

KLM INDIA OPERATIONS: ELIGIBILITY and PROCESS

KLM is operating flights from India in accordance with the "bilateral agreement" between India and The Netherlands. KLM is operating 7 weekly flights from 2 gateways ; Delhi & Mumbai.

- Sales via all direct and indirect channels. KLM websites and GDS are open.
- For legal compliance only KLM flight numbers to be used. (no codeshares permitted)
- To comply with regulations flights ex AMS will close 48 hours prior departure.

KLM operations from India are in compliance with the Standard Operating Procedures (SOPs) and regulations provided by the competent authorities in India.

• SCHEDULE (until 11th January 2021)

	FLIGHT	FREQUENCY	DEPARTURE	ARRIVAL	DEP TIME (LT)	ARR TIME (LT)	STYPE
AMSDEL	KL871	_2_45_7	AMS	DEL	12:40	01:10	787/777
	KL872	1_3_56_	DEL	AMS	03:20	07:40	787/777
AMSBOB	KL877	1_3_56_	AMS	BOM	11:55	00:40	787/777
	KL878	_2_4_67	BOM	AMS	02:30	07:25	787/777

• ELIGIBILITY - FLIGHTS FROM INDIA

1. Indian nationals destined to any country in EU / Schengen area, South America and Africa.
2. All foreign nationals destined for EU / Schengen area, South America and Africa. Their dependants / spouses accompanied or otherwise.
3. Seamen of any foreign nationality destined for countries in EU / Schengen area, South America and Africa.
4. Seamen holding Indian passport subject to clearance from Ministry of Shipping and destined for countries as mentioned above.

• ELIGIBILITY - FLIGHTS TO INDIA

1. Indian nationals permitted to travel from any country in EU / Schengen area, South America and Africa.
2. All OCI cardholders (Overseas Citizen of India) / POI cardholders (Person of Indian Origin) travelling from any country in EU / Schengen area, South America and Africa.
3. All foreign nationals from any country in EU / Schengen area, South America and Africa and their dependants / spouses accompanied or otherwise. Relevant category of dependent visa is required. Travel not permitted based on tourist visa.
4. Seamen of all nationalities from EU / Schengen area, South America and Africa.

• PLEASE NOTE:

- For travel to India, all suspended visas are restored effective 21st October 2020. Except electronic visas (e-visas), tourist visas and medical visas.
- **NOT IN SCOPE:** In compliance with the scope by authorities in India, travel is not permitted between India - USA, UK and Canada on KLM flights.
- Passengers are personally responsible to ascertain eligibility based on entry requirements applicable at destination, health certification requirements and latest valid visa regulations.
- For travel ex India, recommended to report at the airport, at least **4 hours prior departure**.

• PROCESS: FOR PASSENGERS ARRIVING TO INDIA

It is MANDATORY for passengers to adhere to the below regulations from Government of India. Non-compliance would lead to denied boarding.

1. Registration with the **Embassy of India** via https://docs.google.com/forms/d/1-Sev_hUZhFX3gyd_5kmABGKMLWQkTvgFzNrV9AP7KBM/viewform?gxids=7757&edit_requested=true as per Government of India norms
 - a. Passengers must register before purchasing tickets.
 - b. This portal is global in nature and passengers can register from any place in the world.
 - c. Passengers must have a copy of the registration confirmation at boarding in Amsterdam.

2. Passengers are required to submit “**Undertaking cum Indemnity Bond**” upon arrival in India. This form can be downloaded from www.klm.com ;country selection: India (to be printed and prefilled). Forms will also be available on-board upon request.
3. Bookings should be updated with valid email id for passengers. This is imperative to keep them updated of mandatory and important updates. Kindly refrain from using travel agency email ids.
4. Mandatory for all passengers to download the “**Aarogya Setu**” application on mobile devices.
5. **The Ministry of Civil Aviation India has issued new guidelines related to quarantine processes. This is applicable for passengers arriving to India with effect from 8th August. Please note the following process is in addition to the mandatory process as advised above:**
 - a. All passengers must submit a self-declaration via <https://www.newdelhiairport.in/airsuvidha/apho-registration> at least 72 hours prior departure.
 - b. **QUARANTINE AND SELF MONITORING REGULATIONS:**
 - i. It is mandatory for passengers arriving in India to submit a negative RT-PCR test report. This test should have been conducted within 72 hours prior to undertaking the journey. The test report should be uploaded on <https://www.newdelhiairport.in/airsuvidha/covid-19-exemption-international-passenger> for consideration. Each passenger shall also submit a declaration with respect to authenticity of the report and will be liable for criminal prosecution, if found otherwise. The decision taken by the government authorities as communicated via the portal will be final. Passengers are advised to carry a copy of the report to be produced on arrival if needed
 - ii. Passengers arriving without an RT-PCR negative certificate and wishing to seek exemption from institutional quarantine may also avail the facility available at the airports to undergo RT-PCR testing (where such provisions exist).
Information for arrivals in Delhi and Mumbai is available on the links below:
DELHI: <https://www.newdelhiairport.in/covid19> and <https://www.newdelhiairport.in/covid19-rtpcr-test-appointment-booking>.
MUMBAI: <https://csmia.aero/traveller.aspx>
 - iii. Passengers arriving in Delhi and Mumbai to undergo mandatory quarantine for 14 days. (7 days compulsory hotel / institutional at own expense + 7 days home).
 - iv. Passengers may seek exemption from institutional quarantine based on process and guidelines as mentioned above. (Refer paragraph 5. Bullet 5b.1)
 - v. Passengers arriving without RT-PCR negative certificate and not opting for RT PCR test at airport (if facility is available) / arriving at an airport where testing facility is not available will have to undergo mandatory 7 days’ institutional quarantine at own expense and 7 days’ home quarantine.
 - vi. In case institutional quarantine is required, passengers are recommended to pre-book hotels before departure. Strongly recommended to passengers to confirm & book directly with the hotel if empanelled by State Governments for COVID-19 quarantine
6. **IN TRANSIT:** Passengers in transit via the 2 gateways (Delhi and Mumbai) would be allowed to travel onwards, when the exemption from institutional quarantine requirement is granted in favour by the State authorities concerned of the first airport of landing on the basis of a negative RT-PCR test report, for which test was conducted within 72 hours prior to undertaking the journey.
7. Passengers are required to arrange an e-pass via the State Government to quarantine at their point of final destination. Passengers are personally responsible to reconfirm the regulations & arrange e-pass via the State Government / GOI websites. In absence of required documents, the procedure as applicable by the authorities will be final and binding.
8. Diplomatic, Official/ Service passport holders are allowed to do 14-days Home Quarantine. Dependent family members of diplomats with ordinary passport will have to undergo mandatory Institutional Quarantine for 7-days plus 7-days Home Quarantine.
9. Passengers are personally responsible to comply with regulations. Protocol, health measures & quarantine regulations related to COVID-19 implemented in India and as applicable at Destination State / Union Territories Government to be adhered.

In addition to above, all passengers are personally responsible to arrange and be in possession of the required health and travel documentation such as passport, visas, health certifications any relevant documents for ENTRY into India and confirmation of Embassy registration.

For more information visit www.agentconnect.biz

The regulations stated here are subject to updates.