

Notice via email

**Date : 9 November 2021**

**From : Cathay Pacific Airways Limited**

**To : Trade Partners**

## [Update] Important requirements for travellers entering Ho Chi Minh City, Vietnam



Dear Valued Travel Partner,

We are writing with some important information to help your travellers prepare for their upcoming flight to Ho Chi Minh City, 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) – (7) to our Vietnam Customer Care Department through email: [reservation@cathaypacific.com](mailto:reservation@cathaypacific.com) after the booking has been made.**

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## Required documents

**Item (1) – (5): 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. Approval letter from Ho Chi Minh City People Committee
2. Approval letter from Immigration Department (even if the traveller already has VISA/TRC or Visa on arrival)
3. Visa / Temporary Resident Card (TRC) or Approval letter for Visa On Arrival (VOA)  
*(For VOA, passenger need to prepare 2 photos 4x6cm and cash for visa fee in USD only.)*
4. Hotel booking (check in date must match the entry date)
5. Car booking to drive the traveller from airport to quarantine location. Below are two transporters that are accepted:

**a. Health Department of Tan Binh District**

Ms.Thanh Huyen: 84 906 954 561

Mr.Thanh Phong: 84 913 719 878

**b. SACO Travel**

Ms. Hong 84 903 39 29 29 or

Mr. Hong 84 913 94 94 92

Email: [chothuexesaco@gmail.com](mailto:chothuexesaco@gmail.com)

Website: [sacosaigon.com](http://sacosaigon.com)

**Item (6) Approved quarantine plan: please send us scanned copies in PDF at least 7 working days before departure**

- For travellers who stay in Ho Chi Minh city: not required
- If your traveller stays in one of the seven provinces : Long An, Binh Duong, Ba Ria – Vung Tau, Tay Ninh, Dong Nai, Binh Phuoc, Tien Giang, please get the Approval letter for the quarantine plan from the local Health Department. This approval letter must include the attention of the Southern Airport Authority.
- Other travellers (who stay in other provinces): please get the stamped quarantine plan from the Health Department or Quarantine Center.

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**Item (7) COVID-19 insurance: please send us scanned copies in PDF at least 7 working days before departure**

7. 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.

**Item (8) – (9): 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](mailto: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](#).



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Should you have any questions or concerns, please do not hesitate to contact our Vietnam Customer Care Department via [reservation@cathaypacific.com](mailto: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**