

Notice via email

Date : 9 November 2021

From : Cathay Pacific Airways Limited

To : Trade Partners

[Update] Important requirements for travellers entering Hanoi, Vietnam



Dear Valued Travel Partner,

We are writing with some important information to help your travellers prepare for their upcoming flight to Hanoi, Vietnam.

In response to COVID-19, Vietnam has suspended the entry into Vietnam for all foreign nationals until further notice. However, **diplomats, officials, foreign investors, experts, and skilled workers who are non-Vietnamese passport holders are exempted** from the restriction, on the condition that these travellers will have to **provide valid required documents to the airline at least 7 working days before departure.**

To ensure a smooth and seamless departure for your travellers, we recommend them to check their eligibility to travel before making a booking. **Please send the following mandatory documents (1) – (8) to our Vietnam Customer Care Department through email: reservation@cathaypacific.com after the booking has been made.**

Required documents

Item (1) – (8): please send us scanned copies in PDF at least 7 working days before departure, which will be sent to the airport authority for the landing permit.

1. The approval letter from the People's Committee of The City or The Province.
2. The approval letter from Immigration Department (even if the traveller already has VISA/TRC or Visa on arrival)
3. The Approval letter with full details of the quarantine plan from the Health Department (or the International Quarantine Center) of Hanoi

For those who will be under quarantine in a province but not Hanoi:

The Approval letter with full details of quarantine plan from the Health Department or the Center for Disease Control of the province. This approval letter must include the attention of the Northern Airport Authority, the Health Department of Hanoi, and the International Quarantine Center of Hanoi.

4. Hotel booking (check-in date must match the entry date, 14 days quarantine, accommodation with full board and 3 times COVID-19 test)
5. Booking of transportation to quarantine location provided by Medical Health Center of the Ward or the quarantine hotel
6. Passport
7. Visa / Temporary Resident Card (TRC) or Approval letter for Visa On Arrival (VOA)
(For VOA, passengers need to prepare 2 photos 4x6cm and cash for visa fee in USD/VND only.)
8. If your travellers purchased a Cathay Pacific ticket and travel on Cathay Pacific operated flight from 7 December 2020 to 31 December 2021, they may enjoy our "Free COVID-19 insurance". Please refer to [this link](#) for terms and conditions. If they are not eligible for the free insurance, then they need to submit their own medical insurance or commitment letter from the company that the expert/specialist is working for, stating that the company will pay for all costs in case that expert gets affected.

(For travel from 1 January 2022): Medical insurance or commitment letter from the company that the expert/specialist is working for, stating that the company will pay for all costs in case that expert gets affected.

Notice via email

Item (9) – (10): must be completed before the flight and be shown to the medical staff on arrival

9. A negative COVID-19 test report (sample must be taken within 3 days prior to the first departure date and conducted by Real Time – PCR technique), please upload the test report file onto the website: <https://tokhaiyte.vn/>. It is not necessary to send us the COVID-19 test result.
10. Fill out the Health Declaration Form: <https://tokhaiyte.vn/> before the flight within 24hrs and same day with arrival date in Vietnam and show the QR code to the medical staff on arrival.

** All documents must be in English or Vietnamese*

***Please note that your travellers' flight is subject to the Approval of our Head Office and the Civil Aviation Administration of Vietnam (CAAV).*

Contact us at least 10 days prior to booked departure date

Travellers' contact details are required in the booking. Please contact our Vietnam Customer Care Department via +84 28 38223203 or reservation@cathaypacific.com at least 10 days prior to booked departure date. Our team will follow up with their booking.

If the booking handlers are unable to provide the required documents or unable to contact us by the required time, we will need to cancel their booking. Please refer to our [website](#) for more information about ticket changes, should they need to postpone or cancel their journey.

We are constantly monitoring and adapting to the latest travel information and restrictions to Vietnam. For more details regarding the immigration and quarantine requirements of entering Vietnam, please visit our [COVID-19 information centre](#).

Should you have any questions or concerns, please do not hesitate to contact our Vietnam Customer Care Department via reservation@cathaypacific.com or +84 28 38223203.

Thank you for your understanding and continued support. We look forward to welcoming you and your customers on board soon.

Yours sincerely,

Commercial Sales Team