vistara

FAQs - Travel Bubble Flights

Q. To which destinations does Vistara operate on travel bubble flights from India?

A. To know about the destinations we operate to, please refer to the Flight Schedule page on our website or through the GDS platform.

Q. Can I book my ticket for onward travel from the point of destination?

A. Vistara is offering only point to point travel.

Q. How and where can I book my ticket for traveling from India on the travel bubble flights?

A. New tickets can be booked via our website www.airvistara.com, through the travel agent or by calling our Customer Service Center on +91 9289228888.

Q. I already have a Vistara ticket for the sector I wish to travel on. Can I use the same?

A. For passengers with valid Vistara tickets (i.e ticket number starting with 228) for the sector of travel, an additional charge would be applicable. Please contact Vistara ticketing offices or the Customer Service Center +91 9289228888 for further details.

Q. I am already holding a Visa for the destination country. Am I eligible to travel?

A. For Vistara operated flights to Dubai from India, please note the following eligibility guidelines as on date:

- Applicable for Indian citizens with a valid UAE Visa including tourist Visa
- Applicable for UAE nationals
- Applicable for UAE residents
- Any Indian national or national of Nepal or Bhutan destined for UAE or any country in South America or Africa only and holding a valid visa of the destination country.
- Passengers traveling on flights from India to UAE should be destined for UAE or any country in South America or Africa only. Similarly, only passengers originating from UAE or any country in South America or Africa should be allowed to travel on flights from UAE to India.
- Passengers holding a valid Dubai Visa must have return approval from the General Directorate of Residency and Foreign Affairs (GDRFA) or the Federal Authority for Identity and Citizenship (ICA).
- Passengers holding Emirates Visa (except Dubai Visa) do not require approval from the General Directorate of Residency and Foreign Affairs (GDRFA) or Federal Authority for Identity and Citizenship (ICA) on the condition that they get "OK TO BOARD" updated before their travel.

- The certificate must be issued by an approved lab listed on https://www.icmr.gov.in/ or screening.purehealth.ae.
- UAE residents are required to obtain entry permission from the federal authority from this link https://beta.smartservices.ica.gov.ae/echannels/web/client/guest/index.html#/dashboard. This service shall allow residents from other Emirates with valid resident Visa to confirm entry/re-entry to the UAE.
- Residents whose residency is issued from Dubai will need to obtain the entry/return permit from this link https://gdrfad.gov.ae/en before their return to Dubai.

- All travellers will need to fill a travel undertaking form and hand it over to Dubai authorities.

- Nationality of India, Pakistan, Afghanistan, Nepal or Bangladesh and holding a Visit or Tourist Visa, they must also have a valid return ticket to be able to travel to Dubai, otherwise they will not be eligible to travel.

  This does not apply to:
  - Children younger than 12 years;
  - Passengers with severe or moderate disabilities

Travel requirements:
- UAE Nationals do not require a PCR test prior to departure. They will only be required to undergo a PCR test on arrival in Dubai.
- UAE Residents travelling to Dubai from India must take two Coronavirus (COVID-19) PCR tests: one before departure with a validity of 96 hours from the date of the test, and a second test upon arrival in Dubai.
- Passengers entering Dubai must take two Coronavirus (COVID-19) PCR tests: one before departure with a validity of 96 hours from the date of the test, and a second test upon arrival in Dubai.
- To know more about the PCR test procedures for passengers and associated deterrent actions, visit here: http://www.gcaa.gov.ae/en/ePublication/pages/pdfcontent.aspx?d_=4139

- Passengers must also download the COVID19 – DXB Smart App available on iOS and Android.

- All passengers travelling to Dubai, including those with a connecting flight, must complete this https://c.ekstatic.net/ecl/documents/dubai-health-declaration-form.pdf and give it to the staff at check-in.

- Passengers will also need to complete the quarantine undertaking form https://c.ekstatic.net/ecl/documents/dubai-arrivals-quarantine-procedure-declaration-form-july.pdf if Dubai is your final destination. Please submit this form to the Dubai Health Authority staff on arrival.

For Vistara operated flights to London from India, please note the following guidelines as on date:
- Applicable for UK Nationals/Residents.
- Applicable for Indian Nationals holding any type of UK Visa and destined for UK only.
- Applicable for Seaman of foreign nationalities or Seaman holding Indian Passport post subject to clearance from Ministry of Shipping.

Passengers are required to provide their journey and contact details before their flight here.

Passengers may be required to self-isolate for 10 days upon arrival. Different self-isolation rules and penalties apply depending on whether you are travelling to England/Scotland/Wales or North Ireland. Please refer to this link before your travel.

Please note the important changes to the Health Protection (Coronavirus, Public Health Information for Passengers Travelling to England) Regulations 2020:

From 15th December onwards, anyone currently required to self-isolate on arrival to England because they have been in a country, territory, or region not on the travel corridor list in the past 14 days will be able to opt into the Test to Release for International Travel scheme.

International arrival passengers can choose to pay for a private COVID-19 test. The earliest they can take the test is at least 5 days after they have left a destination not on the travel corridor list. If the result is negative, they can stop self-isolating.

You can find the updated guidelines for the same here.

To take part in the scheme, international arrival passengers need to book a test with a private test provider. A list of private test providers will be published here.

For Vistara operated flights to and from Dhaka, please note the following guidelines as on date:

Eligibility criteria and travel guidelines when travelling to Dhaka from India:
- Passengers need to obtain the Visa for Bangladesh before travel.
- Applicable for any nationality Passport holder.
- All passengers arriving in Bangladesh are required to fill a self-health declaration form and submit the same to the health authorities on arrival.
- All nationals coming to Bangladesh with valid Visas will be required to produce a medical certificate (with English translation) to be obtained within 72 hours of travel, indicating that he/she is 'COVID-19 Negative'. Children below the age of 10 years are exempted from the same.
- Bangladeshi nationals in possession of NVR arriving without the required 'COVID-19 Negative' certificate, would be institutionally quarantined for 14 days. Children below the age of 10 years are exempted from the same.
- Bangladeshi nationals in possession of NVR arriving with the required 'COVID-19 Negative' certificate would be required to home/self-quarantine for 14 days. However, if he/she is diagnosed with any symptom of COVID-19 on his/her arrival, he/she would be institutionally quarantined for 14 days. Children below the age of 10 years are exempted from the same.

For passengers travelling to Dhaka from the United Kingdom:
- All passengers coming from the United Kingdom directly or through any intermediate points will be required to undergo mandatory institutional quarantine (as decided by the competent health authority) for at least 14 days.

Eligibility criteria when travelling from Dhaka to India:
- Applicable for Indian Nationals.
- All overseas citizens of India (OCI) cardholders holding passports issued by Bangladesh.
- Bangladeshi nationals/residents (including diplomats) and foreigners (including diplomats) holding valid Visa issued by Indian mission in any category covered under Ministry of Home Affairs (MHA) guidelines dated 30.06.2020.

Please find the OK To Board requirements for Seaman passengers travelling to Dhaka from India:
- OK To Board Guarantee letter from Bangladesh shipping company
- OK To Board Guarantee letter from India shipping company
- Passport copy
- Ticket copy
- Contact details of Bangladesh shipping company

For Vistara operated flights to and from Doha, please note the below guidelines as on date:
- For passengers travelling from India to Qatar:

General Conditions:

- All GCC nationals including Qataris should use their passports to enter the State of Qatar and not their National ID cards.
- All arriving passengers must install "EHTERAZ" application on their cell phone.
- Each passenger must complete "Health Assessment Form for Returning Travelers" before arrival to Qatar.
- Exceptional Entry permit copy should be carried by the passengers to be presented on arrival.
- Acknowledgment and commitment to comply with home quarantine (if eligible) procedures form to be filled.

Below listed passengers should follow the conditions hereunder:

- Qatari Nationals, their spouses, their children, and companions arriving with them on the same flights.
- Permanent Residency Card holders.
- GCC nationals using their passport only along with their companions under their sponsorship traveling on the same flights.
- Exceptional Return Permit holders.
- Foreign Diplomats on mission to the State of Qatar, holders of Administrative IDs and staff of International Organizations.
- Any Indian national or national of Nepal or Bhutan destined for Qatar or any country in South America or Africa only and holding a valid visa of the destination country.
- Passengers traveling on flights from lndia to Qatar should be destined for Qatar or any country in South America or Africa only. Similarly, only passengers originating from Qatar or any country in South America or Africa should be allowed to travel on flights from Qatar to lndia.

- When travelling to the State of Qatar from the countries mentioned in the list of Low Risk countries published by MOPH, passengers will need to take a Coronavirus test upon arrival at the airport. To check the published list, please click here https://covid19.moph.gov.qa/EN/Pages/default.aspx. They will also need to sign a formal pledge to adhere to the quarantine at home for a week and provide a duly "completed health assessment form for returning travelers". Passengers arriving from Low Risk countries must have stayed in the Low Risk country for at least 72 hours prior to their departure to Qatar.
- When travelling from countries that are not included in the list of low-risk countries i.e. high-risk countries they will take a COVID-19 test upon arrival at the airport. They must hold a 7-day hotel quarantine booking issued for the approved quarantine hotels through Discover Qatar https://www.discoverqatar.qa/welcome-home/. They also need to provide a duly completed "health assessment form for returning travelers".

Resident Permit Card Holders

- When travelling to the State of Qatar from the countries mentioned in the Low Risk countries list, passengers must hold an "Exceptional Entry Permit" allowing them to return to Qatar which will state the type i.e. self or hotel and number of days of quarantine. They will also need to sign a formal pledge to adhere to the quarantine at home for a week if eligible and provide a duly completed "health assessment form for returning travelers". They will need to take a Coronavirus test upon arrival at the airport. Passengers arriving from Low Risk countries must have stayed in the Low Risk countries for at least 72 hours prior to their departure to Qatar.

When departing from other countries that are not included in the list of low-risk countries i.e. high-risk country then:

- They must hold an "Exceptional Entry Permit" allowing them to return to Qatar which will state the type and number of days of quarantine.
- They need to provide a duly completed "health assessment form for returning travelers".
- Must hold a hotel quarantine booking for the duration mentioned on the approval issued for the approved quarantine hotels booked through Discover Qatar https://www.discoverqatar.qa/welcome-home/
- They will take a COVID-19 test upon arrival at the airport.

Resident Permit Card Holders: Domestic staff, company sponsored and other workers
- The "Exceptional Entry Permit" issued for this category of RP holders will state that they need to hotel quarantine for 14 days. Airlines must ensure that passengers must hold hotel bookings as per the requirement stated on the "Exceptional Entry Permits". Hotel booking and more details can be found on Discover Qatar website https://www.discoverqatar.qa/welcome-home/. They need to provide a duly completed "health assessment form for returning travelers".

Exemption:

Following categories are eligible for home quarantine, regardless of the country from which they arrive along with their travel companions on their sponsorship. In case they are holding an "Exceptional Entry permit" it will reflect home quarantine.
- Those over 55
- Those who have had an organ or spinal cord transplant
- Those who receive immunosuppressive therapy
- Those who suffer from heart disease
- Those who suffer from moderate to severe asthma
- Those who receive cancer treatment
- Pregnant women
- Babysitting mothers with children up to five years-old
- Those who suffer from kidney failure
- Those with chronic liver disease
- Those with lower limb amputation
- Those with disabilities who require support to carry out activities
- Disabled children and their mothers
- Those who suffer from epilepsy and receive treatment
- Those with diabetic foot
- Those with immediate relatives who have died in the 10 days prior to their arrival
- Those receiving treatment for mental and psychiatric illnesses, and people suffering from claustrophobia
- Those who suffer from diabetes and receive treatment
- Those who have high blood pressure

Additional information:
- Upon arrival, the EHTERAZ app Health status should be Yellow.
- Passengers will proceed to one of the accredited health centers by the end of the one week self-quarantine to do the PCR test and according to the test result, passengers will then follow the rest of the procedures published on the Ministry of Public Health website.
- List of Low Risk countries will be reviewed every 2 weeks.

- Exceptional Entry Permit issued through "Qatar Portal" https://portal.www.gov.qa/wps/portal/qsports/home/.
- For more information regarding self-quarantine, hotel quarantine, Low Risk countries etc. you can refer to the Ministry of Public Health website https://covid19.moph.gov.qa.

When travelling to Dubai or Doha, please note the below requirement:

"OK To Board" message is not required for the following categories of travelers for travel to UAE (Dubai) and Doha:

• Customers holding valid resident permit or passport stamped with Resident Visa

• Customers eligible for "Visa on Arrival" irrespective of nationality

• Customers travelling with a print-out of Business and Tourist e-Visa

"Ok To Board" message is mandatory for the below categories:

• All customers holding ECR (Immigration Check Required) passport

• All customers travelling with a print-out of labour and work e-visa

For Vistara operated flights to and from Frankfurt, please note the following guidelines as on date:

1. For passengers entering Germany:
   - It is mandatory to pre-register here before boarding.
   - After you have given all the necessary information in full, you will receive a PDF file as confirmation. Passengers must present this confirmation to the airline before boarding. In the absence of confirmation, boarding can be denied.
   - If, in exceptional cases, it is not possible to submit a digital entry registration, you must instead fill out a replacement notification in paper form which can be downloaded from this link.
   ➢ You are exempted from completing digital registration on entry if one of the following applies:
   - You only passed through a risk area without a stopover
   - You are only passing through Germany
   - You spent less than 24 hours in a risk area under the border traffic with neighboring countries regime or are entering Germany for no more than 24 hours or
   - You are entering Germany on business for the purpose of the international transportation of people, goods or merchandise by road, rail, ship, or plane.

2. Passengers must quarantine (at home or hotel, wherever they are staying) for 10 days. It is important that passengers are in quarantine until they have their test results. The health department can ask passengers to present a negative test result within 10 days of entry or, if they do not have such a result, to take a test.
   - The quarantine at home usually ends after five days, even with a negative test result. Please note the regulations of your federal state for the quarantine regulations. Please also note possible exceptions to the quarantine obligation according to the law of your federal state (in particular for those passing through and cross-border commuters).
   - The test can be performed either at the test center in the AIrRail check-in at Frankfurt Airport, directly at your general practitioner at the agreed time or at a testing facility. Please visit here for more information regarding COVID testing.
   - As proof of entry from a risk area, passengers must carry the entry registration to enable to have the test performed free of charge within 10 days after entry.

- Violations of rules and regulations can be punished with a fine up to EUR 25,000.

Eligibility:

Eligibility criteria for passengers travelling to Germany from India:

- Stranded nationals/residents of Germany, foreign nationals destined for EU/Schengen area, South America, or Africa (except South Africa) only and transiting through Germany or spouses of these persons, whether accompanying or otherwise.
- Any Indian national or national of Nepal or Bhutan destined for any country in EU/Schengen area, South America, or Africa (except South Africa) only and holding a valid visa of the destination country.
- Seamen of foreign nationalities and Seamen holding Indian passports would be allowed subject to clearance from the Ministry of Shipping. Seamen should be destined for countries in the EU/Schengen area, South America or Africa (except South Africa) only.

Eligibility criteria for passengers to India from Germany:

- Indian nationals or nationals of Nepal or Bhutan stranded in any country in EU/Schengen area, South America, or Africa (except South Africa) only.
- All Overseas Citizen of India (OCI) cardholders and PIO cardholders holding passports of any country.
- All foreign nationals (from any country in EU/Schengen area, South America, or Africa (except South Africa only) intending to visit India for any purpose (including their dependents on appropriate category of dependent visa) except those on Tourist Visa.
- Seamen from EU/Schengen area, South America, or Africa (except South Africa) only.

Please note: Passengers travelling on flights from India to Germany should be destined for countries in the EU/Schengen area, South America, or Africa (expect South Africa) only. Similarly, only passengers originating from countries in the EU/Schengen area, South America, or Africa (except South Africa) should be allowed to travel on the flights from Germany to India.

Please visit here for more information regarding travel to Germany.

Q. Is there any other documentation required by Vistara for travel?

A. Passengers would need to fill a self-declaration form at the time of booking/check-in. For more details, visit www.airvistara.com.

Q. Do I need any additional clearance/pass to reach the airport?

A. Normally your ticket should be sufficient permission for enabling travel to the airport. However, you may check if there is any additional clearance required from the local district authorities in your area.

Q. What is the permissible baggage allowance?

A. You can carry 1 piece of hand baggage not weighing more than 7kg, and check-in baggage allowance as mentioned on your ticket.

Q. What is the reporting time at the airport?

A. You are required to report at the airport, at least 4 hours before departure. Check-in for the flight will close 60 minutes prior to departure time.

Q. **Do I need to do a web check-in?**

A. Web check-in is now mandatory. This can be done 96 hours prior to departure.

TRAVEL ADVISORY FOR PASSENGERS ENTERING INDIA:

1) **I am flying to India. Can I fly on a connecting domestic flight?**

Before planning for travel:

1. All travellers should submit self-declaration form on the online portal (www.newdelhiairport.in) at least 72 hours before the scheduled travel or physically after arrival at the respective health counters.
2. They should also give an undertaking on the portal or otherwise to Ministry of Civil Aviation, Govt. of India, through concerned airlines before they are allowed to undertake the journey that they would abide by the decision of the appropriate government authority to undergo facility/home quarantine/self-monitoring of their health for 14 days, or as warranted.
3. Only for compelling reasons/cases of human distress such as pregnancy, death in family, serious illness, and parent(s) with children of the age of 10 years or below, home quarantine may be permitted for 14 days.
4. If they wish to seek such exemption, they shall apply to the online portal (www.newdelhiairport.in) at least 72 hours before boarding. The decision taken by the government as communicated on the online portal will be final.
5. Travellers may also seek exemption from institutional quarantine by submitting 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 the portal 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 test report could also be produced upon arrival at the point of entry airport in India.
6. International passengers arriving without an RT-PCR negative certificate and wishing to seek exemption from institutional quarantine may also avail the facility available at the airports to undergo RT-PCR testing (where such provisions exist).
7. All such passengers opting for exemption from institutional quarantine shall undertake self-monitoring of their health and will be exempted from quarantine.
8. International 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 and 7 days' home quarantine.
9. If passengers wish to take a connecting domestic flight, same shall be permitted if the following procedure is complied with:
    o Upon arrival, the passenger completes a self-declaration form which is submitted to the APHO and completes mandatory temperature screening.
    o The passenger has a valid negative RT-PCR test report, which has been conducted within 72 hours prior to undertaking the journey. This report shall be validated by the State Government Officials at arrival triage and be stamped as accepted.
    o Passenger will then be permitted to exit the State Government triage area, without having his/her hand stamped and permitted to proceed to their domestic connecting flight through the appropriate channel.

In addition to the above guidelines, the following are applicable for passengers travelling to India from London:

• Applicable for stranded Indian Nationals.

• All overseas citizens of India (OCI) cardholders holding UK Passports.

• Foreigners (including diplomats) holding valid Visa issued by an Indian Mission in any category under Ministry of Home Affairs (MHA) guidelines dated 30-06-2020.

• Passengers are required to register with the High Commission of India [here](#).

All the passengers coming from UK during the intervening period from 8th January to 30th January 2021 shall be subjected to the following:
•   All passengers should submit self-declaration form on the online portal (www.newdelhiairport.in) at least 72 hours before the scheduled travel.
•   All the passengers arriving from UK should be carrying Negative RT-PCR test report for which test should have been conducted within 72 hours prior to undertaking the journey. The same also shall be uploaded on the online portal (www.newdelhiairport.in).
•   All the passengers arriving from UK in all international flights would be mandatorily subjected to self-paid RT-PCR tests on arrival at the Indian airports concerned (port of entry).

2) I **am flying into Mumbai. Can I fly on a connecting domestic flight ?**

   A.   **On arrival**

   i.   All the passengers arriving from Middle-East / European countries are subjected to institutionally quarantine for 7 days at their own cost, at a nearby hotel.

      Exemption will be allowed under the following circumstances:
      • Women in their advanced stage of their pregnancy
      • Passengers with death in their family (immediate family members)

   ii. No RT-PCR test will be conducted on arrival, however if the passenger exhibits any symptoms of COVID-19 on arrival, then they will be shifted to a hospital in Mumbai for further evaluation and treatment

   iii. RT-PCR test will be conducted between the 5th and the 7th day

      • If the result is negative, the passenger would be discharged from the institutional quarantine after 5-7 days, and would continue to comply with 7 day mandatory home quarantine.

      • If the result is positive, but the passenger is asymptomatic, then they will continue to self isolate in the institute for the next 14 days.

      • The cost of the RT-PCR test(s) would be borne by the passenger.

   B.   **In Transit**

      1. A transit passenger would be allowed to take their onward journey, if the passenger has a valid negative RT-PCR test report, which has been conducted within 72 hours prior to boarding the flight.

      2. Incase the passenger does not have a negative RT-PCR test report, they will undergo a RT-PCR test at the airport. If the passenger tests negative they will be allowed to take their onward journey. If they test positive, they will be shifted to a hospital in Mumbai for further evaluation and treatment

3. The passenger shall transit through domestic air transit only.

4. The passengers who are allowed to take their onward journey through Maharashtra will be stamped on their hands as "Transit Passenger from Europe / Middle East".

<u>Annexure 1:</u>
<u>Self-Declaration Form</u>

Ministry of Health and Family Welfare, Government of India

Self-Reporting Form (https://parihara.karnataka.Nov.in/Service38/)
All international travellers coming to Karnataka are
required to fill-up this proforma. You are requested to
provide the following information to safeguard your own
health.

Personal information of travellers	
1. Name	
2. Age	
3. Gender	
4. Flight No.	
5. Seat No.	
6. Passport No.:	
7. Origin of Journey:	
8. Date of Arrival:	
9. Final destination details	

Contact details	
1. House No.	
2. Street / Village	
3. Taluk	
4. District	
S. State	
6. Pin Code:	
7. Residence landline no.	
8. Mobile No.	
9. Email id	

Are you suffering from any of the following symptoms?

1. Fever	7.Loss of smell
2. Cough	8. Loss of taste
3. Cold	9. Diarrhoea
4. Sore throat	10. Difficulty in breathing
5. Weakness	11. Any other (Specify):
6. Body ache	

a. Did You download Arogya setu app   Yes   No
b. Did you download Quarantine watch app: Yes   No
c. Did you download Apthamitra app: Yes   No
d. Do you have any of these? Please tick all those applicable

Hypertension	Diabetes Mellitus	Asthma or any lung disease
Cancer	Liver Disease	Kidney disease
Heart Disease	Tuberculosis	On immuno-suppressants
Organ transplant	Others specify _____	

e. Onward journey details (Specify Place, Date and Mode of Travel):

_____

In case you develop symptoms such as fever, Cough, cold, sore throat, weakness, body ache, loss of smell, loss of taste, diarrhoea, difficulty in breathing, etc. within 14 days, call to/I free Apthamitra helpline number 14410 or login details in Arogya Setu app. Call operator will tell you whom to contact further. In the meanwhile, keep yourself isolated in your house/room.