

HELLO AGAIN!



Frequently Asked Questions

Ayubowan! Welcome back to the paradise island of Sri Lanka. As we open our doors to the world once again; we've pulled out all the stops, ensuring that every precautionary measure has been set in place to make your island getaway as safe, secure and serene as possible. As you embark on your journey to explore the wild and wonderful, we would like to invite you to visit www.srilanka.travel/helloagain to learn about 'things you need to know' to ensure that you have an amazing time that is So Sri Lanka! Here are some of the FAQs to help you prepare.

Q

From when have Sri Lankan airports been reopened for international travelers?

A

From 21st January 2021



Q

Is there a 14-day (13 nights) quarantine?

No.

A



Q

How do I apply for a visa?

A

All visas must be applied online through the Immigration ETA portal (www.eta.gov.lk). Before you apply for your visa, you need to have a confirmed hotel booking, pre-purchased PCR tests and a mandatory COVID-19 Insurance Cover, paid for through your 'Safe & Secure' Level 1 hotel when making your booking. The hotel will issue a reference number which you need to include in your visa form under the section 'contact details'. There you will be asked for 'address in Sri Lanka' under which you need to indicate your hotel name, address and the reference number issued.

Q

Can tourists from any country come to Sri Lanka?

A

People from all countries are welcome unless otherwise specified. Currently due to the prevailing health situation visitors from the UK will have a restriction. Email us on info@srilanka.travel for further information on this.



Do I need COVID-19 insurance?

Yes, you will need to pay USD 12 for a 1 month cover of USD 50,000 offered by People's Insurance PLC and it is a mandatory requirement when applying for your visa. Visit: www.srilanka.travel/helloagain for information.



How much is the USD 50,000 cover for one month?

USD 12.



How can I apply for the mandatory COVID-19 insurance cover?

Pre-purchase a mandatory COVID-19 Insurance Cover using tourism channels (pay to your Level 1 hotel or 'Safe & Secure' certified travel agent). Visit www.srilanka.travel/helloagain for more information.



Do I need to have a COVID-19 Insurance Cover if I stay beyond 30 days?

Yes. You pay USD 12 initially for a 30-day COVID-19 Insurance Cover of USD 50,000, which is a mandatory requirement. However, if your stay exceeds 30 days, you should extend your insurance cover. To get more information, please call 1912.



Should I provide a Health Declaration Form?

Yes. The completed Health Declaration Form (HDF) should also be submitted on arrival at the airport health counters and these HDFs will be given prior to boarding, on-board the flight or upon arrival. It can also be downloaded from www.srilanka.travel/helloagain.



If I am vaccinated, do I still need to follow the safety protocol?

Yes. Currently no exceptions would be made for vaccinations taken; all safety protocols should be adhered to regardless.

If I am vaccinated, do I still need to do PCR tests on arrival?

Yes. Currently no exceptions would be made for vaccinations taken; all safety protocols should be adhered to regardless.



Where can I find the list of 'Safe & Secure' Certified hotels?

Visit: www.srilanka.travel/helloagain



What is a 'Safe & Secure' Certified hotel?

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These are hotels or accommodation providers who comply with the COVID-19 Health Protocols and the Tourism Operational Guidelines. The hotels have been subjected to an audit by an independent firm and will be continually assessed. The 'Safe & Secure' certificate is issued with a QR code unique to each certified hotel. By scanning the QR code using a smartphone, visitors can not only check the key information of the certified hotel but also immediately report to Sri Lanka Tourism of any violations related to the guideline procedures with photo evidence. Sri Lanka Tourism believes this certification will serve as a mark of trust, safety and assurance to all international guests. Hotels with the certification are encouraged to display the certificate with the QR code that can be easily accessed by all guests.

What is a Level 1 'Safe & Secure' certified hotel?

A

From all the 'Safe & Secure' certified hotels, these are the accommodation service providers who will provide accommodation services exclusively for international tourists during the first 14 days (13 nights) of their stay. The level 1 hotels cannot accept bookings from locals and also are not allowed to hold any events or banquet functions for locals.

Can I stay in an Ayurveda Treatment Hotel or a Wellness facility?

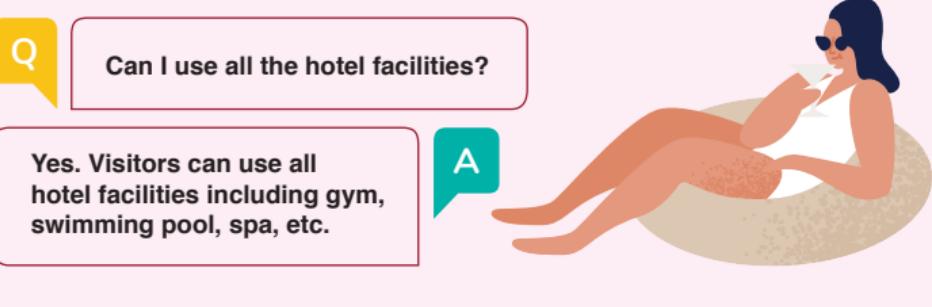
A

There is no restriction as long as your selected facility/hotel is a Level 1 'Safe & Secure' Certified hotel.

Can I use all the hotel facilities?

A

Yes. Visitors can use all hotel facilities including gym, swimming pool, spa, etc.



Can I stay for longer than 14 days (13 nights) in the same hotel?

Yes

A

Can I change hotels?

Yes. In the first 14 days (13 nights) of your stay, you can change hotels provided they are 'Safe & Secure' certified level 1 hotels; After 14 days (13 nights), you can move to any hotel despite of the fact that they are Level 1 'Safe & Secure' certified or not.



Can I visit tourist attractions and sites in Sri Lanka?

Yes, tourists can visit up to 17 approved tourist sites under the safety of a bio bubble. Visit www.srilanka.travel/helloagain for details.

Can I visit other places on my own, after 14 days (13 nights)?

Yes. You can.



Can I use public transportation during my visit?

In the initial 14 days (13 nights) you will not be permitted to use public transportation and even thereafter, the use of public transportation is discouraged.

Do I need to pre-purchase PCR tests before I arrive?

Yes, all travelers need to pre-purchase PCR tests depending on the length of their stay. This is a mandatory requirement for your visa process as well.

If a traveler stays for 4 nights/5 days or less, 1 PCR test, must be paid for. If the stay is more than 5 days yet less than 13 nights/14 days, 2 PCR tests must be paid for. If the stay is 14 days or more, 3 PCR tests must be paid for. Children under 12 years of age are exempted from PCR testing. Each PCR test is priced at USD 40.





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From where can I get my PCR done after arrival?

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It will be arranged by your Level 1 'Safe & Secure' certified hotel. The test will be performed by a private sector laboratory approved by the Ministry of Health.

Q

Where am I allowed to do my PCR before arrival?

A

Travelers should undergo a PCR test from an accredited laboratory and obtain a negative result, within 96 hours before boarding their flight. This is a mandatory requirement and needs to be re-confirmed with the relevant airline.



Q

Will there be a dedicated medical officer for each hotel?

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Yes. There will be an appointed medical officer in each of the 'Safe & Secure' certified hotels including the Level 1 hotels.

Q

What happens if someone is tested positive for COVID-19 with symptoms?

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Your Level 1 'Safe & Secure' certified hotel in consultation with the hotel doctor/local health authorities, will admit you to a private hospital approved by the Ministry of Health; Your COVID-19 Insurance Cover will reimburse hospital charges including the ambulance transfer fees up to USD 50,000 for a month.



Q

What happens if someone is COVID-19 positive and non-symptomatic?

A

Non-symptomatic COVID-19 positive persons will be quarantined in an isolated area in the same hotel, under strict supervision of the hotel doctor and local health authorities. In case there is a need to transfer them to a private hospital at any stage, the COVID-19 Insurance Cover will reimburse hospital charges including the ambulance transfer fees up to USD 50,000 for a month.





Q What happens to the close contacts and exposed guests in case someone is tested positive for COVID-19?

They will be kept under quarantine in an isolated area in the same hotel, under the strict supervision and administration of the hotel doctor and local health authorities. However, based on the decision of the hotel doctor/local health authorities, if they are sent to a quarantine hotel/center or a pre-arranged private hospital, the COVID-19 Insurance Cover will reimburse relevant charges including the ambulance transfer of up to USD 50,000 for a month.



Q What if I get sick/an illness other than COVID-19?

A The medical officer at your hotel will decide what to do accordingly and the cost of the treatment/s should be covered via the patient's own personal medical insurance. This will NOT be covered by the COVID-19 insurance cover.

Q Can I meet the local community within 14 days (13 nights) if my PCR is negative?

No. During the initial 14 days (13 nights) of your stay you are not permitted to mix with the community. However, we will create a bio-bubble for you to visit multiple sites in Sri Lanka. This will protect you as well as the community, while ensuring you have a great time. Please do your part not to break the bubble, as after 14 days (13 nights) you can go into the local community.



Q Are any locals allowed to the Level 1 'Safe & Secure' certified hotels?

A Hotel guests will not be allowed to entertain locals nor have any functions that encourage the same, during the 14-day (13 nights) period where the Level 1 'Safe & Secure' certified hotel functions exclusively for international tourists.

Q Can hotel staff leave the hotel at any time?

A No. All staff interacting with guests will not be allowed to go out of the hotel staff accommodation until 14 days (13 nights) of quarantine and negative PCR/antigen test, as decided by the hotel doctor is completed.





Is there a risk assessment of the hotel staff?

Yes. All staff will be subjected to proper risk assessment under the guidance of the hotel doctor and the area Medical Officer of Health.



Should hotel staff be screened for COVID-19?

Yes. Staff will be screened for COVID-19 at regular intervals as per the existing Occupational Health Guidelines published by the Ministry of Health.



Should the people accompanying the tourists undergo quarantine?

All personnel accompanying the tourists; including tour guides, safari jeep drivers, bus drivers, other drivers, assistants and translators, unless attending in full PPE, should undergo a 14-day quarantine under the supervision of the local health authority, with the inclusion of PCR testing.



Where can I get information about the latest health & safety guidelines for Sri Lanka?

Visit:
www.srilanka.travel/helloagain. You will find all the information you need to plan your visit to Sri Lanka. Health & safety guidelines are published by the Ministry of Health and they will be regularly reviewed and updated. Always refer to the latest version of the health & safety guidelines.



What is the daily PCR testing capacity for tourists?

It is 2,500 tests per day as at 13th January 2021, but this will be increased to 3,300 per day in the coming weeks.



Can dual citizens follow the tourism route?

Yes. Dual citizens, spouses of foreign nationals and paid commercial passengers with foreign passports are allowed under the tourism route with no quarantine, following an adherence to the guidelines and protocols in place.





Q

Can Business Visa or Diplomatic Visa holders follow the tourist route?

Yes. Provided they are willing to stay in a Level 1 certified hotel for the first 14 days (13 nights), following the bio bubble.

A

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Is this procedure applicable for a Sri Lankan passport holder?

No.

A



Q

Is this procedure applicable for a Sri Lankan passport holder who lives in a foreign country (work/education)?

No.

A

Q

Is this procedure applicable for a Sri Lankan passport holder with a Permanent Residence or Residence Visa in a foreign country?

No.

A

Q

Is this applicable for a Sri Lankan passport holder with a PR/Residence Visa, traveling with an immediate family member who is a foreign passport holder?

Yes.

A



Q

What is the procedure for anyone who is not coming under a Tourist Visa but is allowed to follow the tourist route?

They need to book a Level 1 hotel, pay for PCR and the COVID-19 Insurance Cover and then inform SLTDA via email. Afterwards, SLTDA will request support from immigration.

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Q

Is the PCR requirement applicable for children?

Children under 12 years of age, visiting Sri Lanka under the tourism route will be exempted from PCR testing. However, if the child is indicated to be symptomatic or identified as a first contact of a known patient, they will be required to undergo a PCR test.

A



Do guests staying at Level 1 hotel have to complete 14 days or 14 nights?

14 days (13 nights).

A



Is it possible to buy an online air ticket to Sri Lanka as a tourist?

No.

A



How can you buy an airline ticket to Sri Lanka?



You need to contact the airline local sales office or their call center to facilitate bookings. Booking can be done through your travel agent, who in turn needs to contact the airline local sales office or call center as the airline will arrange confirmation of the booking.

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What are the airlines that currently operate to Sri Lanka?

Visit:

www.airport.lk/flight_info/arrival

A



Why can't a travel agent see the free sale flight inventory online?

A

Any outstation agent (i.e. a country outside of Sri Lanka) trying to sell a seat into Sri Lanka/CMB, cannot see the flight and its inventory on systems because the "free sale" method has not been released into the system yet due to passenger restrictions imposed by the NOTAM (Notices to Airmen) issued by Aviation Authorities. The NOTAM restrictions for travel are still in place for passengers who are NOT tourists. Hence tourists are required to book via an airline call center agent who has been briefed on criteria for ticketing for international tourists.



What is NOTAM?



A Notices to Airmen (NOTAM) is a notice filed by the Director General of Civil Aviation to alert personnel concerned with flight operations. The notice issued in Sri Lanka is related to the restriction on other passengers who are not tourists. This does not impact international tourists.

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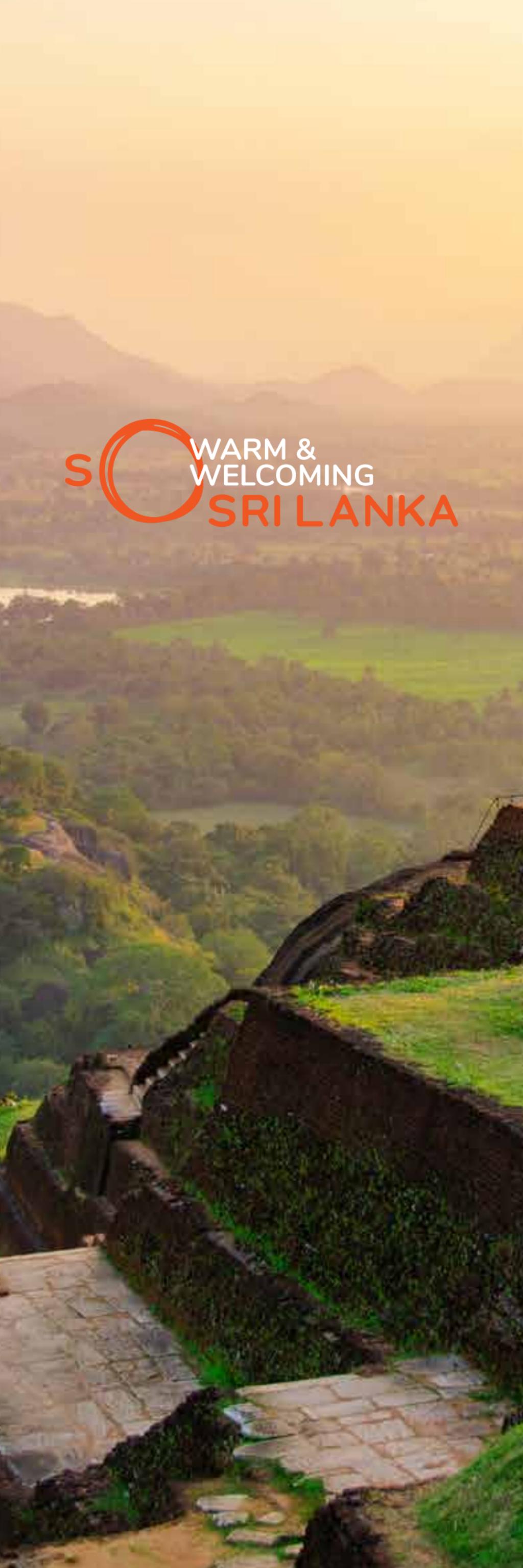


Have we answered your question/s?



If not, call 1912 or email helloagain@srilanka.travel / info@srilanka.travel for further information.

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S WARM &
WELCOMING
SRI LANKA



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MINISTRY OF TOURISM

STATE MINISTRY OF AVIATION AND DEVELOPMENT OF EXPORT ZONES

DIAL 1912

DIAL 1912 from any phone within Sri Lanka
to access tourism information

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