



HM Government

COVID-19 BORDER MEASURES - ENGLAND

AVIATION INDUSTRY OPERATIONAL GUIDANCE

HM GOVERNMENT

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DOCUMENT NOT FOR ONLINE PUBLICATION

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Revision record

Version	Issue Date	Summary of changes
1.0	July 2020	Initial issue
1.1	10 July 2020	Updated to reflect introduction of Travel Corridors and changes in Passenger Locator Form exemptions
2.0	30 October 2020	Updated to reflect changes to the Passenger Information regulations
3.0	14 January 2021	Updated to reflect changes to Pre-departure testing and changes in Passenger Locator Form exemptions
3.1	22 January 2021	Updated to reflect changes to the Passenger Information regulations and suspension to the Travel Corridor regime
3.2	13 February 2021	Updated to provide information about new inbound and outbound passenger and carrier requirements, including Managed Hotel Quarantine (MQS) from red-list countries and Mandatory Testing in Home Quarantine from all other countries.
3.3	18 March 2021	Updated to provide information on Declaration to Travel form for outbound travellers from England and exemptions for crew.
4.0	13 May 2021	Updated to provide information on Traffic light system (currently applicable for England only). Updated information about transit and changes to both the Operator Liability Regulations and the Passenger Information Regulations as of 17 May 2021.

1 Document scope

This document supersedes the “COVID-19 Border Measures – Aviation Industry Operational Guidance – v3.3”.

This document sets out the operational guidance for the aviation industry to implement the COVID-19 border measures in England.

Different regulations apply in the Devolved Administrations (Scotland, Wales, and Northern Ireland). Devolved Administrations are making plans for reopening international travel. We will update this document with guidance for the Devolved Administrations in due course.

This guidance is consistent with guidance being provided to the maritime and international rail sectors.

Effective Date: This document applies from 17 May 2021.

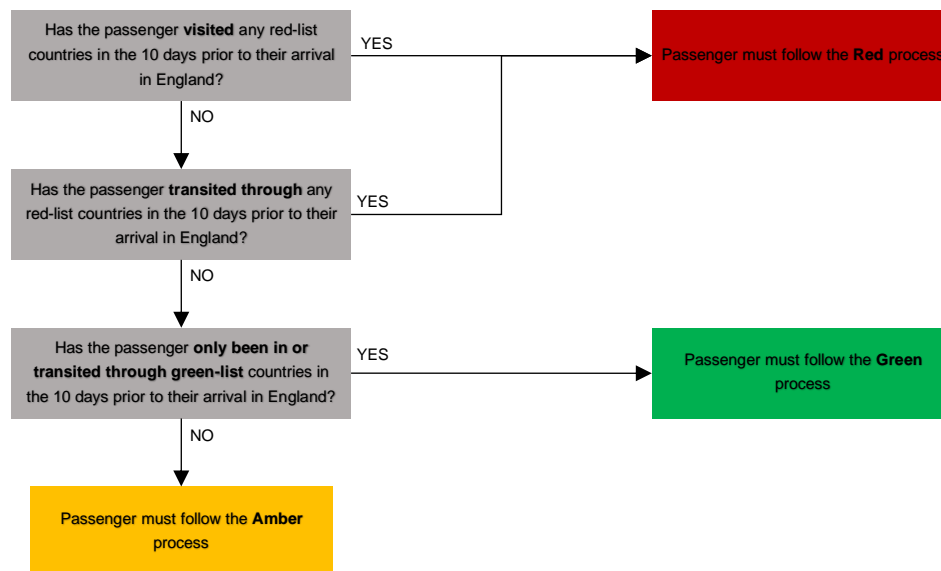
2 Traffic light system

This applies to people arriving in **England**.

What a passenger is required to do when they travel to England depends on where they have been in the 10 days before they arrive.

Passengers are required to follow the **Amber** process unless they have either:

- been in or transited through any red countries in the 10 days before their arrival in England, in which case they must follow the **Red** process, or;
- been **only** in green-list countries in the 10 days before their arrival in England, in which case they must follow the **Green** process.



Passenger guidance for the traffic light system [Red, amber, and green list rules for entering England](#)

How transiting a country affects passenger status

Passenger X has transited a country they stop in **unless** at all times whilst the aircraft is stopped in that country:

- passenger X remains on the aircraft and no other passengers are taken onboard; **or**
- If passenger X does not remain on board the aircraft during the stop:
 - passenger X is kept segregated from any passengers who did not arrive on the same aircraft as passenger X; **and**
 - passengers who did not arrive on the same aircraft as passenger X are not taken on board the aircraft on which passenger X leaves.

For example, if passenger X departs from a green-list country and transits airside through a red-list country, and in the process mixes with passengers who did not arrive on the same aircraft as passenger X, passenger X must follow the process for red countries.

3 Passenger obligations

3.1 Pre-departure testing (all passengers)

All persons arriving in England from outside the Common Travel Area (Ireland, Channel Islands, Isle of Man) (“CTA”) must provide evidence of a negative COVID-19 test taken no more than 3 days prior to departure, unless they are [exempt](#) or have a [reasonable excuse](#). This includes UK nationals and residents. If the result is positive, then the passenger must not attempt to board a service to England. Carriers will be liable for checking that the passenger has a negative test result.

The regulations do not specify a list of approved manufacturers or providers, rather they require that the COVID-19 test must meet performance standards of at least 97% specificity and at least 80% sensitivity at viral loads above 100,000 SARS-CoV-2 copies per millilitre. This could include tests such as: a nucleic acid test, including a Polymerase Chain Reaction (PCR) or derivative technologies, including Loop-mediated isothermal amplification (LAMP); or an antigen test, such as a lateral flow device.

It is the passenger’s responsibility to ensure the test meets the minimum standards for sensitivity, specificity, and viral load details. The carrier is not required to check the notification to ensure that the test taken meets these standards. The pre-departure test must be in English, French, or Spanish. Translations are not acceptable.

The requirement applies to passengers transiting the UK, as well as those whose final destination is in the UK.

Passengers travelling from England to a destination within the CTA do not need to take a Pre-Departure Test.

The guidance for passengers is available at [Coronavirus \(COVID-19\) testing before you travel to England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/coronavirus-covid-19-testing-before-you-travel-to-england)

3.2 Passenger Locator Form (all passengers)

All persons arriving in the UK from outside the CTA are legally required to provide a completed [Passenger Locator Form \(PLF\)](#), which must be completed within 48 hours of arrival, unless exempt (see [Exemptions](#)).

The PLF can only be completed if passengers have fulfilled appropriate COVID-19 travel requirements. This includes requiring booking details for managed hotel quarantine (hotel for red list passengers) and Day 2 Day 8 post arrival testing (for amber and green list passengers). A person who is under 18 may be included on an adult's PLF. Carriers are not required to ensure that people under the age of 18 have a PLF.

3.3 Managed Hotel Quarantine (red list passengers)

People arriving into England who have at any point in the 10 days preceding the date of their arrival, been in or transited through any red list countries, are required to enter Managed Hotel Quarantine. This includes testing on day 2 and 8 of quarantine. Passengers who are transiting to elsewhere within the CTA must quarantine in the Managed Quarantine Hotel at the designated port of arrival.

The Managed Hotel Quarantine package must be booked before departure at:

<https://quarantinehotelbookings.ctmportal.co.uk/>

It is possible for a passenger to leave Managed Hotel Quarantine before the end of their required period of stay, if the purpose of that passenger is to travel directly to a port of departure in order to travel to a destination that is outside of the Common Travel Area.

Passengers who are required to enter Managed Hotel Quarantine may only enter at certain ports of arrival. Passengers must immediately enter managed hotel quarantine at the first port of entry. For England the designated ports of entry are:

- London Heathrow
- London Gatwick
- London City
- Birmingham
- Farnborough
- Bristol
- Any military airfield or port

The ports of arrival that support managed hotel quarantine will be kept under review and updates will be notified to carriers and published at:

<https://www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england#where-you-can-arrive>.

3.4 Self-quarantine (amber passengers)

Guidance on how to quarantine for passengers is here: [How to quarantine when you arrive in England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england)

3.5 Mandatory testing (amber and green list passengers)

Passengers are required to book tests to take on day 2 after arrival (amber and green list passengers) and day 8 (amber list passengers only).

Passengers must book and pay for their mandatory testing package before departure to England, and will be automatically prompted to enter the booking details on the PLF.

3.6 Test to Release (amber list passengers)

Test to Release (TTR) is a voluntary, opt-in scheme that allows people arriving into England from amber list countries the opportunity to book and pay for an extra test on Day 5 of home quarantine in addition to their Day 2 and Day 8 tests.

If the Day 5 test result is negative, they can be released from home quarantine, subject to local and national restrictions. If they subsequently test positive on day 8, they must home quarantine for a further 10 days.

Those who do not wish to pay for an additional test on Day 5 can continue to home quarantine for the full 10 days.

International arrivals cannot use TTR if they have visited a red list country in the previous 10 days but must quarantine in a pre-booked, government-approved Managed Quarantine Hotel.

3.7 Enforcement

Passengers who fail to comply with these requirements may face enforcement action, including a fine or criminal prosecution.

3.8 Passengers transiting the UK

Please see the following gov.uk page for guidance for passengers transiting airside or landside to a destination outside of the UK.

[Coronavirus \(COVID-19\): safer air travel for passengers - GOV.UK](#)

4 Carrier obligations

4.1 Legislation

The relevant regulations are **The Health Protection (Coronavirus, International Travel and Operator Liability) (England) Regulations 2021**. These regulations apply to commercial transport services to England from outside the CTA.

4.2 Provision of Public Health Information

4.2.1 Summary

Transport operators are required to ensure that passengers travelling to England from outside the CTA, are provided with information about coronavirus and related duties and public health guidance.

Guidance on how to comply with the regulations is available on [gov.uk](https://www.gov.uk)

Passengers must be provided with specified information at 4 stages of the passenger journey:

1. at the booking stage;
2. 24-48 hours prior to departure to UK;
3. at the check-in stage;
4. on board

4.2.2 Who must provide the information?

The regulations require operators of commercial transport services from outside the CTA to ensure that information is provided to passengers. This duty can be discharged by third parties under some circumstances.

Where the booking or check-in process is managed by someone other than the operator, it is sufficient for the operator to show that they have taken reasonable steps to ensure that the information is provided by that party.

Where someone books or checks in on behalf of the passenger, it is sufficient for the information to be given to that person along with a request to pass it on to the passenger if they are old enough and have sufficient mental capacity to understand it.

Box A



ESSENTIAL INFORMATION TO ENTER ENGLAND FROM OVERSEAS

Everyone entering England from overseas (including UK nationals and residents) must [provide proof of a negative COVID-19 test](#) taken within 3 days of departure to England.

Fill in your Passenger Locator Form up to 48 hours before arrival. You must declare all countries you have visited or transited through in the 10 days prior to your arrival on your Passenger Locator Form.

Before departure [check the list of red, amber, and green countries](#), as the list can change regularly.

Red list passengers

1. Book a [managed quarantine package](#)
2. Complete a [Passenger Locator Form](#)

You can only enter if you are a British or Irish National, or you have residence rights in the UK. You must enter through a designated port and [quarantine in a government approved hotel](#) for 10 days.

Amber list passengers

1. Book [tests for day 2 and 8](#)
2. Complete a [Passenger Locator Form](#)
3. Make plans to self-quarantine in private accommodation for 10 full days after arrival (or full duration of stay if less than 10 days)

Green list passengers

1. Book a [test for day 2](#)
2. Complete a [Passenger Locator Form](#)

These measures apply to all persons (including UK nationals and residents) arriving in England from outside the common travel area comprising the United Kingdom, Ireland, the Isle of Man, and the Channel Islands. The British Overseas Territories are not in the common travel area. Public health requirements may vary depending upon in which nation of the UK you are staying.

England: <https://www.gov.uk/uk-border-control>

Northern Ireland: <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-international-travel-advice>

Scotland: <https://www.gov.scot/publications/coronavirus-covid-19-international-travel-quarantine/>

Wales: <https://gov.wales/arriving-wales-overseas>

Failure to comply with these measures is a criminal offence and you could be fined. There are a limited set of exemptions from these measures. Check the list of exemptions carefully. You may be fined if you fraudulently claim an exemption.

When this information is provided **digitally**, it must include the **hyperlinks** embedded within the text.

When provided in writing, the information **must be displayed prominently and not incorporated within the terms and conditions**.

4.2.3 Booking Stage

For online and telephone bookings, the operator must provide the information in Box A.

For online bookings, the information must be provided as set out in Box A and **displayed prominently as part of the booking process** on the operator's website or mobile application. Operators may include the [UK government logo](#) with the prescribed information. See [guidelines for using the government logo](#)

Where operators have non-English language websites, a translation of the required text may be used.

For telephone bookings, the information must be provided as scripted in Box A.

For in-person bookings, the operator must either; provide the information in Box A orally, or display posters that inform passengers of the need to provide proof of a negative COVID-19 test, complete a Passenger Locator Form and to quarantine.

4.2.4 24 to 48 hours prior to departure to England

Operators must send information to confirmed passengers 24 to 48 hours prior to their departure to the UK. The information that must be sent depends on the method of communication, set out below. The requirement to provide information 24 to 48 hours to departure does not apply to passengers who book or purchase a ticket within 48 hours of departure.

Operators must contact passengers booked to travel with them via one of the following methods: email, SMS message, app push notification, or phone call.

Email and phone call notifications

If communicating via email or phone call, operators must provide the information as set out in Box A in writing or orally.

SMS and app notifications

If communicating via text message or app notification, operators have discretion to use their own words, and must:

- inform that all passengers must provide proof of a negative COVID-19 test result prior to departure;
- inform that all passengers must complete a passenger locator form before arrival in the UK and that penalties apply for failure to comply; and
- include a hyperlink to [gov.uk/passenger-locator-form](https://www.gov.uk/passenger-locator-form).

4.2.5 Check-in Stage

Digital check-in

The operator must provide the information as set out in Box A. Information must be **displayed prominently on the operator's website or mobile application before the boarding card is issued**. The information must not be hidden in small print or incorporated among terms and conditions.

Where the booking or check-in process is managed by someone other than the operator, it is sufficient for the operator to show that they have taken reasonable steps to ensure that the information is provided by that party.

Check-in at airports

Operators must either provide the information in writing or orally.

If providing information in writing, the operator may use government posters which can be downloaded from the:

- [Ports of Entry Resources](#) section of the PHE website.

If providing information orally, operators must provide the information as scripted in Box A.

4.2.6 During Flight

On Board Announcement

The following on-board message must be delivered orally or in writing on all flights to England, prior to disembarkation. This must be completed in English and an officially recognised language of the country of departure.

-----**MESSAGE STARTS**-----

The following is a public health message on behalf of the UK's public health agencies.

If you have been in or transited through an amber or red country within the previous 10 days you must quarantine for the first 10 days after you arrive. This is to protect yourself and others.

The symptoms of coronavirus are a new continuous cough, a high temperature or a loss of, or change in, normal sense of taste or smell. If you experience any of these symptoms, however mild, you are advised to make yourself known to the crew.

Simple measures you can take to help protect yourself and family are:

- wash your hands
- avoid touching your face with your hands
- catch coughs and sneezes in a tissue and dispose of it immediately

-----**MESSAGE ENDS**-----

4.2.7 Compliance and enforcement

Operators must keep records of the steps taken to provide the required information in the required manner to passengers. These records may be requested by the Civil Aviation Authority.

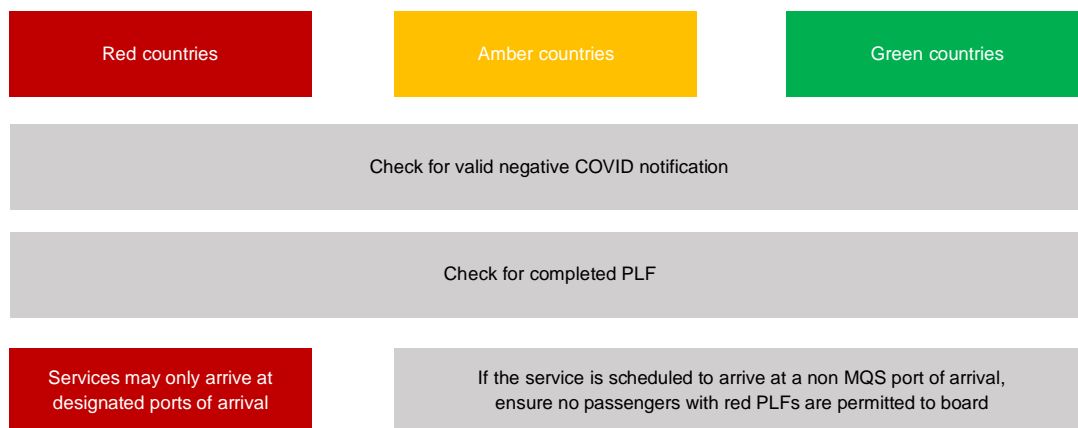
Regulators have the power to audit records of compliance with the requirements. Penalties of £4000 apply for failing to provide the required information to a passenger. A separate offence for failure to keep records also applies.

4.3 Operator liabilities

The Operator Liability provisions in these regulations cover the following requirements:

- To ensure passengers have a completed PLF;
- To ensure passengers have a notification of a negative COVID Pre Departure Test (PDT); and
- To ensure that red list passengers only arrive at designated ports

Summary of operator liabilities on Pre-Departure Testing and Passenger Locator Forms



4.4 Pre-departure test (PDT)

Carriers are required to ensure that passengers arriving in the UK possess valid notification of a negative COVID-19 test, taken no more than 3 days before departure, unless passengers are exempt or have a reasonable excuse. Carriers are therefore strongly advised to check before departure that passengers have a valid notification.

The notification must be provided in English, French, or Spanish. The notification can be shown on paper or digitally (for example, in an email or text message). Translations are not acceptable.

The carrier may carry out the required checks on the COVID-19 pre-departure test notification at any suitable point prior to departure. The carrier should check the validity of the COVID-19 notification by ensuring that the following information is present:

The carrier should check that the PDT certificate includes:

1. The name of the person from whom the sample was taken (and that this is written as per the passenger's travel document);
2. The date of birth or age of the person from whom the sample was taken (and that this matches the passenger's travel document);
3. The result of the test (which must be negative or not detected);
4. The date the test sample was collected or received by the test provider (which must be no more than 3 days prior to departure);
5. The name of the test provider and their contact details (noting that there is no approved list of providers); and
6. The name of the test device or that the test was a PCR test

Carriers are not required to check the test meets the minimum standards.

4.4.1 Reasons a passenger may not have a Pre-Departure Test ("reasonable excuses")

Carriers may convey passengers without a negative COVID-19 notification if the carrier has a reasonable belief that the passenger is exempt or has a reasonable excuse for not providing such notification. For exemptions see section 5 of this document. Reasonable excuses include:

Local availability:

There are a limited number of locations in which it is not possible to access a test and result within 3 days of departure. If the carrier is operating flights from one of these locations, it will be considered a reasonable excuse for the passenger not taking a test. At the time of writing, there are currently four locations where the government considers it may not be possible to secure a test result within the required timeframe, specifically: **the Falkland Islands, Ascension Island, St Helena, and Myanmar**. This list may be subject to change.

In the above cases, the passenger will not be deemed to be committing an offence. Furthermore, the carrier will not be committing an offence and will therefore not be liable for a penalty.

Medical:

If the passenger has a medical condition or a disability which means they cannot take a test, this will be considered a reasonable excuse. Passengers wishing to use a medical condition as a reasonable excuse should present a note from a medical practitioner to confirm this. If the original medical note is

not in English, then a certified English translation should be provided by the passenger.

For urgent 'medivac' cases, the person travelling for urgent medical treatment and the person accompanying them can utilise the reasonable excuse provision where it is not reasonably practicable to obtain a negative COVID-19 test in the three days before departure.

Transit passengers:

Carriers are not obliged to ensure passengers who do not have the right to enter the country or territory from which the service to England departs, have a negative PDT certificate. This can apply to passengers who are in airside transit at the point of departure.

Passengers who are refused entry down route:

Where a passenger has departed the UK, but has been denied entry into the destination country and is returning to the UK, the passenger would have a reasonable excuse for not obtaining a PDT. The carrier would not be committing an offence by conveying the passenger back to the UK without a PDT.

Long flights:

In the case of connecting flights with a total duration over 24 hours, passengers may present a test taken more than 3 days prior to the scheduled departure time (but within reason) of their service to England. The carrier should notify Border Force at the port of arrival about such passengers. In this case, **the carrier would not be committing an offence by conveying the passenger to the UK.**

4.5 Passenger Locator Form

Carriers are liable for conveying passengers to England without a completed PLF.

Carriers are not required to validate the contents of the PLF. This means carriers are not required to check the list of countries the passenger declares they have been in, or validate any exemptions listed on the PLF. Carriers are not required to check the presence or format of booking reference numbers for managed quarantine or mandatory post-arrival testing on the PLF.

Carriers are required to ensure passengers with a red PLF are not conveyed to non MQS ports of arrival. See 4.6 below.

4.5.1 Reasons a passenger may not have a PLF

Carriers do not commit an offence by conveying passengers to England who do not have a PLF if:

- The carrier or their agent has a reasonable belief the passenger is exempt
 - o People who are exempt from completing the PLF:
 - Pilots and crew if they are travelling in a part of the aircraft that is not accessible to passengers
 - UK and non-UK border security officials and contractors
 - Civil aviation inspectors
 - Defence personnel, visiting forces and government contractors
 - Diplomatic missions, international organisations and conferences, their families and dependents
- If the passenger informs the carrier or their agent that they have a disability which prevents them from completing the PLF
- The passenger is under 18

4.6 Conveying red-list passengers to designated ports of arrival

Carriers must ensure red-list passengers are only conveyed to designated managed quarantine (MQS) ports of arrival. Carriers operating to non-designated ports of arrival must ensure no passenger in possession of a red PLF is permitted to board. The list of designated ports of arrival is set out at section 3.3 of this document.

Passengers who declare they are exempt from managed quarantine may arrive at any port of arrival. However, if they are found to have claimed an exemption fraudulently, they will be subject to a heavy fine and will be required to pay for private transport to the nearest managed quarantine facility.

4.7 Compliance and enforcement

If an operator conveys a passenger to England who does not have proof of a negative pre-departure test, or a completed Passenger Locator Form, the carrier may be issued with a fixed penalty of £2,000.

It is a defence for an operator to demonstrate that they had checked the Passenger Locator Form prior to departure, by recording the unique Passenger Locator Form reference number. This number includes the letters

“UKVI” followed immediately by an underscore and 13 alphanumeric characters (e.g. UKVI_XXXXXXXXXXXX).

For services scheduled to arrive at a non MQS port of arrival, ensure no passengers are permitted to board if they have a red PLF.

Examples of red and amber PLFs are included at **Annex B**

If a carrier delivers a passenger with a red PLF to a non-designated port of entry, the carrier may be issued with a fixed penalty of £2,000.

5 Exemptions

Carriers are not required to see or collect evidence of passenger exemptions.

Passengers who are exempt from Managed Hotel Quarantine or post-arrival testing must declare their exemption on the PLF from a pre-set list.

Carriers are requested to explain to passengers who have stated an exemption on their PLF that they will be required to produce evidence to support their exemption at the UK border. All passengers claiming exemptions will be questioned by officials at the UK border. Passengers will be issued with a fine if they are unable to substantiate an exemption or falsely claim an exemption.

A limited number of passengers may be exempt from the PLF. See section 4.4.1 in this document.

A full, up to date list of exemptions, together with evidence that can be provided by passengers to substantiate the exemption at the border is set out on gov.uk at [Coronavirus \(COVID-19\): jobs that qualify for travel exemptions - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/coronavirus-covid-19-jobs-that-qualify-for-travel-exemptions)

For operational purposes, aviation operators may wish to be aware of the following exemptions, which apply in **England**:

5.1 Pilots, crew, flight engineers and loadmasters

The definition of crew is:

Crew, as defined in paragraph 1 of Schedule 1 to the Air Navigation Order 2016(h), where such crew have travelled to the UK in the course of their work.

- A member of aircraft crew carried on a flight for the purpose of performing duties to be assigned by the operator or the pilot in command of the aircraft in the interests of the safety of the aircraft, where they have travelled to the United Kingdom in the course of their work.
- This includes any member of aircraft or technical crew, such as loadmasters or flight engineers, who are given duties by the pilot or operator of the aircraft in the interests of the safety of that flight or its passengers.
- "In the course of their work" is interpreted to include:

- aircraft crew being positioned for the purposes of operating a flight;
- aircraft crew who reside outside of the United Kingdom and are travelling to the United Kingdom to work on an aircraft departing from the United Kingdom;
- aircraft crew who are travelling to attend work-related training in the United Kingdom; and
- aircraft crew who are returning to the United Kingdom following work-related training outside of the United Kingdom.

Crew requirements:

- **Pre-departure testing**
 - Exempt

- **Passenger Locator Form**
 - If travelling in a part of the aircraft that is not accessible to passengers (e.g. a fully enclosed cockpit) – exempt
 - If travelling in a part of the aircraft that is accessible to passengers (e.g. the passenger cabin) – you must complete a PLF

Crew who have been in Amber and Green countries:

- **Self-isolation**
 - UK residents – exempt
 - Foreign residents – you must self-isolate in your accommodation while in England. You may leave to go to work.

- **Post arrival testing**
 - If you are in England for longer than 2 days, you need to take a mandatory workplace, community, or home lateral flow device (LFD) test on or before days 2, 5 and 8 after arrival.
 - If you are travelling every day, you must take a lateral flow test at least once every 3 days.
 - Crew do not need to undertake tests while off-duty under the Flight and Duty Time Limitations.

Crew who have been in Red countries:

When you are in a red list country you should take additional precautions to minimise contact with others.

If you have been in or transited through any red list countries in the 10 days before arrival, you are permitted to enter the UK and you do not need to quarantine in a government approved hotel or take a COVID-19 test on day 2 and day 8.

If you live in the UK, you do not need to self-isolate. If you live overseas, you must self-isolate in your accommodation while in England, except while you are undertaking the exempt activity or travelling as part of your work.

At the border

Crew should show a crew badge or ID.

6 General Aircraft Declaration (GAD)

- a) **General Aircraft Declaration Process:** Under regulation 12 of the Public Health (Aircraft) Regulations 1979, the Public Health (Aircraft) (Scotland) Regulations 1971 and in accordance with Article 38 of the International Health Regulations 2005, where a member of crew becomes aware that there is a person on board an aircraft who has symptoms of an infectious disease, the commander of the aircraft must notify the destination airport. A medical officer may then require the commander of the aircraft to complete an Aircraft Declaration of Health either as a separate document or as part of the Aircraft General Declaration. This requirement applies to all aircraft, except aircraft of the armed forces.
- b) **Enhanced General Aircraft Declaration Process:** In order to control the spread of coronavirus and coronavirus disease, whilst this operational guidance is in place, carriers should complete the Aircraft Declaration of Health for all international flights coming into the UK (England, Wales, Scotland, Northern Ireland) confirming the health status of those on board, even where no symptomatic passengers have been identified. This is referred to as “the **enhanced GAD process**” and applies to all flights except:
- Maintenance flights
 - Pilot training flights
 - UK domestic flights
 - Flights within Common Travel Area
 - Flights by aircraft of the armed forces
 - Cargo flights

England: Public Health England’s Health Control Unit (HCU), based at Heathrow, will continue to be the central contact point in England for the enhanced GAD process and support on public health queries not dealt with by your local NHS. Public Health England (PHE) does not have a presence at other ports. Contact details are:

- Tel: +44 (0) 20 8745 7209
- Email: Heathrow.HCU@phe.gov.uk

7 Port signage

All ports should display UK government coronavirus posters prominently and make leaflets easily accessible for travellers, replacing these as updated and new materials become available. Resources are available at:

<https://coronavirusresources.phe.gov.uk/stay-alert-to-stay-safe/resources/>

PHE can work with airports and airlines to adapt materials to specific formats, displays or sizes.

8 Management of symptomatic passengers

Separate guidance has been published for safer aviation for both passengers and operators, which is applicable to the four nations of the UK (England, Wales, Scotland, and Northern Ireland).

- Guidance for operators can be found [here](#)
- Guidance for passengers can be found [here](#)

In addition, [separate guidance](#) has been published for the transport sector more broadly.

Government advice is clear. Passengers should undertake a COVID-19 pre-departure test (PDT) within 3 days of departure with a negative result to allow onward travel to the UK. Passengers should not be allowed to board if they cannot provide proof of a negative test.

However, we recognise that a small proportion of people may develop symptoms during transit or may manage to travel to the UK with a positive PDT. This section provides operational guidance on quarantine areas and onward travel, including in the event of a passenger presenting with a positive PDT.

8.1 Quarantine area for symptomatic passengers

All airports should identify and set aside a quarantine area where symptomatic passengers should be taken while awaiting confirmation of any onward arrangements. The area will be dependent on local circumstances. For guidance, an outline of the expected and desirable requirements is set out at Annex D. However, the availability and configuration will be ultimately dictated by local circumstances.

8.2 Onward travel for symptomatic passengers

If a symptomatic passenger has a private vehicle which they can use to travel to their place of self-isolation or quarantine, they should be allowed to proceed using that vehicle.

If a symptomatic passenger has suitable accommodation, including a government quarantine facility, in which to self-isolate or quarantine, but does not have a private vehicle for their onward travel, you should advise Border Force and instruct the passenger to await a government vehicle.

The below process will be managed by Border Force. Therefore, **upon notification of a symptomatic passenger either through the General Aircraft Declaration process or within the airport, airport staff should inform Border Force and the appropriate Public Health authority as soon as reasonably possible.**

Onward travel pathway:

- 1. Well passenger with a negative PDT:** Passengers should be allowed to continue their journey following the latest advice on travelling safely.

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

- 2. Identified Potentially Infected (symptomatic) or positive PDT presented:**

- Traveller does not have any accommodation or safe accommodation (i.e., hostel) to self-isolate or quarantine: Traveller will stay in accommodation arranged by the Government and will be transported to the accommodation by a government transport service.
- Traveller has safe accommodation but states they intend using public transport: Traveller will be transported to their own accommodation by a government transport service.
- Traveller has safe accommodation and safe transport (i.e., their own car): Travellers will take themselves home in their car, no intervention is required.

- 3. Symptomatic severe:** ambulance to hospital.

Summary

Border Force will be responsible for asking those travellers who have been identified as being potentially infected what their onward travel and accommodation arrangements are. Border Force will also be responsible for making the necessary arrangements to organise the government transport service and government facility.

Airports are requested to provide a quarantine room as outlined above as a safe space for the symptomatic passenger to wait in.

The onward travel pathway for symptomatic passengers will not be publicised to the general public.

9 Frequently asked questions

Q: How much detail should carriers check on the pre-departure test?

A: Carriers should ensure that the name and date of birth on the COVID-19 test notification corresponds to the name and date of birth on the travel document of the person bearing the COVID-19 test notification.

If passengers have not provided a valid notification of a negative COVID-19 test which meets the information requirements set out above, carriers should deny the passenger boarding unless:

- The passenger is a child/children travelling alone.
- The carrier has a reasonable belief that the passenger has a reasonable excuse for not obtaining a pre-departure test.

Q: What language does the pre-departure test have to be in?

A: The original test notification presented by the passenger must include the information specified above in English, French, or Spanish. The notification can be provided in hard (paper) copy or digitally. For example, in an email or in a text message. Translations are not acceptable.

There is no requirement for the notification to be entirely typed out. For example, a form in which the test provider has handwritten parts of the data such as the passenger's name, date of birth, and date of test, is acceptable. If the operator has good reason to suspect the notification is not genuine, for example, if it is handwritten, or without any markings that would make it traceable to a proper provider (a stamp, logo etc), they should deny boarding.

Q: What if the passenger is staying in the UK for less than three days?

A: If the test had been taken in the UK ahead of a return journey of less than 3 days, the passenger should use a privately provided test. Passengers must not use an NHS Test and Trace Test for pre-departure testing, even if travelling for less than 3 days. If a passenger presents proof of an NHS Test and Trace Test, even if negative, the carrier should deny boarding.

Q: Can a passenger use a declaration of recovery instead of a negative PDT if they have had Covid-19 within the previous 90 days?

A: The regulations mandate a negative result. There is no option for a declaration of recovery or similar. Most people will test negative more or less as soon as they've recovered. There is a small minority of people who repeatedly test positive for a while afterwards, but this is not common. Public Health England advise that it tends to only be PCR tests that pick someone up a long time after infection. The regulations allow for antigen tests to be used, these tests tend to only pick up an active infection.

Q: Do passengers need an MQS booking and testing reference if they have been in a red list country?

A: Carriers are not required to check the presence or format of booking reference numbers on the PLF.

If a passenger declares on their PLF that they have been in, or transited through, a red list country in the 10 days before their proposed date of arrival in England, they will be required to book a Managed Hotel Quarantine package and enter the booking reference number on the PLF. The Managed Hotel Quarantine package includes the required mandatory testing – no separate booking for testing is required. Passengers are not able to complete the PLF unless they enter the correct booking reference number.

Q: What type of test booking reference number is required for amber or green list passengers?

A: Carriers are not required to check the presence or format of booking reference numbers on the PLF.

The PLF requires passengers to enter a booking reference for the appropriate post-arrival testing package. This package comprises one test for green passengers (on or before day 2) and two tests for amber passengers (on or before day 2, and day 8). The booking reference for these tests is automatically validated in the PLF.

Q: What if a passenger states they are exempt from specific travel requirements (testing, quarantine hotel, self-isolation)?

A: If the passenger is exempt from managed quarantine or mandatory post-arrival testing, they will be required to declare this from a pre-set list within the PLF. Passengers will be asked to provide proof of their exemption at the UK Border. If a passenger fraudulently claims an exemption, they may be issued with a fine or refused entry to the UK.

If the carrier has a reasonable belief that the passenger has an exemption, the carrier is not liable for a penalty for conveying such a passenger.

Carriers are not required to check or validate exemptions or record proof of exemptions. If a passenger states they have an exemption, carriers are requested to explain to such passengers that they will be required to demonstrate their exemption at the UK border and may be fined if they are unable to.

Q: Is a paper version of the PLF available?

A: The PLF is an electronic form. Paper copies are not acceptable.

Q: What is the data in the PLF used for?

A: The PLF is a primary source of data that public health authorities use for contact tracing purposes (to identify and contact passengers that may have been travelling near to someone who has tested positive), and ensuring people comply with quarantine requirements. The PLF also ensures people have booked their post arrival tests, and a room in a Managed Quarantine Service, if needed.

Q: When will the form be translated?

A: We are reviewing the next round of prioritisation work for Passenger Locator Form (PLF) alongside industry and government, and have invited industry feedback. Work on translation is being prioritised balanced against other priorities including industry proposed revisions to wording in the form, and reformatting the PDF output to more clearly identify passenger 'RAG' status.

Q: Can under 18s go in the Managed Quarantine Hotels?

A: Under 18s who have been in red list countries must be accompanied by a responsible adult in managed quarantine hotels.

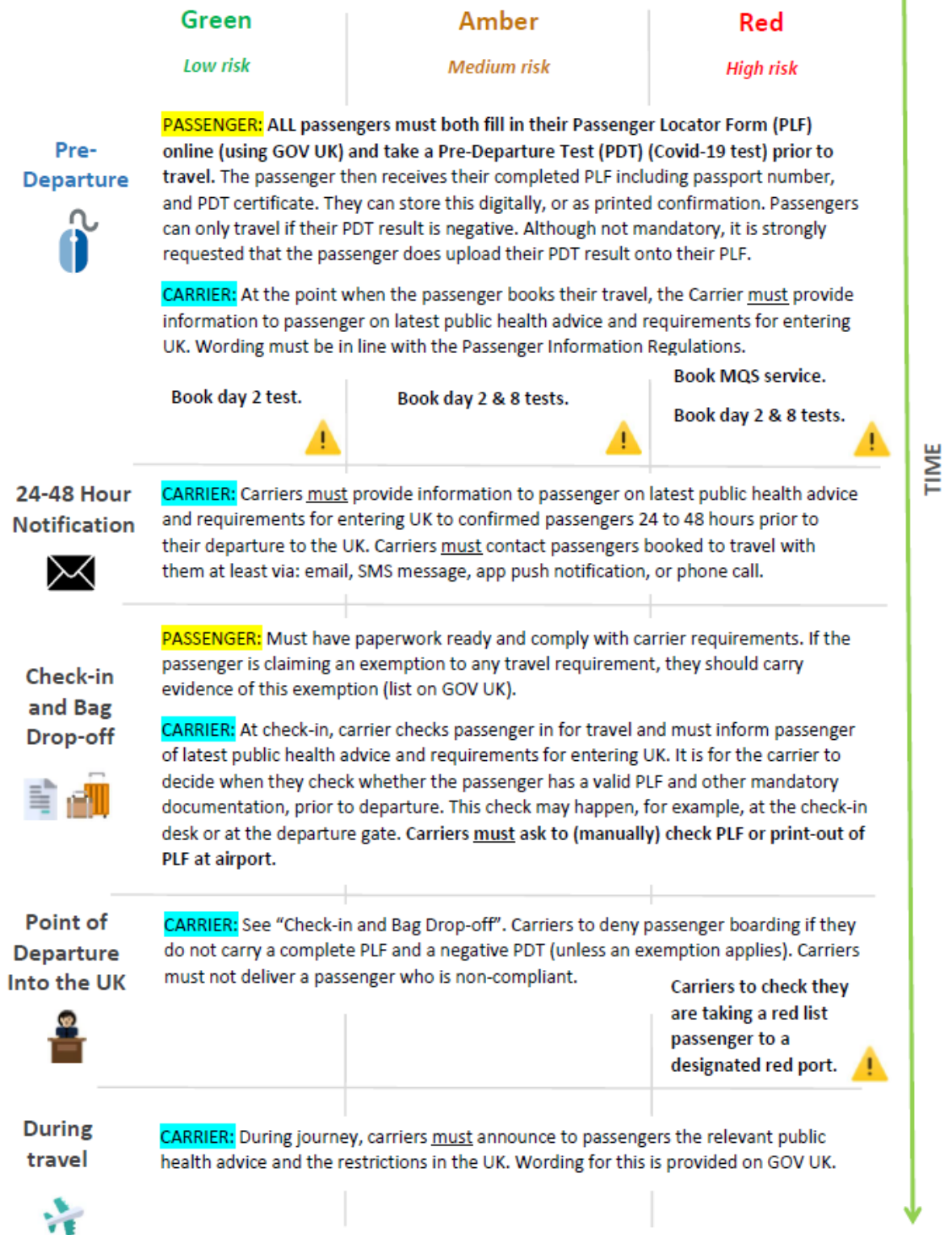
Q: Can people leave Managed Quarantine Hotels early?

A: People can leave Managed Quarantine Hotels for the purposes of travelling directly to a port of departure to travel out of the CTA at any time.












Annex A Passenger Journey

OFFICIAL SENSITIVE - AVIATION

END-TO-END USER JOURNEY: FOR A PASSENGER TRAVELLING FROM A GTT RAG RATED COUNTRY (1)



END-TO-END USER JOURNEY: FOR A PASSENGER TRAVELLING FROM A GTT RAG RATED COUNTRY (2)

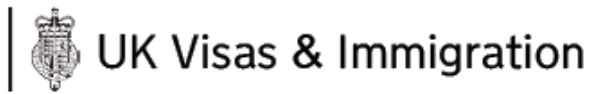
	Green <i>Low risk</i>	Amber <i>Medium risk</i>	Red <i>High risk</i>
Arrival into England 	<p>PASSENGER: Passengers disembark and adhere to social distancing measures in place throughout the port. ALL passengers prepare passports and digital/printed PLFs, PDTs and proof of exemption (where applicable) ready to be checked.</p> <p>BORDER FORCE: All passengers will be prompted to download and use the NHS X application by posters in UK immigration and arrivals.</p>		
Primary Control Point and E-Gates 	<p>BORDER FORCE: Border Force Officers conduct checks at the E-Gate and/or at the PCP desk. This will include checking of evidence of exemption eligibility, if applicable.</p> <p>Border Force working with passengers who are non-compliant with the regulations and/or do not have the complete documentation. If the passenger has incorrect documentation then they will be issued with a fine and/or refused entry.</p>		
Post-Arrival in England 	<p>No need for isolation on return to the UK. </p>	<p>Passenger will need to travel to chosen location to self-isolate for 10 days.</p> <p>Passengers to arrange transport to accommodation. Public transport to be used if only option available. Once in quarantine, they cannot leave. </p>	<p>Passenger must enter MQS for 10 days. </p>
Self-isolation 	<p>N/A</p>	<p>Individuals will be required to isolate for 10 days at home or in Government accommodation (if lacking suitable accommodation).</p> <p>Day 2 and 8 tests.</p> <p>Option of "Test to Release" 5 days after starting quarantine. </p>	<p>Passenger in MQS. Day 2 and 8 tests. </p>
Track and Trace 	<p>Passengers will be encouraged to use the NHS X ("Track and Trace") application continuously whilst in the UK.</p> <p>Day 2 test. </p>		

TIME



Annex B Passenger Locator Form examples

Non-exempt red passenger



NAME:	Joe Bloggs
PASSPORT NUMBER:	ABCDE123
DATE OF SUBMISSION:	22 April 2021 13:08 British Summer Time (BST)
FORM:	Public Health Passenger Locator Form
REFERENCE:	UKVI_5ZAA000002100
REGISTRATION EMAIL:	example@example.com
Are you travelling for a job that means you do not need to quarantine?	No
You must provide the invoice number for your quarantine package. You may not be permitted to travel if this invoice number is not provided.	1234567
Hotel Quarantine Address	London Marriott Hotel, London, AA1 1AA
Arrival location	London Heathrow Airport (LHR)

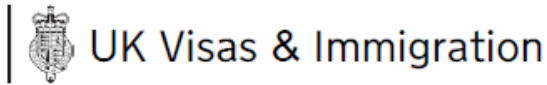
Personal information

Email address	example@example.com
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Travel information

What are your travel plans?	Stay in the UK
Where will you arrive in the UK?	London Heathrow Airport (LHR)
What country are you travelling from?	India
Which company are you travelling with?	British Airways plc
What is the flight number, train service or ship name that you will arrive on?	EZ-1234
What is your seat number? (you must provide your	4A

Exempt red list passenger:



NAME:	Joe Bloggs
PASSPORT NUMBER:	ABCDE123
DATE OF SUBMISSION:	22 April 2021 13:14 British Summer Time (BST)
FORM:	Public Health Passenger Locator Form
REFERENCE:	UKVI_5ZAA00002102
REGISTRATION EMAIL:	example@example.com
Are you travelling for a job that means you do not need to quarantine?	Yes
Are you required to complete Covid tests?	No
Arrival location	London Heathrow Airport (LHR)

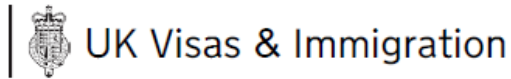
Personal information

Email address	example@example.com
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Travel information

Do you need to self-isolate when you arrive in the UK?	No, I am travelling for work and my job is exempt
What is your reason for travel?	Border security duties – UK official or contractor
What are your travel plans?	Stay in the UK
Where will you arrive in the UK?	London Heathrow Airport (LHR)
What country are you travelling from?	India
Which company are you travelling with?	British Airways plc
What is the flight number, train service or ship name that you will arrive on?	EZ-1234

Non-exempt amber list passenger:



NAME:	Joe Bloggs
PASSPORT NUMBER:	ABCDE123
DATE OF SUBMISSION:	22 April 2021 13:11 British Summer Time (BST)
FORM:	Public Health Passenger Locator Form
REFERENCE:	UKVI_5ZAA00002101
REGISTRATION EMAIL:	example@example.com
Are you required to complete Covid tests?	Yes
What is your booking reference for your Covid tests?	ABCDE1234567
What is the name of your test provider if you have opted into Test to Release?	Example Medical Centre
Arrival location	London Heathrow Airport (LHR)

Personal information

Email address	example@example.com
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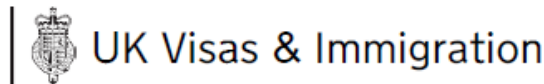
Travel information

Do you know where you will stay for your first 10 days in the UK?	Yes
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You provided the following address as your residential address. Do you plan on staying at this address? Example Example AA1 1AA	Yes
--	-----

What address will you stay at for your first 10 days in the UK?	Example Example
---	--------------------

Exempt amber list passenger:



NAME:	Joe Bloggs
PASSPORT NUMBER:	ABCDE123
DATE OF SUBMISSION:	22 April 2021 13:17 British Summer Time (BST)
FORM:	Public Health Passenger Locator Form
REFERENCE:	UKVI_5ZAA000002103
REGISTRATION EMAIL:	example@example.com
Are you required to complete Covid tests?	No
Arrival location	London Heathrow Airport (LHR)

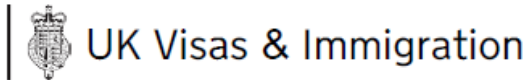
Personal information

Email address	example@example.com
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Travel information

Do you need to self-isolate when you arrive in the UK?	No, I am travelling for work and my job is exempt
What is your reason for travel?	Aerospace engineer (England only)
What are your travel plans?	Stay in the UK
Where will you arrive in the UK?	London Heathrow Airport (LHR)
What country are you travelling from?	Sweden
Which company are you travelling with?	British Airways plc
What is the flight number, train service or ship name that you will arrive on?	EZ-1234
What is your seat number? (you must provide your seat number if relevant. Include coach number if	4A

Transit passenger:



NAME:	Joe Bloggs
PASSPORT NUMBER:	ABCDE123
DATE OF SUBMISSION:	22 April 2021 13:05 British Summer Time (BST)
FORM:	Public Health Passenger Locator Form
REFERENCE:	UKVI_5ZAA000002099
REGISTRATION EMAIL:	example@example.com
Arrival location	London Heathrow Airport (LHR)

Personal information

Email address	example@example.com
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Travel information

What are your travel plans?	Change flights in the UK within 24 hours, without going through UK border control
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Where will you arrive in the UK?	London Heathrow Airport (LHR)
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What country are you travelling from?	India
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Which company are you travelling with?	British Airways plc
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What is the flight number, train service or ship name that you will arrive on?	EZ-1234
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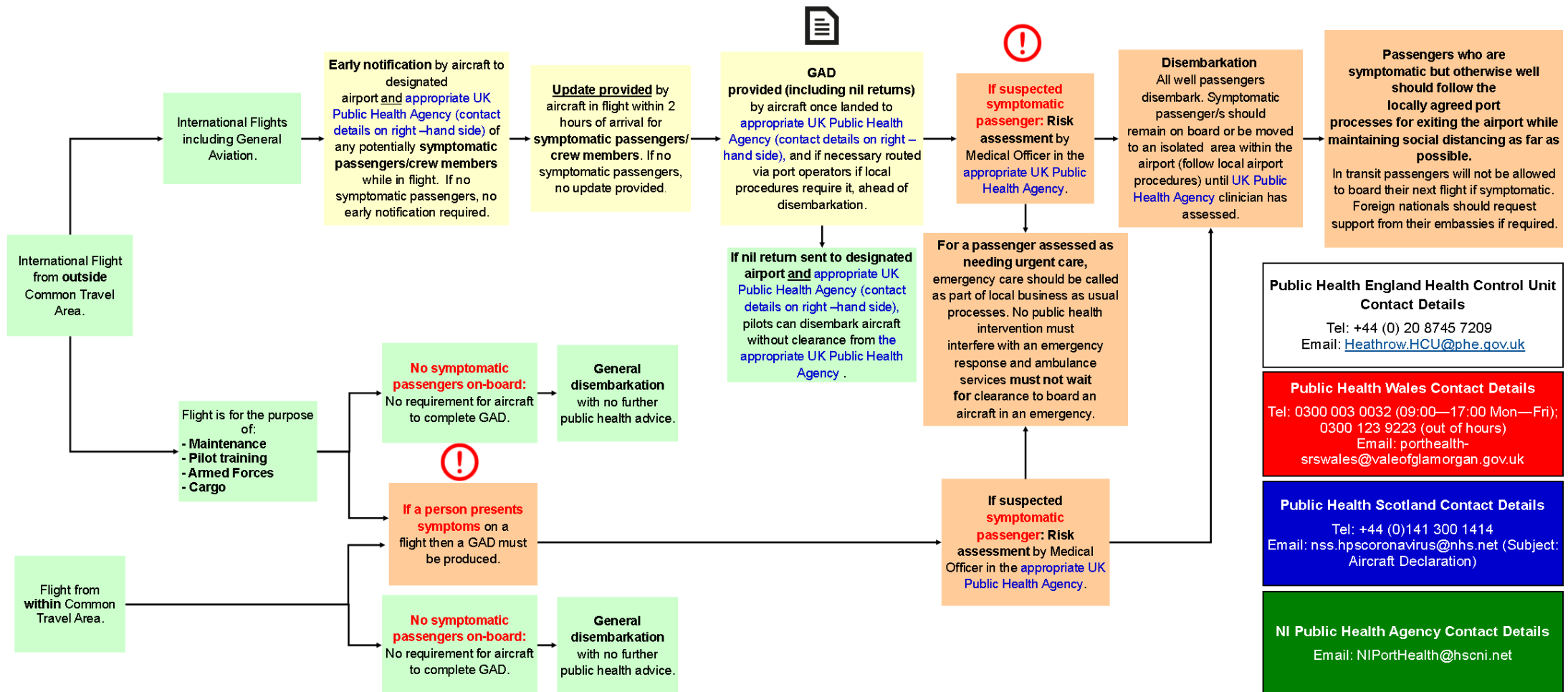
What is your seat number? (you must provide your seat number if relevant. Include coach number if travelling by train, for example coach 5 seat 2)	4A
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Where will you depart from the UK?	London Heathrow Airport (LHR)
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What country are you travelling to?	United States of America
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Annex C Enhanced General Aircraft Declaration (GAD) process

Carriers should complete the Aircraft Declaration of Health for all international flights coming into the UK (England, Wales, Scotland, and Northern Ireland) confirming the health status of those on board, even where no symptomatic passengers have been identified. This process will remain under review. The enhanced GAD process outlined below is required for **all four UK nations (England, Wales, Scotland, and Northern Ireland)**. General Aircraft Declaration template can be found [here](#).



Annex D Minimum Criteria Quarantine Room

Below outlines the minimum criteria for a basic quarantine room / holding area at ports.

A) AIRSIDE

There should be a minimum of one room per terminal/major area

Essential features:

- private space, ideally located away from major thoroughfare
- accessible toilet (ideally ensuite) and with handwashing facilities
- sparsely furnished room, ideally not carpeted (for decontamination).
- seating is the minimum, but it would be desirable to have a bed/examination couch (or reclining chair)
- observation port or window, if possible
- access to water and other life essentials
- ability to maintain the indoor air temperature and humidity at comfortable levels
- electric socket
- phone for communication with supervising staff
- the space should be easily supervised (for care of unwell person)
- linked to a reasonable 'cordon' exit route, to move suspect case to an ambulance easily
- have hand gels and waste bin space
- self-closing door

Desirable features:

- negative pressure
- ante-room

Essential services (will vary depending on length of time quarantine room will be used in a typical period)

- cleaning services, will need to follow cleaning guidance and wear appropriate PPE, as per PHE guidance
- supervisory service (could have basic PPE) to ensure the wellbeing of the passenger
- transport service (if PAX are to be moved large distances); for e.g. at LHR (London Heathrow)
- first responders - <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders>.

B) LANDSIDE

- Ideally rooms with the above specification or, quieter areas with less footfall, should be pre-identified which can quickly be quarantined (for e.g. by screens) landside, if a passenger or airport staff falls sick

Annex E Links to COVID-19 guidance

General coronavirus guidance

- **England:** <https://www.gov.uk/coronavirus>
- **Wales:** <https://gov.wales/coronavirus>
- **Scotland:** <https://www.gov.scot/coronavirus-covid-19/>
- **Northern Ireland:** <https://www.publichealth.hscni.net/COVID-19-coronavirus>; <https://www.nidirect.gov.uk/campaigns/coronavirus-COVID-19>

Safer aviation guidance for operators

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-aviation-guidance-for-operators>

Safer aviation guidance for passengers

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-air-travel-guidance-for-passengers>

Red, amber and green list of countries

<https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england>

Booking and Managed staying in Quarantine Hotels

<https://www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england>

Requirements to provide information to passengers

<https://www.gov.uk/government/publications/coronavirus-covid-19-requirements-to-provide-public-health-information-to-passengers-travelling-to-england>