

# KLM India Operations

Flight Operations are in strict compliance with the regulations and the Standard Operating Procedures (SOPs) by the competent authorities in India.

Link:- [https://www.klm.com/travel/in\\_en/campaigns/travelrestrictions.htm](https://www.klm.com/travel/in_en/campaigns/travelrestrictions.htm)

## Eligibility and Process

KLM is operating flights from India in accordance with the “bilateral agreement” between India and The Netherlands. KLM is operating 7 weekly flights from 2 gateways; Delhi & Mumbai.

KLM operations from India are in compliance with the Standard Operating Procedures (SOPs) and regulations provided by the competent authorities in India.

### SCOPE: EUROPE, SOUTH AMERICA and AFRICA

Tickets can be purchased on KLM websites or via your travel agents.

#### ELIGIBILITY - FLIGHTS FROM INDIA

1. Indian nationals destined to any country in EU / Schengen area, South America and Africa.
2. All foreign nationals destined for EU / Schengen area, South America and Africa. Their dependants / spouses accompanied or otherwise.
3. Seamen of any foreign nationality destined for countries in EU / Schengen area, South America and Africa.
4. Seamen holding Indian passport subject to clearance from Ministry of Shipping and destined for countries as mentioned above.

#### ELIGIBILITY - FLIGHTS TO INDIA

1. Indian nationals permitted to travel from any country in EU / Schengen area, South America and Africa.
2. All OCI cardholders (Overseas Citizen of India) / POI cardholders (Person of Indian Origin) travelling from any country in EU / Schengen area, South America and Africa.
3. All foreign nationals from any country in EU / Schengen area, South America and Africa and their dependants / spouses accompanied or otherwise. Relevant category of dependent visa is required. Travel not permitted based on tourist visa.
4. Seamen of all nationalities from EU / Schengen area, South America and Africa.

### SCOPE:USA

Starting 1st January 2021, the “**bilateral air bubble**” agreement between India and The United States permits partner Delta Air Lines to codeshare with KLM and fly passengers between India and USA via Amsterdam.

To purchase tickets visit [www.delta.com](http://www.delta.com) ✓

Passengers are personally responsible to ascertain eligibility based on the ENTRY requirements applicable at destination.

**IN COMPLIANCE WITH THE SCOPE BY AUTHORITIES IN INDIA, TRAVEL NOT PERMITTED BETWEEN INDIA - UK AND CANADA ON KLM FLIGHTS.**

**IMPORTANT ADVISORY**

**HEALTH SCREENING / PCR / RAPID TESTS FOR TRAVEL TO VIA AMSTERDAM , THE NETHERLANDS APPLICABLE FOR TRAVEL FROM OUTSIDE THE EU OR SCHENGEN AREA TO OR VIA THE NETHERLANDS**

Effective January 23th, 0001CET, all passengers on flights to the Netherlands from outside the EU or Schengen area are by order of the ministry of public health and sport required to meet the following conditions.

The below applies to passengers of all nationalities arriving in The Netherlands or transferring via Amsterdam to comply with the following mandatory requirements.

- A digital (proof) Negative COVID-19 test result **(The test must be conducted maximum 72 hrs prior arrival in The Netherlands)** A valid a signed and printed negative test declaration form. You have to show a paper copy before departure to the airline staff or to the Royal Military and Border Police (Koninklijke Marechaussee). Download the negative test declaration form via the website of the Dutch authorities. <https://www.government.nl/topics/coronavirus-covid-19/documents/forms/2020/12/04/coronavirus-negative-test-declaration-form> ✓
- Negative rapid test result: antigen test (RT-LAMP test, molecular test, NAAT test, TMA test, or ID NOW test). **This test must be taken within 4 hours before departure for The Netherlands.** You can bring a digital proof.

If passengers fail to meet these conditions they shall be refused on the flight and boarding the aircraft. The ten-day self-quarantine still applies upon arrival in The Netherlands for passenger arriving from high risk countries.

**THE NEGATIVE COVID-19 TEST IS NOT A SUBSTITUTE FOR SELF-QUARANTINE.**

For additional information

visit <https://www.klm.com/travel/in-en/prepare-for-travel/up-to-date/flight-update/index.htm>

For more information on regulations and exemptions refer to [www.government.nl](http://www.government.nl) ✓

**REQUIREMENTS OF COVID-19 TEST: MANDATORY INFORMATION AS BELOW TO BE MENTIONED ON BOTH THE TEST REPORT AND TEST DECLARATION**

- a. Type of test: This must be a molecular PCR test and a test for Sars-Cov-2 / COVID-19. Any other type of test, including a quick test, is not valid;
- b. Test result: must be negative (or not detected);
- c. The test result must be documented in English

- d. The first and last name must be in accordance with the details in passport;
- e. Date and time of taking the test. The test must be conducted maximum 72 hrs prior arrival in The Netherlands.
- f. Details of the institute/laboratory that administered the test
- g. The test must be conducted before departure from the country of origin

#### **RT-PCR TESTING FACILITY AT INDIA AIRPORTS:**

**a. DELHI:**<https://www.newdelhiairport.in/covid19> ✓ and <https://www.newdelhiairport.in/covid19-rtPCR-test-appointment-booking> ✓

**b. MUMBAI:**<https://csmia.aero/traveller.aspx> ✓

RT-PCR Testing and receiving the test results could approximately take up to 6 hours in Delhi and up to 8 hours in Mumbai

#### **RAPID ANTIGEN TESTING FACILITY IS AVAILABLE AT THE MEDICAL CENTRES LOCATED AT THE BELOW AIRPORTS AT DEPARTURE LEVEL.**

- KIA Bengaluru: Auriga Centre
- IGIA Delhi: Dedicated medical counter between entry door 7 & 8
- CSMIA Mumbai: Level 10

You are requested to arrive at the airport 5-6 hours prior as check-in will be permitted only after obtaining the test results.

**Passengers departing from Mumbai can directly pre-register and arrange appointment for the Rapid Antigen Test by contacting LIFENITY WELLNESS and from Bengaluru with AURIGA CENTRE.**

**Cost of all tests are to be borne by the passengers.**

The above information is subject to change due to the fast evolving nature of countries responses to the COVID-19 outbreak.

Passengers are personally responsible to ascertain eligibility based on entry regulations applicable in transit and at final destination.

#### **PROCESS: FOR PASSENGERS ARRIVING TO INDIA**

**It is MANDATORY for passengers to adhere to the below regulations from Government of India. Non-compliance would lead to denied boarding.**

1. Registration with the Embassy of India via [here](#) ✓ as per Government of India norms
  - a. Passengers must register before purchasing tickets.
  - b. This portal is global in nature and passengers can register from any place in the world.
  - c. Passengers must have a copy of the registration confirmation at boarding in AMS.
2. Bookings should be updated with valid email id for passengers. This is imperative to keep them updated of mandatory and important updates. Kindly refrain from using travel agency email ids.
3. Mandatory for all passengers to download the “AarogyaSetu” application on mobile devices.

**4. The Ministry of Civil Aviation India has issued new guidelines related to quarantine processes. This is applicable for passengers arriving to India with effect from 8<sup>th</sup> August 2020.**

**Please note the following process is MANDATORY.**

- a. All passengers must submit a self-declaration via <https://www.newdelhairport.in/airsuvidha/apho-registration> ✓ at least 72 hours prior departure.

**b. QUARANTINE AND SELF MONITORING REGULATIONS**

- It is mandatory for passengers arriving in India to submit a negative RT-PCR test report. This test should have been conducted within 72 hours prior to undertaking the journey. The test report should be uploaded on <https://www.newdelhairport.in/airsuvidha/covid-19-exemption-international-passenger> ✓ for consideration. Each passenger shall also submit a declaration with respect to authenticity of the report and will be liable for criminal prosecution, if found otherwise. The decision taken by the government authorities as communicated via the portal will be final. Passengers are advised to carry a copy of the report to be produced on arrival if needed.

- International passengers arriving without an RT-PCR negative certificate will be required to mandatorily undergo RT-PCR test for COVID-19 at port of entry. This test will be at the passengers own expense.

Information for arrivals in Delhi and Mumbai is available on the links below:

**DELHI:** <https://www.newdelhairport.in/covid19> ✓ and <https://www.newdelhairport.in/covid19-rtPCR-test-appointment-booking> ✓

**MUMBAI:** <https://csmia.aero/traveller.aspx> ✓

**DELHI:**

- Passengers may seek exemption from institutional quarantine (7days) by submitting a negative RT-PCR test report on above portal for consideration by authorities.
- If exemption approved, basis negative RT-PCR report, passengers will undergo mandatory home quarantine for 14 days.
- The health authorities could waive quarantine basis negative RT-PCR report and mandate 14 days of self-monitoring. The decision taken by the authorities will be final.

- Passengers arriving without RT-PCR negative certificate and not opting for RT PCR test at airport (if facility is available) / arriving at an airport where testing facility is not available will have to undergo mandatory 7 days' institutional quarantine at own expense and 7 days' home quarantine.
- In case institutional quarantine is required, passengers are recommended to pre-book hotels before departure. Strongly recommended to passengers to confirm & book directly with the hotel if empanelled by State Governments for COVID-19 quarantine.

#### **MUMBAI:**

In compliance with the recent SOPs by Government of Maharashtra. Following are the additional requirements applicable with immediate effect for passengers with final destination in Maharashtra.

- All passengers will be screened for presence of symptoms upon arrival and if found symptomatic shall be required to undergo RT-PCR sample testing with all the necessary precautions. Symptomatic passengers shall be sent to an identified hospital in the city. They will be admitted and treated accordingly.
- All other passengers shall undergo 7 / 14 days (subject to decision by authorities) of mandatory paid Institutional Quarantine at arrival city, at their own expense.

#### **5. IN TRANSIT**

- Passengers arriving in Mumbai and travelling onwards within Maharashtra would have to undergo quarantine in Mumbai.
- Passengers arriving in Mumbai and connecting out of Maharashtra would be allowed to proceed if holding an RT-PCR test report conducted within 72 hours prior to undertaking journey or alternately after undergoing RT-PCR test in Mumbai and based on regulations applicable at destination.
- Passengers arriving in Delhi would be allowed to travel onwards, when the exemption from institutional quarantine requirement is granted in favour by the State authorities concerned on the basis of a negative RT-PCR test report, for which test was conducted within 72 hours prior to undertaking the journey and based on regulations applicable at destination.

6. For travel to India, all suspended visas are restored effective 21st October 2020. Except electronic visas (e-visas), tourist visas and medical visas.

7. Passengers are personally responsible to comply with regulations. Protocol, exemptions, health measures & quarantine regulations related to COVID-19 implemented in India and as applicable at Destination State / Union Territories Government to be adhered.

**In addition to above, all passengers are personally responsible to arrange and be in possession of the required health and travel documentation such as passport, visas, health certifications any relevant documents for ENTRY into India and confirmation of Embassy registration.**

**The regulations stated here are subject to updates.**