Visitors will be subjected to strict entry screening procedures including:
    o Completion of the health check form
    o Symptomatic check
    o Temperature scanning;
- Visitors may also be required to take another test;
- Visitors must provide a booking voucher confirming their accommodation in a certified establishment at immigration desk upon entry;
- Visitors must present a complete itinerary for the duration of stay in Seychelles.

13. What are the updated processes for private jets to land in Seychelles?
Owners of private planes need to ensure that they have clearance from the respective authorities of Seychelles' airspace.

14. What are the updated procedures for the entry of yacht and other leisure fishing vessels in Seychelles waters?

Owners of yacht and other leisure fishing vessels need to ensure that they have clearance from the respective authorities before entering the destination's waters.

15. What are the new disembarkation procedures for visitors entering Seychelles by sea?
All passengers and crew travelling to Seychelles by sea must have been screened for COVID-19 and have a recent negative PCR test prior to entering Seychelles waters.
Permission for any crew or passengers to get off will not be given until the vessel has spent at least 14 days at sea during which time daily temperature check should be submitted to the Port Health office. A Covid-19 test will be requested at the end of the 14 days.

While vacationing in Seychelles:

16. Is it compulsory for visitors to wear masks?
Visitors are required to wear a mask in specific instances, such as during embarkation onto public transportation, planes and ferries as well as in places where close contact cannot be avoided. Visitors are also encouraged to practice strict hygiene measures and ensure physical distancing is enforced at all times.
For more information about the usage of masks, please check the following link
http://tourism.gov.sc/wp-content/uploads/2020/05/Guidance-for-the-general-public-on-the-usage-of-mask.pdf

17. Upon disembarking in Seychelles, will I have to go into quarantine for 14 days?
Visitors will not be subjected to 14 days in quarantine, however, for ease of control and contact tracing purposes, visitors must stay in not more than two accommodations/liveaboards for the first 7 days.
No visitors will be permitted to stay at private residences.

18. Will I be quarantined if I get a fever whilst I am in Seychelles?
Designated Health and Safety officers or focal persons will monitor visitors and staff of tourism establishments daily. If a visitor is reported sick with a fever, he will be placed in isolation and sent to a quarantine facility for monitoring.

19. What happens if I test positive for Covid-19 once in Seychelles?
Shall a visitor develop symptoms of possible respiratory infection (fever, cough, shortness of breath), they will be referred to the health services for prompt attention. In the event that a visitor is found to be infected with Covid-19, the Public Health Authority requires that the person is isolated from the population and other visitors for treatment until recovery from the infection.

20. In case of being sick with Covid-19 in Seychelles, what are the medical options available for visitors?
Seychelles has extensive and modern health care services and visitors can expect good quality care in the event of illness. Although there are various private medical facilities in Seychelles, the Public Health Authority and the Department of Health are the two main

health care service providers authorized to treat Covid-19 due to the complexity of the infection.

21. Is there a cost to the medical services to be received in Seychelles?
Yes, visitors are expected to have medical insurance covering any eventual medical expenses related to Covid-19.

22. What types of leisure activities will I be able to enjoy while in Seychelles?
Any visitor wishing to indulge in recreational activities such as tours, excursions, sightseeing etc., are required to use licensed tourism service providers that have been certified by the Public Health Authority. Lists of certified service providers are available on the following link: http://tourism.gov.sc/covid-19-guidelines/

23. If I own a boat or have hired a boat/yacht in Seychelles, can I go straight to it or do I need to stay at a hotel first?
Visitors can go straight to the booked certified liveaboards without having to stay in a hotel first.

24. Will island-hopping be permitted?
Yes, however, visitors are advised to limit their movement to not more than two accommodations/liveaboards for the first 7 days.

25. Is the selling of liquor and cigarettes allowed in Seychelles during this time?
Yes, shops selling alcohol and cigarettes are operational.

26.With regards to the permitted countries, is it the passport nationalities, country of residence or point of origin (departure) being considered?
The country of residence prevails over the nationality
For example, a British citizen residing in UAE (not having travelled to any non-permitted countries according to Seychelles' list) and departing from UAE will be allowed entry in Seychelles since UAE is on the list of permitted countries.

Departing from Seychelles:

27. My destination country requires that I take a PCR test before leaving Seychelles. Will I have access to a test prior to leaving?
Yes. PCR test facilities are available to visitors before departure.

28. Where can I get a test done?
PCR test facilities are available on the inner Islands of Mahé, Praslin and La Digue at designated health care clinics. A fee of SCR 2500 will be charged for the test.

29. What are the procedures to get a PCR test done?

Visitors are required to contact the Public Health Authority well in advance on the email address pha@health.gov.sc or telephone +248 438 84 10 to make necessary arrangements.

30. My destination country requires a PCR to be internationally accredited by a specific body of authority.
All PCR tests administered in Seychelles are accredited by the Ministry of Health.