



HM Government

COVID-19 BORDER MEASURES IN ENGLAND

AVIATION INDUSTRY OPERATIONAL GUIDANCE

HM GOVERNMENT

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1 Document Scope

This document supersedes the “Revised Port Health approach in delay phase of COVID-19 response V1.1” document.

On 11 May, the Government published “Our plan to rebuild: The UK Government’s COVID-19 recovery strategy”, which stated that to manage the risk of transmissions being reintroduced from abroad, the Government would introduce several measures and restrictions at the UK border. These mandatory border measures fall into three categories:

1. Provision of public health information;
2. Public Health Locator Form;
3. 14-day self-isolation.

This document sets out the operational guidance for the aviation industry to implement the above COVID-19 border measures within **England**. Measures that are applicable to Wales, Scotland and Northern Ireland are referenced throughout the document and further information can be found within the annexes. This guidance is consistent with guidance being provided to the maritime and international rail sectors.

A process map that compliments the requirements of operators detailed within this document can be found at Annex A.

2 Provision of Public Health Information

From 8 June 2020, transport operators are required to ensure that passengers travelling to England by sea, air or rail from outside the common travel area are provided with information about coronavirus and coronavirus disease (COVID-19), and related duties and public health guidance, at three stages of the passenger journey:

1. At the booking stage
2. At the check-in stage
3. On board the vessel, aircraft or train

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 person. In practice, the reasonable steps may include writing to third parties (including via email) and asking that they provide the information to travellers at the stages that those third parties manage.

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.

Information on how to comply with these regulations has been published on [gov.uk](https://www.gov.uk).

Further information on the Health Protection (Coronavirus, Public Health Information for Passengers Travelling to England) Regulations 2020 can be found [here](#).

2.1 Booking Stage

At the booking stage, the information must either be provided orally or in writing, before the booking is made.

- a) **For online bookings**, a link to www.gov.uk/uk-border-control must be embedded on transport operators' websites, so that it is visible prior to completion of the booking. Transport operators must provide text alongside the link, informing travellers that they should read the latest public health advice. The precise words used are at operators' discretion so long as they convey that message. It is also at operators' discretion where on website pages the link and text are displayed, but they should be prominently placed.

- b) **For telephone and in person bookings**, operators must advise travellers to visit the government’s “Entering the UK” website, www.gov.uk/uk-border-control and ask travellers to confirm that they have the information and advise them to read it before travel.

2.2 Check-in Stage

At the check-in stage, the information must be provided either orally or in writing, at the time of check-in.

- a) **For digital check-in**, a link to www.gov.uk/uk-border-control must be embedded into the digital check-in pages or included within an email confirmation. Transport operators must provide text alongside the link, informing travellers that they should read the latest public health advice. The precise words used are at operators’ discretion so long as they convey that message. It is also at operators’ discretion where on digital check-in pages or in email confirmations the link and text are displayed, but they should be prominently placed.
- b) **For check-in at the airport**, the information must be provided either orally or in writing.

Where provided orally, operators must advise travellers to visit the government border control website, www.gov.uk/uk-border-control and ask travellers to confirm that they have read the information and if not advise them to read it before travel.

Where provided in writing, [government coronavirus resources](#) must be used. These are available in the form of a poster, digital screen or leaflet setting out the information (operators or those operating the check-in process have discretion as to which of these methods to use). These should be displayed on or adjacent to the kiosk or check-in desk where check-in takes place.

Government coronavirus resources are being updated to reflect the new measures. This page will be updated to notify operators when the relevant poster, digital screen and leaflet are ready for use.

2.3 During Flight

- a) **On-board announcement:** The information during the flight must be provided orally by way of an on-board announcement as scripted in Annex B. The on-board announcement must be completed in English

and an officially recognised language of the country of departure. Any changes required to the on-board announcement will be communicated when necessary.

- b) **General Aircraft Declaration Process:** Under regulation 12 of the Public Health (Aircraft) Regulations 1979 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 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.
- c) **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 England 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

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

The GAD process for England is set out at Annex A. Please contact the Devolved Administrations, details set out in Annex D, for information on the GAD process for Wales, Scotland and Northern Ireland.

The **enhanced GAD process** will remain under review as flight numbers increase and COVID-19 transmission globally is reduced.

2.4 Arrival at Airport

All ports should display UK Government coronavirus posters prominently and make leaflets easily accessible for all travellers, replacing these as updated and new materials become available. PHE and devolved health protection agencies can work with airports and airlines to adapt materials to specific formats, displays or sizes.

[Download coronavirus government poster and digital display resources for England](#)

For devolved administration information, please refer to Annex D.

3 Passenger Locator Form

All persons arriving in England from outside the common travel area must provide the [Passenger Locator Form](#) ahead of their arrival, unless they are [exempt](#). The form will collect information such as contact details, travel plans and address while in the UK, their flight number for their inbound travel and passport number, so that if individuals come into contact with someone who has COVID-19 whilst travelling they can be quickly identified and contacted with public health advice where appropriate. Upon completing the form, **individuals will be sent an electronic receipt**, confirming that they have completed the declaration, and the specific details entered.

Border Force are working with individual airports to ensure the configuration of Border Control can allow those individuals who have failed to complete the Passenger Locator Form to do so at the border. Border Force will be carrying out spot checks at the border and those who do not comply may receive a Fixed Penalty Notice of £100 for their first offence, with escalating penalties for subsequent offences. In addition, if the individual is neither a British citizen nor a non-British citizen resident in the UK a Border Force officer may decide that the individual should be refused entry on the basis that they are not conducive to the public good.

3.1 Requests to carriers

Carriers are requested to **check that passengers have completed the Passenger Locator Form ahead of flight, by checking the electronic receipt**.

Where passengers have not completed their Passenger Locator Form, carriers are requested to **remind passengers** of the need to do so, and the consequences of not completing it. Carriers are not asked to require passengers to complete the form or refuse boarding if not completed ahead of arrival into the UK, enforcement will be carried out by Border Force at the border.

It is at the carrier's discretion on how to and at which points in the passenger journey to check the electronic receipt, however outlined below are key parts of the passenger journey at when we would **strongly encourage carriers to check passengers have completed the Passenger Locator Form**.

- a) **Check-in stage at the airport:** We request that carriers **check that passengers have an electronic receipt for the Passenger Locator**

Form, at the check-in desk when passengers check-in at that airport. If passengers have not completed the form, carriers should **remind passengers** they could be subject to criminal sanctions upon arrival into England if they do not complete the form and to guide them to the website.

- b) **Bag drop-off:** While bags are dropped off and passports re-checked, we request that carriers **ask to see a copy of the passenger's electronic receipt**. If passengers have not completed the form, carriers should **remind passengers** that they could be subject to criminal sanctions upon arrival into England if they do not complete the form and to guide them to the website.
- c) **Boarding flight:** While checking boarding passes and passports, carriers are requested to also see passenger's electronic receipt. If passengers have not completed the form, carriers should **remind passengers** that they could be subject to criminal sanctions upon arrival into England if they do not complete the form and to guide them to the website.
- d) **At airport arrivals:** Through the use of signage and posters in passenger walkways from gate to border control. Border Force will provide airports with appropriate materials

3.2 Passenger Locator Form Exemptions

[A full list of exemptions has been published on gov.uk](#). Exemptions are specific to each measure (the requirement to complete the form and the requirement to self-isolate), therefore please carefully review the exemptions list for each measure. At the time of writing, **members of air crew are not exempt** from completing the Passenger Locator Form.

The exemption list will be subject to regular review to ensure exemptions remain proportionate and necessary and support the UK's roadmap to recovery. We will work in partnership with industry ahead of the first review point on 29 June.

4 14-day self-isolation

From 8 June, people entering England, who are not on an approved list of [exemptions](#), will need to self-isolate in an accommodation for fourteen days on arrival into the UK.

These rules are for UK residents and visitors. People will not need to self-isolate for 14 days if they're travelling to the UK from within the [Common Travel Area](#), that is:

- The UK, the Republic of Ireland, the Channel Islands and the Isle of Man.

However, if you arrive in the UK and have been outside the Common Travel Area within the last 14 days, then you will need to self-isolate for the remainder of the 14 day period, starting from when you arrived in the Common Travel Area.

In England, people can only leave their accommodation in limited circumstances. These include where:

- they need urgent medical assistance (or where their doctor has advised you to get medical assistance)
- they need access to basic necessities like food and medicines, but only in exceptional circumstances such as where they cannot arrange for these to be delivered
- they need to access critical public services such as social services and victim support services, but only in exceptional circumstances
- they need to go to the funeral of a close relative
- they need to fulfil a legal obligation such as participate in legal proceedings
- there's an emergency

People are not allowed to change the place where they are self-isolating except in very limited circumstances, including where:

- a legal obligation requires them to change address, such as where they are a child whose parents live separately, and they need to move between homes as part of a shared custody agreement
- it is necessary for them to stay overnight at accommodation before travelling to the place where they will be self-isolating for the remainder of the 14 days
- there's an emergency

They should not have visitors, including friends and family, unless they are providing essential care. The only friends and family who they can have

contact with are those who they travelled with or people who they are staying with.

Where those arriving are unable to demonstrate where they would self-isolate, they may be required to do so in accommodation arranged by the Government.

Those arriving into the UK for a shorter period than 14-days are required to self-isolate for the full time they are in the UK, and only leaving their accommodation to return to a port to depart the UK (by air, sea or rail) or as outlined above.

Border Force will remind individuals at the border of the requirement to self-isolate and Public Health England are arranging an assurance service and public health line that will call a random sample of arrivals to make sure they have the advice they need and check they are self-isolating.

4.1 Requirement for carriers

As part of the Provision of Public Health regulations, transport operators are required to ensure that passengers travelling to England by sea, air or rail from outside the common travel area are provided with information about coronavirus and coronavirus disease (COVID-19), related duties and public health guidance. This includes the provision of information to self-isolate on entering England. See section 2 for further information.

4.2 14-day self-isolation exemptions

[A full list of exemptions has been published](#), which include:

- transit passengers, i.e. individual transiting to a country outside of the UK, who remains airside and does not pass border control;
- civil aviation inspectors engaged on inspection duties;
- 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.

Note, exemptions do **not** apply if travelling as part of a personal trip. A separate Border Measures FAQ has been distributed with further details on exemptions.

Those entering the UK should also be aware that:

- People who fail to comply with the mandatory self-isolation condition could face enforcement action, including a fixed penalty notice of

£1,000 in England and Wales or criminal prosecution. We will keep this amount under review. Enforcement measures in Scotland and Northern Ireland will be announced soon.

4.2.1 Exemption Authentication Requirements

Border Force will carry out spot checks and remind individuals of the requirement to self-isolate at the border, therefore those exempt from the self-isolation measures require proof of exemption.

For pilots and crew travelling in the course of your work, you should show your crew badge or ID at the border confirming that you are aircraft crew.

For civil aviation inspectors engage on inspection duties, you should show the accreditation you have been given from the appropriate authority in your home country e.g. the Transport Department or Civil Aviation Authority.

5 Management of Symptomatic Passengers

[Separate guidance](#) has been published for the transport sector.

The Government advice is clear that you should not travel if you are symptomatic and must self-isolate. However, we recognise that a small proportion of people may develop symptoms during transit. This section provides operational guidance on isolation areas and onward travel.

5.1 Isolation Area for symptomatic passengers

All airports should identify an isolation area for use in the case of a seriously ill, symptomatic passenger requiring isolation whilst waiting for the local health response. The area will be dependent on local circumstances. For guidance, an outline of the expected and desirable requirements (Annex E), however the availability and configuration will be ultimately dictated by local circumstances.

5.2 Onward Travel for symptomatic passengers

To support controlling the spread of coronavirus, passengers are advised make their way home to self-isolate via the most direct route and avoiding public transport, where possible.

The onward travel process for passengers outlined below has been developed with Department for Health and Social Care and Home Office to support symptomatic passengers with onward travel by the safest means possible.

The below process will be managed by Border Force. Therefore, **upon notification of a symptomatic passenger either through the GAD process or within the airport, airport staff should inform Border Force as soon as reasonably possible.**

Onward Travel Pathway:

1. **Well passenger:** onward travel should be by private transport and only using public transport if you have no other option. Passengers should follow the latest advice on travelling safely.
2. **Identified Potentially Infected (Symptomatic):**
 - a. Traveller does not have any accommodation or safe accommodation (i.e. hostel) to self-isolate: Will be directed to under the Coronavirus Act 2020 to stay in accommodation arranged by the Government and will be transported to the accommodation by a Government transport service.

- b. Have safe accommodation but going on public transport: Will be directed under the Coronavirus Act 2020 to be transported to their own accommodation by a Government transport service.
- c. Have safe accommodation and safe transport (i.e. their own car): Travellers will take themselves home in their car, no intervention required.

3. Symptomatic Severe: ambulance to hospital

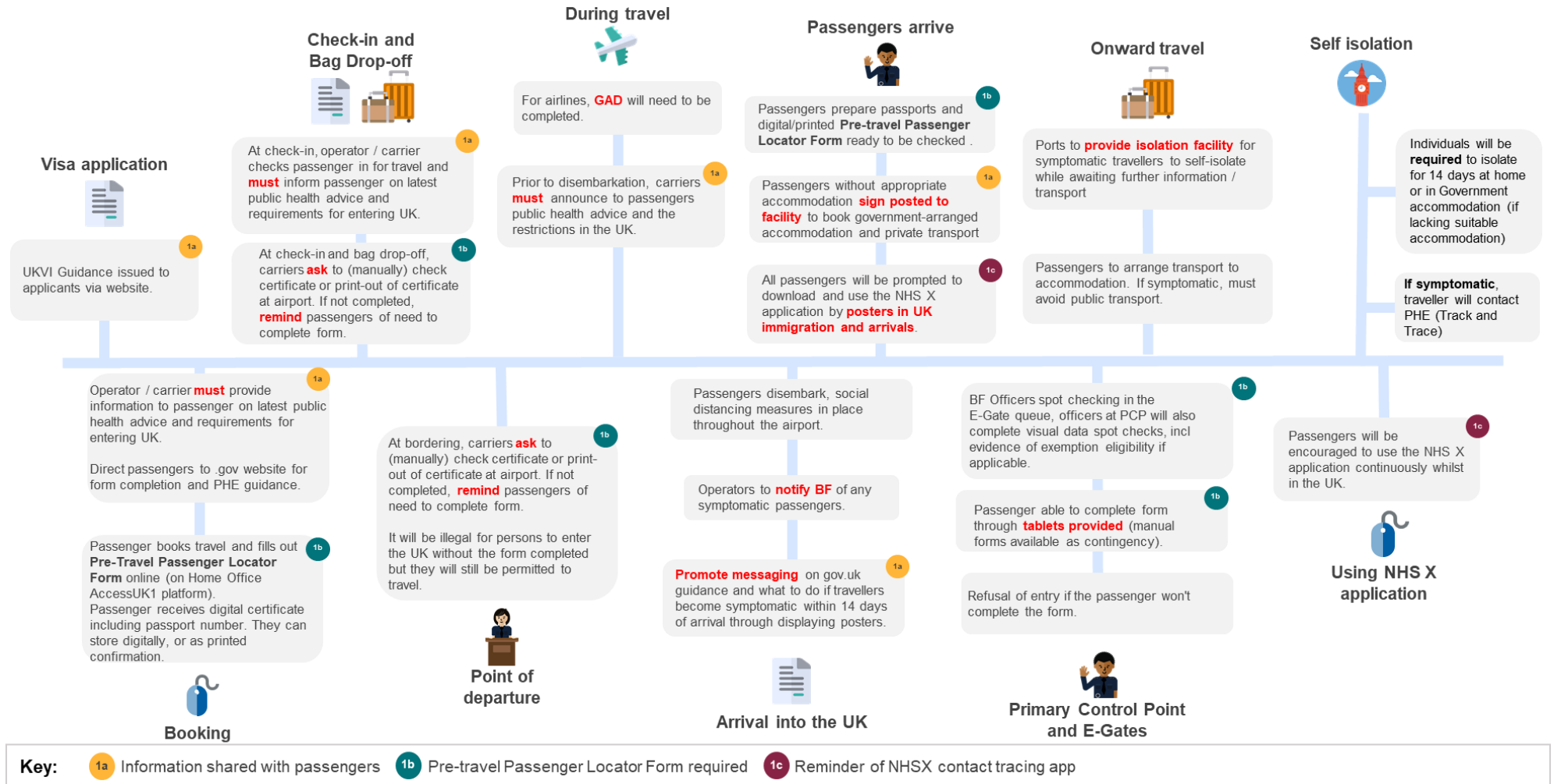
Border Force will be responsible for asking travellers of their onward travel and accommodation arrangements. Border Force will also be responsible for making the necessary arrangements to organise the government transport service and government facility.

Airports are requested to provide an isolation 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.

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Annex A Passenger Journey and Operator Requirements



Annex B On board announcement

From 8 June, the following on-board message should be delivered by all flights into the UK prior to disembarkation.

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

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

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:

1. wash your hands
2. avoid touching your face with your hands
3. catch coughs and sneezes in a tissue and dispose of it immediately

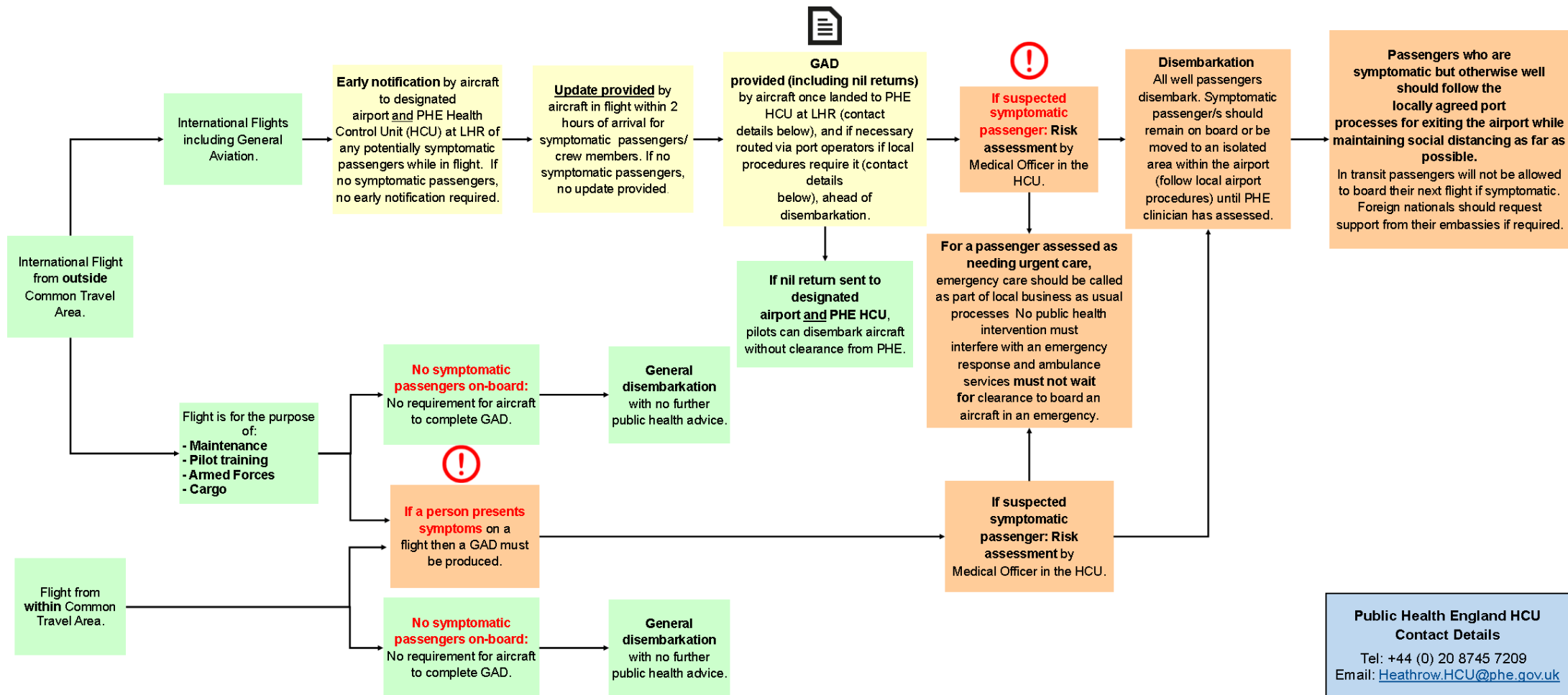
Before entering the UK, you must complete a contact locator form online. You must also self-isolate for the first 14 days after you arrive, unless you are in an exempt category. To view the exemptions list, visit [gov.uk](https://www.gov.uk).”

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

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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 England 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 **England only**. Please refer to Annex A, for information regarding Wales, Scotland and Northern Ireland. General Aircraft Declaration template can be found [here](#).



**Public Health England HCU
Contact Details**
Tel: +44 (0) 20 8745 7209
Email: Heathrow.HCU@phe.gov.uk

Annex D Devolved Administration Information

Please see below for key information links and contact details for Wales, Scotland and Northern Ireland.

Latest coronavirus (COVID-19) guidance for Devolved Administrations

- a. **Wales:** <https://gov.wales/coronavirus>
- b. **Scotland:** <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>
- c. **Northern Ireland:** <https://www.publichealth.hscni.net/COVID-19-coronavirus>; <https://www.nidirect.gov.uk/campaigns/coronavirus-COVID-19>

Public health campaign materials

- a. **Wales:** Contact Public Health Wales
- b. **Scotland:** <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/communications-toolkits-and-leaflets/coronavirus-covid-19-communications-toolkit>
- c. **Northern Ireland:** Contact NI Public Health Agency

General Aircraft Declaration Process

- a. **Wales:** Public Health Wales does not have a presence at ports. GADs should be sent to Cardiff International Airport at adm@cwI.aero and Port Health Authority at: porthealth-srswales@valeofglamorgan.gov.uk Early telephone notification by aircraft of symptomatic passengers while in flight to: Cardiff Airport Duty Manager (01446 712600) and Port Medical Officer, Public Health Wales Health Protection (Mon-Fri 9-5pm 0300 003 0032; outside of these hours 0300 123 9223).
- b. **Scotland:** All GADS should be sent to Public Health Scotland (PHS) AND should be submitted locally following local plans. In addition, where there is a suspect case on board, local Health Protection Teams should be informed prior to landing, and their instructions followed. Contact details for PHS are:
 - a. Tel: +44 (0)141 300 1414

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- b. Email: nss.hpscovid@nhs.net (Subject: Aircraft Declaration)

- c. **Northern Ireland:** the NI Public Health Agency (PHA) does not have a presence at ports. Communication between airlines and the PHA health protection team is via the Duty Manager at each NI airport in adherence to the NI Port Health Plan. GADs should be forwarded to the destination airport in adherence to protocol and a copy sent to the PHA GAD mailbox NIPortHealth@hscni.net.

Annex E Minimum Criteria Isolation Room

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

A) AIRSIDE

For one symptomatic individual

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 isolation 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
- first responders - <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders>

For multiple individuals need isolation – relatively uncommon scenario

- ideally multiple rooms as specified above, would need to be available

B) LANDSIDE

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

Annex F Useful links to COVID-19 guidance

Please see the following link for the suite of guidance materials produced across government

- <https://www.gov.uk/coronavirus>

In particular the following links to government advice may be useful to the industry

- <https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators#emergency-incidents>
- <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>
- <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders>
- <https://www.gov.uk/government/collections/coronavirus-COVID-19-personal-protective-equipment-ppe>

Note: This is a new virus and the understanding and science around it is developing rapidly. Best efforts are made to remove guidance that is out of date but please check that the guidance you are reviewing is the latest version.

Annex G NOTAM

Please see below for NOTAM that has been issued alongside this document, highlighting the on-board announcement. Airports are encouraged to issue a NOTAM highlighting the enhanced GAD process and requirement to complete the on-board announcement.

-----**NOTAM STARTS**-----

COVID19: CREWS/PASSENGERS REQUIREMENTS.

CREWS SHOULD COMPLETE THE ENHANCED GENERAL AIRCRAFT DECLARATION (GAD) PROCESS FOR ALL INTERNATIONAL FLIGHTS INTO ENGLAND, INCLUDING THE ACTIVE REPORTING OF NIL RETURNS.

FROM 8 JUNE, CREWS ARE REQUIRED TO BRIEF PASSENGERS VIA THE BELOW ANNOUNCEMENT IF LANDING IN ENGLAND.

THE FOLLOWING IS A PUBLIC HEALTH MESSAGE ON BEHALF OF THE UK'S PUBLIC HEALTH AGENCIES.

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:

1. WASH YOUR HANDS
2. AVOID TOUCHING YOUR FACE WITH YOUR HANDS
3. CATCH COUGHS AND SNEEZES IN A TISSUE AND DISPOSE OF IT IMMEDIATELY

BEFORE ENTERING THE UK, YOU MUST COMPLETE A CONTACT LOCATOR FORM ONLINE. YOU MUST ALSO SELF-ISOLATE FOR THE FIRST 14 DAYS AFTER YOU ARRIVE, UNLESS YOU ARE IN AN EXEMPT CATEGORY. TO VIEW THE EXEMPTIONS LIST, VISIT GOV.UK."

-----**NOTAM ENDS**-----