



Coronavirus Guidance to U.S. Citizens

U.S. Department of State

March 24, 2020

The Bureau of Legislative Affairs produces this compilation of previously distributed Department guidance to ensure Members and staff get the information they need for their constituents. This compilation is designed to dispel rumor, combat misinformation, and answer any outstanding questions regarding the Department's overseas crisis response efforts.

PLEASE NOTE: This information is current as of 10:00 AM (EDT). Please be sure to check the Department's [COVID-19 Specific Country Information page](#) for the most up-to-date information prior to making any travel arrangements.

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SMART TRAVELER ENROLLMENT PROGRAM (STEP)

We will continue monitoring developments closely in each country affected by the coronavirus outbreak and will share additional information as it becomes available. We are experiencing a high volume of inquiries and will respond via email to those U.S. citizens overseas who have enrolled in the Smart Traveler Enrollment Program (STEP) or have otherwise provided contact information. We urge all U.S. citizens traveling or residing abroad to register for our messages through STEP at <http://step.state.gov>. They may also reach out to the closest U.S. Embassy or Consulate with their name, date of birth, passport number, location, who they are traveling with, and specific circumstances.

CRUISE SHIPS (GENERAL)

The safety and security of U.S. citizens overseas is a top priority of the Department of State. We are very concerned for the welfare of U.S. citizens and are dedicated to providing information to help them make educated decisions about their safety and travel. We encourage you to closely monitor <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/cruise-ship-passengers.html>.

When you send an email to CruiseShipEmergencyUSC@state.gov to request assistance for a U.S. citizen in the affected area, please be sure to provide us with as much of the following information as possible. Incomplete information may delay our ability to locate your loved one and provide information or assistance.

About the U.S. citizen (s):

Full name

Date of birth

Place of birth

Last known location (please be as specific as possible)

Any available contact information

Any other information you think would be helpful in locating the U.S. citizen

About you (if you are writing about yourself, please indicate “self”)

Your full name

Your contact information

Your relationship to the person about whom you are writing (e.g., spouse, parent, child, friend, employer, etc.)

Please monitor your loved one’s social media accounts and try using email and SMS messaging as phone lines may be overwhelmed or down as a result of the crisis. If you do establish contact with your loved one(s), please notify us as soon as possible so we can focus our efforts appropriately. Please include in your update whether your loved one is in need of assistance.

If you are in an affected area and are safe, please contact your family and friends to let them know your situation.

Please be assured that our offices are doing everything possible to assist U.S. citizens affected.

ALGERIA

U.S. Embassy Algiers continues to provide emergency American Citizen Services. U.S. citizens should email ACSAAlgiers@state.gov or call 0770-08-2000 for emergency assistance.

Several airlines are running exceptional flights for their citizens. Seats may be available at short notice for other nationalities. We have no details at this time, but you may need to react on very short notice to purchase tickets, go to the airport, or apply for visas depending on the destination. We strongly recommend people traveling have a sufficient amount of local currency to purchase tickets when these exceptional flight opportunities arise.

You may also be required to ensure onward travel plans from that destination depending on that country’s travel restrictions. You may also be subject to possible quarantine in that country, depending on the circumstances and that country’s requirements.

If you are interested in receiving information about possible upcoming flights, please email ACSAAlgiers@state.gov with the follow information and statement:

- Your full name and names of dependents traveling with you (and their nationalities)
- If non-U.S. citizens, indicate relationship to you
- If LPRs, provide the A number and passport number

- Dates of births for all in the traveling party
- Passport numbers of all traveling (U.S. passports only)
- Contact information including phone number and email
- Please also add the following statement, which will allow us to communicate information about you and your situation to an airline that might organize flights, foreign ministries, and within the U.S. government:
 “ I(type your name)....., Authorize the US Department of State to release all above information to the Airline company”

For the most up-to-date information, go to <https://dz.usembassy.gov/covid-19-information/>.

ARGENTINA

The U.S. Embassy in Argentina continues to provide emergency services to U.S. citizens. For emergency American Citizens Services, including emergency passports, please email buenosaires-acs@state.gov.

On March 19, the Argentine government declared a countrywide mandatory quarantine. Limited exemptions to the quarantine imposed by the government of Argentina include movement to obtain food and medical care and travel to the international airport for ticketed passengers only. **Passengers attempting to travel should carry a copy of their flight itinerary and printed versions of these letters to present to authorities: [Embassy Letter](#); [Ministry Note](#).**

If U.S. citizens are still able, they should leave now. Multiple airlines continue to sell one-stop itineraries to the United States online. U.S. citizens should verify with the airline they choose if they will be able to transit through their stopover point, and follow entry and exit requirements on the U.S. Embassy COVID-19 page for that country.

The Argentine government has indicated that limited flights will operate on Aerolineas Argentinas from March 20 to March 31 between Buenos Aires and: Cordoba, Iguazu, Mendoza, Neuquen, Rio Gallegos, Tucuman and Ushuaia. There will be a handful of additional flights from Trelew and Comodoro Rivadavia. These flights may assist U.S. -bound passengers in connecting with onward flights to the United States and may be booked directly on the airline’s website.

- If U.S. citizens are unable to book tickets for immediate departure through an airline website because the website has crashed, U.S. citizens may contact the travel agency CWT Argentina for further information on the remaining flights out of Buenos Aires. CWT travel agents are available for travel booking on whatever flights may still have seats; fees may apply. U.S. citizens may e-mail CWT travel agents at:
 - **Friday 20th from 6PM, until Wednesday 25th at 9AM:** hhernandez@ycwt.com with the subject line “REGRESO A EEUU” or call them at + 57 318 4114021
 - **Wednesday 25th from 9AM, until Friday 27th at 6PM:** bue.ar@contactcwt.com with the subject line “REGRESO A EEUU” or call them at +54 11 5555-2193.

The U.S. Embassy is actively assisting U.S. citizens, in compliance with Argentine travel restrictions, who wish to return to the United States. In case commercial transportation options cease to be available, we are compiling a list of persons seeking to leave Argentina. **In preparation for possible flights, U.S. citizens interested in returning to the United States must do the following:**

- Complete the table below and e-mail it to BuenosAiresUSCitizen@state.gov indicating your desire to return to the United States. In the subject line of your e-mail, please write "Charter Flight Registration: LAST NAME, FIRST NAME, DATE OF BIRTH DD-MMM-YYYY." If you are in a group with multiple U.S. citizen travelers, please send a separate e-mail for each traveler. **Each field below must be completed or your submission cannot be accepted.**

Full name (as spelled in your passport)	Date of Birth (DD-MMM-YYYY)	Passport Number	Passport Date of Expiration (DD-MMM-YYYY)	Current Location: City	Current Location: Province	Phone number or email	Special needs /Medical issues

- Continue to follow up with airlines about the availability of commercial flights, which could re-start operations before other travel arrangements such as charter flights are available.

Please note:

- We cannot guarantee that the Embassy will be able to arrange charter flights. We are gathering this information in anticipation of being able to do so.
- Only U.S. citizens and immediate family members may request embassy assistance to return to the United States.
- Under U.S. law, passengers on a U.S. State Department-organized charter flight are responsible for paying the cost of their ticket, which may be higher than standard commercial fares.
- Space on flights may be limited, requiring us to prioritize initial placement for those with the greatest medical need.
- Due to the high volume of inquiries, you may not receive an immediate response to your e-mail requesting assistance departing. This does not mean the Embassy has not registered your information — only that we do not have the available staff to respond quickly to all communications. We will continue to endeavor to respond to every email as soon as we can.

Any U.S. Citizens remaining in Argentina should be prepared to remain indefinitely and arrange lodging for the duration of the quarantine period. The government of Argentina has

implemented measures to limit the spread of COVID-19. Please visit the Ministry of Health website for further details at <https://www.argentina.gob.ar/salud>.

For the most up-to-date information, go to: <https://ar.usembassy.gov/covid-19/>.

BANGLADESH

The Hazrat Shahjalal International Airport remains open with limited flights.

U.S. citizens and their family members attempting to depart Bangladesh should continue to work to secure a ticket on a commercial flight. If you are an American citizen and have been unable to secure a commercial flight, please send the following information to DhakaACS@state.gov with the word “Flight” in the subject line:

Full Name:

Telephone No:

Email Address:

Passport No:

Current Location:

Number of U.S. Citizens in Party/Group:

Airlines with flights from Bangladesh to the United States, websites, and customer service telephone numbers are below:

Biman Airlines (from March 26)

<https://www.biman-airlines.com/>

+88-01777715613, +88-01777715614

+88-01777715615, +88-01777715616

Cathay Pacific (from March 26)

<https://www.cathaypacific.com/>

+8802 9846801, +8802 9883583

+8802 9891259 ext. 140-143

+880 1978666138

Thai Airways

<https://www.thaiairways.com>

(800)767-3598, (880) 288-791-3146

Be advised that Thai Airways is requiring a health certificate and lab test showing that each passenger does not have COVID-19, issued within 72 hours prior to the date of departure, as well as proof of health insurance showing a minimum of 100,000 USD in Thailand and covering COVID-19. The U.S. Embassy cannot provide these documents.

BOLIVIA

The U.S. Embassy in Bolivia continues to provide emergency services to U.S. citizens.

The government of Bolivia has closed borders and all international flights are suspended. **U.S. citizens in Bolivia in need of assistance to return to the United States should contact ConsularLaPazACS@state.gov immediately with full names, passport numbers, contact information, and current location (city) of all travelers.** The Embassy will provide details and projected costs if options become available.

On Sunday, March 22, the Government of Bolivia implemented a total quarantine in the country for 14 days to combat the spread of COVID-19:

- All persons are to remain in their homes 24 hours a day with an exception made for emergencies.
- Grocery stores and food markets will be open until noon each day, with one person per family authorized to leave their residence to buy food. Food and basic provisions will continue to be transported around the country.
- Health services will remain available 24 hours per day and pharmacies will continue their regular hours.
- Public and private transportation is suspended.
- Cuts to basic utilities and internet are prohibited.
- The government also closed all schools, universities, bars, gyms, and parks.
- Several departmental governments have imposed curfews and restricted travel.

For the most up to date information, go to: <https://bo.usembassy.gov/covid-19-information/>

BRAZIL

The U.S. Embassy and Consulates in Brazil continue to provide emergency services to U.S. citizens.

Brazil has closed all land borders as of March 19. There are no entry restrictions for U.S. citizen visitors arriving by air or sea, but this may change with minimal warning.

Silver Shadow: The U.S. Embassy in Brazil and Consulate General in Recife are coordinating with Royal Caribbean, other U.S. and Brazilian federal, state, and local government partners on a special charter flight to return 103 U.S. citizens and two U.S. lawful permanent residents on board the Silver Shadow in Recife, Brazil to the United States. We are working to make final arrangements for departure as soon as possible. The U.S. Embassy and Consulates in Brazil have no higher priority than ensuring the welfare and safety of U.S. citizens overseas.

Individuals concerned about a U.S. citizen passenger may contact the U.S. Consulate General in Recife at RecifeACS@state.gov.

For the most up-to-date information, go to: <https://br.usembassy.gov/covid-19-information/>.

CAMEROON

The U.S. Embassy in Cameroon continues to provide emergency services to U.S. citizens.

The Cameroonian Prime Minister has announced that as of March 18 all land, sea, and air borders are closed until further announcement due to COVID-19. **American citizens with questions should contact Embassy Yaoundé's Consular Section at YaoundeACS@state.gov.**

The Embassy is aware of the hardship the border closures and other restrictions are creating for U.S. citizens who need to get to the United States. We are exploring all options to address the current travel disruptions.

For the most up-to-date information, go to: <https://cm.usembassy.gov/health-alert-u-s-embassy-yaounde/>.

ECUADOR

The U.S. Embassy is working to facilitate return travel home. U.S. citizens seeking assistance to depart Ecuador should complete [this form](#). The U.S. Embassy will contact registrants if additional departure options become available.

If you are unable to use [this form](#), please provide us with the following information by emailing QTOUSCitizen@state.gov:

- Your full name as spelled in your passport
- Information we can use to contact you now – a current phone number and email address
- Your date of birth (MM/DD/YYYY)
- Your passport number, and its date of issuance and expiration. If it is not a U.S. passport, please note the country that issued it. Please also note any non-U.S. citizen immediate family members traveling with you.
- Please note your current location (city and country) and any special needs you may have, such as medical issues.

For individuals currently in the Galapagos Islands: The Government of Ecuador is collecting information from people who wish to depart from Galapagos. Please fill out [this form](#) so that they can contact you directly.

This website includes all of the information we currently have for U.S. citizens wishing to depart Ecuador. Please return here often as we will update this site with any new information.

The U.S. Embassy is aware of the following potential flight options for U.S. citizens who wish to return to the United States:

- **Private charter flights from Guayaquil to Miami.** Interested travelers should contact the airline directly at +1-855-216-7601, +1-877-971-0919, or +1-201-526-7616.
- **TAME flights departing Quito to Fort Lauderdale,** including on Monday, March 23 at 2:00 a.m. Interested travelers should visit <http://www.tame.com.ec/>
- **United Airlines flights departing Quito to Houston:** Interested travelers should book directly through United at <https://www.united.com>.
- Do not travel to the airport without a confirmed itinerary and please make sure you are aware of current curfew guidance (starting at 4:00 p.m. in Guayaquil and 7:00 p.m. in Quito).

At this time, we are not aware of any other flights departing Ecuador to the United States.

Due to the current nationwide quarantine and travel restrictions, U.S. citizens located outside of the Guayas province may not be able to travel to Guayaquil for flights departing from the Guayaquil airport. **Here is a letter from the U.S. Ambassador to Ecuador, Michael Fitzpatrick, that may assist with cross-provincial travel should individuals decide to journey to Guayaquil. However, please note that the U.S. Embassy does not have confirmation from the Government of Ecuador that this document guarantees or grants special permissions for transit. The letter may be of use when presented in conjunction with a U.S. passport and proof of a confirmed flight, and a “salvoconducto” if possible.**

U.S. citizens who wish to depart Ecuador should contact commercial airlines directly. You may also monitor the websites for the [Quito airport](#) and the [Guayaquil airport](#), as they may have more updated information about available flights.

For the most up-to-date information, go to: <https://ec.usembassy.gov/covid-19-information-ecu-2/>.

EL SALVADOR

The U.S Embassy in El Salvador is actively working to support U.S citizens who wish to return home. We are currently experiencing a high volume of calls. **In an effort to better serve you, we ask that you complete our online form.** Please continue to monitor the

Embassy's website and social media accounts for updates. <https://forms.gle/WZou88miMJjr6P89>

The United States Embassy in El Salvador continues to arrange transportation options for U.S. citizens seeking to return to the United States. We are in the process of coordinating evacuation flights from the international airport in El Salvador. These flights are for U.S. citizens and Lawful Permanent Residents of the United States. We are actively working to arrange additional travel possibilities. We urge travelers not to go to the airport without first receiving confirmation from the U.S. Embassy with official flight details.

We are compiling a list of persons seeking to return to the United States. If you have not already done so, please enroll in STEP (see below). If you have not already registered your interest in returning to the United States through the form on our website, please send your name and contact information to our email address, SanSalvadorUSCitizen@state.gov, so that we can contact you as soon as we have any updates. Due to high call volume, we recommend you utilize these communication options.

Your email message should include the following information:

- Your full name as spelled in your passport.
- Information we can use to contact you now – a current phone number and email address.
- Your date of birth (MM/DD/YYYY).
- Your passport number, and its date of issuance and expiration. If it is not a U.S. passport, please note the country that issued it. Please also note any non-U.S. citizen immediate family members traveling with you.
- Please note your current location (city and department) and any special needs you may have, such as medical issues.
- Billing address in the United States.
- Emergency contact in the United States.
- Emergency contact phone number.

Commercial Transportation Options:

- Eastern Airlines notified the U.S. Embassy they will offer a commercial flight from El Salvador to Houston, TX on Wednesday, March 25. Eastern Airlines is a private company and this flight is not arranged by the U.S. government. You can purchase a ticket by visiting <https://goeasternair.com/>. Please do not contact the Embassy to purchase a ticket.
- Avianca Airlines notified the U.S. Embassy that it created an [online signup page for travelers to express interest in flights departing from El Salvador to the United States](#). These are not guaranteed flights, but rather Avianca is compiling a list of individuals interested in returning to the United States. If you are interested, please respond immediately through the link. Please do not contact the Embassy to purchase a ticket.

All travelers should be aware of the following:

- Anyone with flu-like symptoms will not be allowed to board a flight. Travelers exhibiting flu-like symptoms should not come to the airport. These individuals should self-quarantine and seek medical attention if their symptoms worsen.
- We strongly recommend U.S. citizens utilize a private taxi service (yellow cab) to transit to the airport. The Government of El Salvador has authorized the use of these taxi services during the nation-wide quarantine. We suggest travelers carry additional cash for their trip to cover any unexpected expenses.
- Normal services at the airport are closed. Please take snacks, food, and water that you may need for your trip.

The U.S. Embassy will continue to provide emergency services to U.S. citizens.

The U.S. Embassy in El Salvador will provide more information as it becomes available. **For the most up-to-date information, go to: <https://sv.usembassy.gov/covid-19-information/>.**

ETHIOPIA:

The U.S. Embassy in Ethiopia continues to provide services to U.S. citizens.

The U.S. Embassy is monitoring the current situation in Ethiopia. The Embassy is aware of the hardships that travel restriction and flight cancellations are creating for U.S. citizens who need to get United States. We are exploring all options to address the current travel disruptions. If you have not done so, please enroll in the Department of State’s Smart Traveler Enrollment Program (STEP) so U.S. Embassy Addis Ababa can contact you with updated information and in an emergency.

Although there are no new entry/exit restrictions at this time, the situation could change very rapidly. We strongly encourage you to continue working with your airline and/or travel arranger.

For the most up-to-date information, go to: <https://et.usembassy.gov/covid-19-information/>.

GHANA

If you are interested in being contacted in the event that additional flights or repatriation flights to the United States are scheduled, please send an email to ACSAccra@state.gov with the subject line “**Return Travel to the U.S.**” and include the following information for each U.S. citizen or U.S. legal permanent resident guardian accompanying minor children in your family or group:

- Full name as it appears on your passport
- Citizenship (only for Legal Permanent Residents of the U.S.)
- Passport number
- Date of birth
- Date of passport issuance and expiration
- Email address and contact phone number

Please do not call the Embassy to confirm receipt of your email; we will contact you if a flight is arranged and you are confirmed for a seat on one of these flights. In the event these flights are full and there is still demand, we will make every effort to arrange additional flights. Unless you receive an email from U.S Embassy Accra confirming your flight, please do not come to the Embassy or go to the airport in Accra.

GUATEMALA

The U.S. Embassy in Guatemala continues to coordinate charter flights through American Airlines from La Aurora airport in Guatemala City to the United States. We do not know when regular commercial flights will resume in Guatemala after these U.S. government-coordinated charter flights, but urge travelers to continue to check the availability of commercial flight options.

The next series of U.S. government-coordinated flights will occur on Tuesday, March 24th and Wednesday, March 25th – at 9:17am and 11:47am each day, departing for Dallas-Ft. Worth airport. Please continue monitoring U.S. Embassy online accounts ([Website](#), [Twitter](#), [Facebook](#)) for updated information. We do not anticipate more U.S. government-coordinated flights at this time.

The U.S. Embassy urges any interested travelers *NOT* to arrive at La Aurora airport in Guatemala City until they have received an official communication from the U.S. Embassy with confirmed flight details and booking. You will not be permitted to enter the airport without confirmation from the U.S. Embassy of a seat on the flight.

Travelers who have received an official communication from the U.S. Embassy with confirmed flight details and booking are reminded of the following upon their arrival at La Aurora airport in Guatemala City:

There will be U.S. Embassy staff present outside of the Departures terminal. Please speak to these representatives to confirm bookings.

You will be required to sign a promissory note prior to boarding. This is in effect a promise to repay the U.S. government for the cost of the flight, which is currently approximately \$605 (subject to change).

We are unable to accommodate pets and emotional support animals. Only trained Service Animals will be permitted with proper documentation. Travelers must coordinate directly with American Airlines upon arrival at the airport at least three hours before departure.

Luggage policy is one checked bag (max. weight 50 lbs), one carry-on, and one personal item.

If you have not received a specific flight assignment please complete secure form located at the following link: <https://bit.ly/3adnsD1> (even if you have already submitted your information via email).

As a reminder, under U.S. law, passengers on a U.S. government-organized charter flight are responsible for paying the cost of their ticket, which is currently approximately \$605 (subject to change). You must sign a promissory note before boarding. No cash or credit card payments will be accepted. You will be responsible for any arrangements or costs (lodging, onward destination or local transportation, etc.) beyond your initial destination in the United States. Exact departure time and routing are subject to change.

****Please note: Since flights may occur on short notice and all flights will depart from La Aurora airport in Guatemala City, we urge eligible travelers who are currently outside of the Guatemala City metro area to immediately travel to Guatemala City. Your travel must comply with the curfew requirements set by the Government of Guatemala. Remember that public transportation is suspended, so you should explore private options such as shuttles or ride-share options to arrive to Guatemala City.**

****Please note: Anyone with flu-like symptoms will not be allowed to board a flight and should not come to the airport.**

If you have not done so already, and you want to depart on a U.S government charter flight from Guatemala City, please email the information, requested in the bullets below, to AmcitsGuatemala@state.gov. Do not send an additional request if you have done so previously and received a response from the Embassy that you have been added to the list.

In your email please provide the following:

- Full name
- Passport number and expiration date
- Citizenship
- Date of birth
- Gender
- Email address
- Phone number
- City where you are traveling from in Guatemala to Guatemala City

Flight seats will be prioritized for U.S. citizens and their eligible family members (including those with identified health concerns), Legal Permanent Residents of the United States, and then

others as seats may become available. Please do not call the Embassy to confirm receipt of your email — we will contact you if you are confirmed for a seat.

For the most up-to-date information, go to: <https://gt.usembassy.gov/alert-covid-19/>.

HAITI

The U.S. Embassy in Haiti continues to provide emergency services to U.S. citizens.

We understand the challenges that the rapidly evolving international response to the COVID-19 pandemic is causing U.S. citizens who are seeking to return to the United States. The U.S. Embassy in Haiti is working closely with the State Department Repatriation Task Force to assist U.S. citizens who wish to depart Haiti, while observing the Haitian Government's measures to contain the spread of COVID-19.

As of March 22, Eastern Airlines (a private company) has the permission of the Haitian government to operate repatriation flights for American citizens wishing to depart Haiti.

These are direct charter commercial flights, for which passengers must book and be ticketed directly with the airline. Complete information, including the scheduled times, costs, ticketing information, can be found on Eastern Airlines website at: <https://goeasternair.com/>.

U.S. citizens should:

- Check with your airlines regarding any updated information about your travel plans and/or restrictions.
 - Monitor the Embassy's website for the most up-to-date information: <https://ht.usembassy.gov/u-s-citizen-services/>
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HONDURAS

The U.S. Embassy in Honduras continues to provide emergency services to U.S. citizens.

On March 26, United Airlines will resume commercial flights from Tegucigalpa and San Pedro Sula. U.S. travelers should reach out directly to United to make flight arrangements. You will find contact information below. Please note: seats will only be available for United via the contact information below. Please see the attachment for more information. United asks that the phone number or email address be provided along with the travel itinerary when contacting them about these options.

United Airlines
Email: ventas.sap@united.com
WhatsApp: (+504) 9899-2978

American Airlines also informed us they will begin regular commercial flights from Honduras this week. Tickets can be booked online for March 26 and March 27 dates.

The following organizations below have also scheduled charter flights from Roatan and San Pedro Sula and have availability. U.S. travelers are encouraged to reach out directly to make flight arrangements.

Global Guardian

Two flights scheduled for tomorrow, Tuesday, 23 March 2020 at 3pm local:

Roatan, Honduras – 150 seats available

San Pedro Sula, Honduras (SAP) – 150 seats available

Contact Info

Email: operationscenter@globalguardian.com

24/7 Operations Center

Phone: +1 (703) 566 9481

College View Church in Lincoln Nebraska
The aircraft will seat 150 people – about 100 seats are still available

Departing San Pedro Sula at 8:00 AM on
Wednesday 3/25

Email: michael.paradise@collegeviewchurch.org

Phone: +1 (402) 416-0496

For the most up-to-date information, go to: <https://hn.usembassy.gov/u-s-citizen-services/covid-19-information/>.

HUNGARY

The U.S. Embassy in Hungary continues to offer emergency services to U.S. citizens. U.S. citizens with urgent concerns should call (36-1) 475-4164 or email acs.budapest@state.gov.

The Hungarian government has closed all land borders to non-Hungarian citizens, with the exception of EEA citizens holding a residence permit. **For departing passengers with cancelled flights, travelers should check carrier schedules for the latest updates and work directly with the carrier or travel agent to arrange or reschedule travel.**

For outgoing road or rail travelers, the latest information is that all of Hungary's contiguous land borders are closed to all except citizens of a respective country.

U.S. citizens who are considering returning to the United States should work with their airlines to make travel arrangements while flights are still available. In case commercial transportation options cease to be available, we are compiling a list of persons seeking to leave Hungary. Please enroll in STEP and provide your name and contact information to our email address: HungaryUSCitizen@state.gov so we can contact you as soon as we have any updates.

Your email message should include the following information:

- Your full name as spelled in your passport
- Information we can use to contact you now – a current phone number and email address.
- Your date of birth (MM/DD/YYYY)
- Your passport number, and its date of issuance and expiration. If it is not a U.S. passport, please note the country that issued it. Please also note any non-U.S. citizen immediate family members traveling with you.
- Please note your current location (city and country) and any special needs you may have, such as medical issues.

For the most up-to-date information, go to: <https://hu.usembassy.gov/covid-19/>.

KUWAIT

Since March 14, the Kuwait International Airport has been closed until further notice to all commercial flights except for arriving Kuwaiti citizens and their immediate relatives who are traveling with them. Cargo air traffic will continue to be permitted. Some evacuation flights for Lebanese and Egyptian nationals have taken place since the closure of the airport.

Due to reduced staffing for social distancing at the U.S. Embassy, all routine immigrant and nonimmigrant visa appointments are canceled until further notice. Passport services for U.S. citizens, and official government and emergency visa processing, will continue to be available.

Kuwait has closed its airport and land border with Iraq. Persons who have been in Kuwait in the previous 14 days will not be permitted to enter or transit Saudi Arabia, irrespective of visa or residency status. Saudi Arabia has restricted land border crossings to Kuwait to commercial traffic only (<https://sa.usembassy.gov/u-s-citizen-services/covid-19-information/>).

MOROCCO

During this time, **the Consular Section of the U.S. Consulate General in Casablanca is providing emergency services only.** If you require an emergency service, please write to ACSCasablanca@state.gov.

We understand the challenges that the rapidly evolving international response to the COVID-19 pandemic has caused U.S. citizens seeking to return to the United States. We are monitoring closely developments and will share additional information as it becomes available.

The Moroccan Government's Health Alert remains in effect. Movement during the day should be limited to work, shopping, medical care, purchasing medicine/medical supplies, and emergency

situations only. During the 6 PM to 6 AM curfew, movement restrictions will be strictly enforced. Travelers should expect to be stopped and questioned by police if transiting during these hours.

The American Citizen Services office is maintaining a list of U.S. citizens in Morocco who have been unable to return to the United States due to the suspension of regularly scheduled commercial flights from Morocco. If this situation applies to you, please email us at ACSCasablanca@state.gov.

For the most up-to-date information, go to: <https://ma.usembassy.gov/25161/>.

NICARAGUA

The U.S. Embassy in Nicaragua continues to provide emergency services to U.S. citizens.

American Airlines plans to suspend flights to and from Managua beginning March 27, 2020; Spirit Airlines will do the same beginning March 24, 2020; and United Airlines beginning April 1, 2020.

With the outbreak of COVID-19, other airlines have suspended or may soon suspend service from Nicaragua. **U.S. citizens planning to leave Nicaragua should contact the airlines operating out of Nicaragua directly for updates on flight cancellations and suspension of services.**

Airline contact information is available on the Managua airport website: <https://www.eaai.com.ni/en/aerolines-internationals>

For the most up-to-date information, go to: <https://ni.usembassy.gov/covid-19-information/>.

PANAMA

The U.S. Embassy in Panama continues to provide emergency services to U.S. citizens.

Effective at 11:59 p.m. on Sunday, March 22, Panama suspended all commercial flights into and out of Panama for at least 30 days. There will be exceptions for cargo, humanitarian, medical supplies, and government aircraft flights. Any U.S. Citizens remaining in Panama should be prepared to remain indefinitely.

For those U.S. citizens unable to depart Panama, the Panamanian Tourism Authority has confirmed that certain hotels and tourist accommodations remain open for those foreign visitors

already in Panama and unable to depart the country. Questions about accommodations can be directed to the Tourism Authority at 6330-2520 or contacto@atop.gob.pa.

For the most up-to-date information, go to: <https://pa.usembassy.gov/covid-19-information/>.

PARAGUAY

The U.S. Embassy in Paraguay continues to provide emergency services to U.S. citizens.

The Paraguayan government is [prohibiting the entrance of non-residents](#), with limited exceptions, from March 18 to March 30. Paraguay has also [closed several border crossings](#) to the movement of people.

Multiple neighboring countries have also imposed border and travel restrictions – please see the webpages for [Argentina](#), [Bolivia](#), [Brazil](#), [Chile](#), [Colombia](#), [Panamá](#), [Peru](#) and [Uruguay](#) (for information on ability to enter or transit those countries). Commensurate with these border closures, commercial airlines are also reducing flights.

Paraguay requires all persons arriving to Paraguay to remain in isolation in their own homes until the 14-day incubation period has passed, regardless of whether symptoms are present. For more information please click [here](#). (Paraguayan Ministry of Health)

On March 10, the Paraguayan government issued a [decree](#) suspending schools and all public and private gatherings for 15 days. Parks, bars, theaters and other public venues are closed. The government urged all public and private institutions, to move immediately to social distancing and maximum teleworking. Starting on March 16, the Paraguayan government has established a [curfew](#) between 08:00 PM and 04:00 AM in which circulation of persons and vehicles would be restricted.

For the most up-to-date information, go to: <https://py.usembassy.gov/covid-19-information/>.

PERU

U.S. Embassy Lima continues to provide emergency American Citizen Services.

The U.S. Embassy in Lima continues operations and is coordinating with the Peruvian Government to arrange repatriation flights over the next few days for U.S. citizens to return to the United States. To date, approximately 700 Americans departed Peru on these flights. Be advised that air traffic is limited to only repatriation travel, and travel for U.S. citizens facilitated

through the U.S. government. Beware of scams. Up-to-date and credible information can be found on the U.S. Embassy's website and Facebook page.

If you have not yet contacted us and are interested in an evacuation/repatriation flight, please e-mail LimaACS@state.gov with the subject line "Flight Registration: LAST NAME, FIRST NAME."

In your e-mail please provide the following for each traveler:

- Full name
- U.S. Passport number
- Date of birth
- Gender
- E-mail address
- Phone number
- Current location and address
-

If you have already provided your information to LimaACS@state.gov or CuscoACS@state.gov, we will contact you with instructions once we have additional guidance. Please do not send repeat emails.

You will receive an e-mail from the Embassy once you are added to a flight manifest. Please note, flights are not free, but you will not be asked to pay up front. See [here](#) for more details on costs and the promissory note process.

Only confirmed passengers may board flights. If you do not receive an email confirming you are on the flight manifest, please do not go to the airport.

U.S. citizens not in Lima or Cusco who are interested in charter flights should shelter in place until receiving flight information and transportation details from the Embassy. The Embassy is working with Peruvian authorities to ensure smooth transit for confirmed passengers within quarantine protocols.

Lawful Permanent Residents (LPRs) accompanying unaccompanied minors or those with medical conditions, as well as medical and health professionals working on the COVID19 worldwide response such as doctors and health professionals may be eligible for the charter flights.

The U.S. Embassy in Lima recommends U.S. citizens in Peru to adhere to all quarantine measures.

U.S. citizens not in Lima or Cusco who are interested in charter flights should shelter in place until receiving flight information and transportation details from the Embassy. The Embassy is working with Peruvian authorities to ensure smooth transit for confirmed passengers within quarantine protocols.

The Government of Peru is encouraging U.S. Citizens to register using the following link: [iPeru through The Peruvian Ministry of Foreign Trade and Tourism \(MINCETUR\)](#)

As this is a rapidly changing situation, please refer to the U.S. Embassy Peru's website at <https://pe.usembassy.gov/covid-19-information/> for the most complete and up-to-date information.

PHILIPPINES

The U.S. Embassy has been advised that sweeper flights operated by Cebu Pacific Airlines will be available on Wednesday, March 25, 2020 and Thursday, March 26, 2020.

Please contact Philippine Department of Tourism (DOT) representatives directly at the respective departure airports. The DOT created a Tourism Airport Team to provide 24-hour service to tourists at airports including assistance in arranging flights, securing bookings, transportation, meals and accommodation.

- The DOT Directory of Regional Offices can be found at: http://www.tourism.gov.ph/regional_offices.aspx
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POLAND

The U.S. Embassy and Consulate in Poland continue to provide emergency services to U.S. citizens.

UPDATED FLIGHT BOOKING PROCEDURE: The U.S. Mission to Poland is assisting LOT Polish Airlines with verifying eligibility for U.S. Citizens and Lawful Permanent Residents who wish to return to the United States on charter flights offered by LOT. Currently, seats are available on flights from Warsaw to Chicago on Wednesday, March 25. This is not a U.S. government operated or funded flight. Availability and cancellations are controlled by LOT. At this time, this is the only direct way to travel between Poland and the United States. The U.S. government is not evacuating U.S. citizens from Poland.

In order to book on the upcoming LOT flights, you **MUST** send an email to WarsawUSCitizen@state.gov (please note that this email address has been updated since our previous instructions). This email should include the following information for EACH traveler who will be flying (even small children):

- Your full name as spelled in your passport
- Information we can use to contact you now – a current phone number and email address.
- Your date of birth (MM/DD/YYYY)

- Your passport number, and its date of issuance and expiration. If it is not a U.S. passport, please note the country that issued it. Please also note any non-U.S. citizen immediate family members traveling with you.
- Please note your current location (city and country) and any special needs you may have, such as medical issues.

Once we have received this information, we will contact LOT Polish Airlines and a representative from LOT will contact you with instructions for how to book your tickets. LOT will reach out directly, possibly as late as the day of the flight. Please monitor your phone for this telephone call. By providing this information to us, you give your consent to our providing it to travel service providers for the purpose of facilitating your return to the United States.

Please note: we are monitoring the e-mail inbox during business hours and extra hours, however, because of the volume of requests we are receiving, it may be several hours before you hear a response from LOT. We are working closely with LOT to make every effort to ensure that every eligible traveler is given the opportunity to book a flight, however, we are not able to guarantee that you will be able to book a seat on the upcoming flights.

At this time, KLM is offering a Krakow-Amsterdam-Atlanta service. Visit their web page at KLM.com to book these flights directly.

For the most up-to-date information, go to: <https://pl.usembassy.gov/covid-19-information/>.

SENEGAL

The U.S. Embassy in Senegal continues to provide services to U.S. citizens at this time.

On March 19, the Government of Senegal announced the suspension of all air travel (with limited exceptions), both entering and leaving Senegal. The restriction went into effect on 20 March 2020 at 11:59 pm and will remain in place until 17 April 2020.

Beginning on March 19, 2020, the Government of Senegal instituted a mandatory 14-day quarantine for all travelers arriving on flights from COVID-19 affected areas (including the United States). All passengers will be held at the airport or another designated location throughout the quarantine period. Consular staff from the U.S. Embassy will not be able to visit or provide services to citizens during their quarantine.

On March 15, Peace Corps suspended activities in response to the ongoing COVID-19 outbreak, and is in the process of evacuating Peace Corps Volunteers globally with the intention of resuming activities at some point in the future.

For the most up-to-date information, go to: <https://sn.usembassy.gov/covid-19-information/>.

SOUTH AFRICA

The U.S. Embassy and Consulates in South Africa continue to provide services to U.S. citizens.

South Africa announced a 21-day lockdown effective midnight on Thursday, March 26, 2020, for all of South Africa. Most private Individuals will only be allowed to leave their homes under very controlled circumstances, including to seek medical care, buy food, or buy medicine. Additionally, all international travelers arriving from high-risk countries including the United States, after March 9 will be confined to their hotels until the end of their 14-day quarantine. The full text of the speech can be found here: <http://www.thepresidency.gov.za/speeches/statement-president-cyril-ramaphosa-escalation-measures-combat-covid-19-epidemic%2C-union>

We understand this raises many questions for U.S. citizens in South Africa, both those wishing to return to the United States and those planning to stay. We are in close contact with our Department of International Relations and Cooperation and Department of Home Affairs counterparts and will be pushing out more information in the coming days on exactly what this means for our U.S. citizens in South Africa.

If you wish to depart South Africa, please continue to work with your airline or travel agency to book a commercial flight as soon as possible. If you intend to stay in South Africa, we recommend citizens prepare to manage you and your family's needs during the lockdown.

If you are a U.S. citizen attempting to depart South Africa but have been unable to secure a commercial flight, please send the following information to ACS.Johannesburg@state.gov:

Full Name:

Telephone No:

Email Address:

Passport No:

Current Location:

Number of U.S. Citizens in Party/Group:

Please continue to attempt to secure a ticket on a commercial flight. Please be patient as we compile enquiries. We will contact you as soon as possible.

For the most up-to-date information, go to: <https://za.usembassy.gov/covid-19-information/>.

SPAIN

The U.S. Embassy and Consulate in Spain continue to provide services to U.S. citizens.

The current countrywide State of Alarm that severely restricts the movement of people and goods, as well as most commercial activity, very likely will be extended through April 12, 2020. U.S. citizens who live in the United States should arrange for immediate return to the United States, unless they are prepared to remain in Spain for an indefinite period.

U.S. citizens who wish to depart Spain should do so now. Options to return to the United States from Spain using commercial carriers, via direct flights or flights with layovers in third countries, are extremely limited. We expect commercial flights to end this week. We expect all hotels, hostels, and other accommodation to close this week.

Actions to Take:

- Follow instructions of Spanish authorities. Not doing so could result in arrest and potential fines.
- Visit the [Spanish Ministry of Health website for updated information](#).
- Visit our [Embassy webpage on COVID-19 for information on conditions in Spain](#).
- Visit the [Department of Homeland Security's website on the latest travel restrictions to the United States](#).
- Consult the [CDC website for the most up-to-date information](#) on COVID-19.
- Visit the [COVID-19 crisis page on travel.state.gov for the latest information](#).
- Work with your airline, travel provider, or hotel/lodging directly regarding any updated information about your travel plans and/or restrictions.
- Call Spanish emergency numbers 112 and 061 right away if you believe you may have COVID-19 (or similar symptoms) or were exposed to someone who may have COVID-19 in the last six weeks. For a list of local COVID-19 emergency numbers, please visit [this website](#).

For the most up-to-date information, go to: <https://es.usembassy.gov/covid-19-information/>.

TUNISIA

The U.S. Embassy in Tunisia continues to provide services to U.S. citizens.

As of March 18, the Government of Tunisia temporarily suspended all incoming and outgoing commercial flights to Tunisia. There is also a daily curfew in place, effective from 18:00 to 06:00. The Ministry of Health's requirement for 14-day self-isolation of all arriving passengers, regardless of citizenship or departure country, remains in effect.

Individuals who are exhibiting symptoms and/or have been exposed to an individual who tested positive for COVID-19 should immediately contact the Tunisian Ministry of Health urgent

medical services SAMU (190). Other COVID questions can be answered on the MOH hotline (green number free of charge) **80 10 19 19** (available 24/7).

For the most up-to-date information, go to: <https://tn.usembassy.gov/updated-covid-19-message/>.

TURKEY

On March 22, 2020, Turkish Airlines announced that international flights, except to New York JFK, Washington Dulles, Hong Kong, Addis Ababa, and Moscow, will be suspended from March 27, 2020. Travelers should be prepared for additional travel restrictions to be put into effect with little or no advance notice.

U.S. citizens who are considering returning to the United States are urged to work with their airlines to make travel arrangements while flights are still available. In addition, Turkish Airlines has cancelled passenger flights to/from other locations. For an updated list of cancelled flights visit the [Turkish Airlines website](#).

Visit the [Turkish Ministry of Transportation and Infrastructure website](#) and the [Turkish Directorate General of Civil Aviation website](#) for additional information on entry restrictions imposed by Turkey.

For the most up-to-date information, go to: <https://tr.usembassy.gov/>

UGANDA

The U.S. Embassy in Uganda continues to provide services to U.S. citizens.

The Government of Uganda has announced the closure of Entebbe International Airport effective at 12:00 a.m. March 23, as well as the closure of all land borders. No individual will be allowed to enter or depart Uganda by air, land, or water except for specific cargo vehicles which must follow strict Ministry of Health procedures.

The U.S. Embassy in Kampala has confirmed availability of seats on a commercial flight with Qatar Airways from Entebbe to Doha, Qatar on Wednesday, March 25 with an estimated departure time of 3:00 p.m. Please contact Qatar Airways at their Uganda call center at +256 417 800 900 or at +256 417 800 903 to express interest in this flight. At this time, the call center is collecting information on those interested in the flight. Once the flight is confirmed, Qatar Airways will contact those individuals and the flight will be posted to their website. Once the flight is posted on the website, travelers may also book the flight online, along with onward flights from Doha. If the call center at Qatar Airways says they are not accepting inquiries, ask to speak with a manager.

This is not a U.S. government operated or funded flight. Availability and cancellations are controlled by Qatar Airways. Currently, this is the only remaining way to exit Uganda following the airport closure. The U.S. government is not evacuating U.S. citizens from Uganda. While there is a chance an additional flight may be added depending on demand, at this time this is the only flight available. If you need to leave Uganda, consider contacting Qatar Airways as soon as possible about this flight.

The U.S. Embassy in Uganda is making this flight information available to potentially interested U.S. citizens and is liaising with the Ugandan government to allow the plane to land at and depart from Entebbe International Airport.

For the most up-to-date information, go to: <https://ug.usembassy.gov/covid-19-information-page/>.

UKRAINE

The U.S. Embassy in Ukraine continues to provide limited services, including emergency services, to U.S. citizens.

Ukrainian International Airlines (UIA) has announced it will operate a direct flight from Kyiv to New York City JFK airport on 25 March 2020 from Kyiv Boryspil Airport. At this time, this is the only direct way to travel between Ukraine and the United States. If you need to leave Ukraine, you should strongly consider booking this flight. U.S. citizens without a valid passport who wish to book this flight should contact kyivacs@state.gov to request information on how to obtain an emergency passport.

U.S. citizens interested in departing on this flight must book directly with UIA. Tickets are currently on sale through <https://www.flyuia.com/ua/en/information/fly-home>. This is not a U.S. government-operated or -funded flight. The Embassy is liaising with UIA to provide travel information for interested U.S. citizens. U.S. citizens who are unable to purchase tickets should contact the Embassy via email at kyivacs@state.gov. As we have additional information on this or other departure opportunities, we will notify registered U.S. citizens through STEP.

The Embassy is unable to assist travelers with transportation to the airport. Ukraine has suspended use of public transportation for non-essential workers. U.S. citizens will need to secure private transportation to the airport.

For the most up-to-date information, go to: <https://ua.usembassy.gov/covid-19-information/>.

URUGUAY

The U.S. Embassy in Uruguay continues to provide emergency services to U.S. citizens.

Most commercial airlines announced they will cease operations to and from Uruguay indefinitely beginning Sunday, March 22 due to restricted intermediary transit points between Uruguay and most other destinations.

Uruguay has implemented travel restrictions for travelers coming to Uruguay from the following countries: Italy, China, South Korea, Japan, Singapore, Iran, France, Germany, Spain and the United States. All travelers originating from these countries will be subject to 14 days of obligatory quarantine.

Travelers will need valid travel documents, such as passports and visas, as required by the Uruguayan government. No new documents are being required as a result of the worldwide outbreak.

Uruguay has tightened its controls at airports and ports in coordination with the Epidemiology Surveillance Unit within the Ministry of Public Health. In the case of suspected COVID-19 cases detected on flights to Montevideo or at the Carrasco International airport, the individuals will be transported by a disease control group via ambulance to a hospital, clinic, or home quarantine.

Uruguay has closed its border with Argentina; no travelers will be permitted to enter Uruguay from Argentina. Cruise ship passengers and crew are prohibited from disembarking in Uruguay.

For the most up-to-date information, go to: <https://uy.usembassy.gov/covid-19-information/>.