



Dubai travel mandates!

Dear Travel Partner,

Customers travelling from India to Dubai must take note of the following mandates.

Only the following categories of customers will be allowed entry to Dubai:

- o Valid UAE resident visa holders.
- o Members of the medical force/staff, including doctors, nurses and medical technicians.
- o Staff/employees of the educational sector, including professors and teachers, those who teach at universities, colleges, schools and institutions in the UAE.
- o Students who are currently studying in the UAE.
- o Those holding a valid visa, on humanitarian grounds and, i.e., cases of family reunion.
- o Diplomatic personnel between UAE and applicable countries, Employees/staff of local and federal government entities.
- o Those who are undergoing medical treatments in UAE.
- o UAE residents with golden or silver residency permits.
- o Expo 2020 international participants, exhibitors and personnel, sponsored by Expo 2020 organisers.
- Customers must carry a negative RT-PCR certificate in printed form, from a government-approved laboratory in India (ICMR) or a certified designated laboratory available on <https://www.icmr.gov.in/issued> no more than 48 hr before departure of the last direct flight to Dubai. The certificate issued shall be duly signed and stamped by relevant authorities and must only be in English or Arabic. Handwritten certificates shall not be permitted. 48 hr is calculated from the time of sample collection.
- The negative RT-PCR certificate held by the customer must have a QR code linking it to their original test report. It must have the date and time of sample collection, and the test result mentioned accurately. Customers holding a negative RT-PCR certificate without a QR code shall be denied boarding at the origin station. **Note: Children under 12 years of age are exempted from pre-RT-PCR test.**
- Customers are also mandatorily required to undergo a rapid PCR test within 4 hours of departure at the airport.
- All UAE residents who have Dubai issued residence visas must obtain GDRFA approval before travelling through https://smart.gdrfad.gov.ae/Smart_OTC Services Portal/ReturnPermitService.aspx. The approval should be issued on or after 05th August 2021.
- All customers transiting Dubai, must carry a negative PCR certificate in printed form, from a government-approved laboratory in India (ICMR) or a certified designated laboratory which is available on <https://www.icmr.gov.in/issued> no more than 72 hr before departure of the last direct flight to Dubai or less as per the requirements of the final destination. The certificate issued shall be duly signed and stamped by relevant authorities and must only be in English or Arabic. Handwritten certificates shall not be permitted. 72 hr is calculated from the time of sample collection.
- The negative PCR certificate held by the customer must have a QR code on it linking it to their original test report and must have the date and time of sample collection, and the test result mentioned accurately. Customers holding a negative PCR certificate without a QR code shall be denied boarding at the origin station. **Note: Children under 12 years are exempted from pre-RT-PCR test.**
- All customers must download the COVID-19 Dubai Smart app and generate a QR code on their device before entering Dubai.

We request you to inform our customers of these mandates and urge them to reach the airport at least 5 hr before their scheduled flight departure so they may have a hassle-free journey.

For further details, [visit goIndiGo.in](#)

Thank you for your continued support.

Regards,
Team IndiGo

IndiGo | goIndiGo.in

