



Department
for Transport

International Travel Restart

Stakeholder Communications Toolkit

June 2021

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Introduction

- This pack sets out the requirements for people travelling internationally from the UK.
- It sets out core messages to consumers to help them understand and comply with the various health requirements to travel internationally.
- This guidance refers to the requirements in England. In the UK, public health is a devolved matter. The requirements may differ in Scotland, Wales and Northern Ireland. Please check the relevant government websites for further information.



Working together to reopen international travel

- This pack summarises the key guidance for re-opening international travel.
- We've included quarantine, testing & PLF promotional assets for you to use throughout your customers' journey, to ensure passengers understand the new rules and requirements to travel internationally. Full guidance is on [gov.uk/coronavirus](https://www.gov.uk/coronavirus).
- We've also included example vaccine and testing documentation to help your staff identify the correct documentation passengers should be carrying.
- **Your support is greatly appreciated.** We are here to help by:
 - Providing a dedicated team to work with you and your colleagues to support the campaign.
 - Supplying you with the latest accurate and up-to-date messaging to share with your customers / members.
- There may be opportunities to collaborate with you on media.



Background

- The Government reopened international travel from England on 17 May, under the traffic light country system. This allows the public to identify countries they can visit, whilst protecting the wider UK public health and the necessary requirements in place to achieve this.
- The full list of countries, along with requirements, can be found [online](#). The page will include a “Green Watchlist” to help outbound travellers identify countries most at risk of moving from green to amber. Please visit gov.uk/travel-abroad for guidance.
- The Government’s priority remains to protect public health from COVID through these new travel measures and regulations. If you want to go abroad, there will be fewer holiday destinations to choose from. You should not travel to red or amber list countries.



We are driving awareness across multiple channels, including broadcast, radio, press, digital and social media.

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International Travel: Traffic Light System

All international travel into the UK is subject to additional COVID-19 health checks at the border, be prepared for longer wait times.

RED COUNTRIES	AMBER COUNTRIES	GREEN COUNTRIES
Should not travel.	Should not travel.	OK to travel.

Check before you travel at gov.uk/coronavirus

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International Travel: Red

Should not travel

Requirements apply to anyone who has been in or travelled through a red listed country in the 10 days prior to arrival in England.

PRE-DEPARTURE TEST	MANAGED QUARANTINE
You must show proof of a negative COVID-19 test taken no more than 3 days before your departure.	You must quarantine for 10 full days in a managed quarantine hotel.
When travelling to the UK from a red list country, you must arrive at a designated port.	Before you travel to England, book and pay for a quarantine hotel package which includes your hotel quarantine, transport and COVID-19 testing on day 2 and on or after day 8.

Check before you travel at gov.uk/coronavirus

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International Travel: Amber

Should not travel

Requirements apply to anyone who has been in or travelled through an amber listed country in the 10 days prior to arrival in England. If you travelled through a red listed country, you must follow measures associated with that list. Failure to comply with travel requirements could result in a fixed penalty notice of £5,000, rising to £10,000.

PRE-DEPARTURE TEST	QUARANTINE	TEST TO RELEASE
You must show proof of a negative COVID-19 test taken no more than 5 days before your departure.	You must travel directly to the place you are staying and not leave until 10 days have passed.	Before you travel to England, you can book a COVID-19 test to take 5 days after you arrive. The test will need to be recorded on your Passenger Locator Form.
PCR TESTING		
Before you travel to England, you will need to pre-book a private COVID-19 test to take on or before day 2 after your return to help identify any potentially harmful variants of COVID-19. Further testing on or after day 6 is also required, unless you have a positive result from your day 2 test.		

Check before you travel at gov.uk/coronavirus

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International Travel: Green

OK to travel

Requirements apply to anyone who has only been in or travelled through a green listed country* in the 10 days prior to arrival in England. If you travelled through a red or amber listed country, you must follow measures associated with that list.

PRE-DEPARTURE TEST	QUARANTINE
You must show proof of a negative COVID-19 test taken no more than 3 days before your departure.	N/A
PCR TESTING	
Before you travel to England, you will need to pre-book a private COVID-19 test to take on or before day 2 after your return to help identify any potentially harmful variants of COVID-19.	

*Excludes Common Travel Area

Check before you travel at gov.uk/coronavirus



Key Messages

Core Messages for UK travellers

- There are new travel restrictions and requirements in place to help stop the spread of coronavirus and its variants. Check [gov.uk/travel-abroad](https://www.gov.uk/travel-abroad) page to help plan your journey.
- You must check the entry requirement for your chosen destination before you travel. You may be required to evidence your COVID-19 vaccination status and/or show a negative PCR test result.
- You will need to take a pre-departure COVID-19 test within 72 hours of your return journey to England. Anyone testing positive prior to travel will not be permitted to travel back into England, will be required to follow local rules for isolation – you could incur additional costs during this period.
- Ensure you book COVID tests and complete relevant documentation (such as Passenger Locator Forms) for your destination and return to England.
- Those who have returned from red or amber list countries will be required to quarantine in a hotel (red) or at home (amber) for 10 days and take tests on or before day 2 and on or after day 8 of their quarantine. The Government has enhanced checks to make sure people are quarantining and anyone found to be non-compliant may be referred for police action, including a fine up to £10,000.
- Those who have returned from green list countries will be required to take tests on or before day 2. Tests and quarantine must be booked prior to your return to the England.



Key Messages

Additional Messages

- Ensure you book COVID tests and complete relevant documentation (such as Passenger Locator Forms) for your destination and return to England.
- Travellers may require their COVID-19 vaccination status (either via the app or in paper format) when abroad to prove that they have conformed with the destination country's requirements.
- There are new requirements when travelling to Europe in addition to COVID testing. Check:
 - ✓ your passport is valid using [gov.uk/check-passport](https://www.gov.uk/check-passport) and allow up to 10 weeks if you need to renew your passport.
 - ✓ your travel insurance covers all needs including healthcare and you have a valid GHIC or in-date EHIC on [nhs.uk/ghic](https://www.nhs.uk/ghic)
 - ✓ you have the correct driving documentation for your destination on [gov.uk/driving-EU-2021](https://www.gov.uk/driving-EU-2021)
 - ✓ requirements if travelling with a pet on <https://www.gov.uk/taking-your-pet-abroad/>
 - ✓ the new rules for [what you can take with you](https://www.gov.uk/what-you-can-take-with-you)
 - ✓ Sign-up for FCDO email alerts and check [FCDO travel advice](https://www.gov.uk/foreign-travel-advice) to get the latest updates for your destination.
 - ✓ And remember: You will need a visa or permit to visit the Schengen Area for more than [90 days in any 180-day period](https://www.gov.uk/visas)
- When returning to/arriving in England, be prepared for your arrival. Have all documentation ready, including your travel documents and your passenger locator form and be ready to remove face coverings where necessary. Please use the same passport or travel document that you entered on your passenger locator form.
- Passengers returning to England should check [gov.uk/travel-abroad](https://www.gov.uk/travel-abroad). Non-UK residents should visit [gov.uk/uk-border-control](https://www.gov.uk/uk-border-control)

Summary of Carrier Checks

Checks Mandated by UK Government

	Departing England	Arriving in England
Passenger Locator Form (PLF) For all passengers regardless of country they are travelling from.		✓
Passenger travelling to designated “Red” port For those passengers travelling from a “Red” list country.		✓
Pre Departure Test (PDT) (Negative result) For all passengers regardless of country they are travelling from		✓

Checks Mandated by Other Countries (Where Applicable)

	Departing England	Arriving in England
Vaccine passport certification Where the destination country asks for evidence of certification.	Check	
Additional country-specific requirements Passengers/carriers are encouraged to check local rules.	Check	Check

Where “Outbound” means travel from the UK to destination country, and where “Inbound” means return travel to the UK.



COVID-19 vaccination status - Background

- COVID-19 vaccination status is now available to people who live in England.

(<https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad>)

How to access a COVID-19 vaccination status :

- English passengers can access their COVID-19 vaccination status through the free [NHS App](#). Passengers can access the app through mobile devices such as a smartphone or by tablet. Proof of their COVID-19 vaccination status will be shown within the NHS App. We recommend that they register with the app before booking international travel.
- If they do not have access to a smartphone and know that the country they are travelling to requires COVID-19 vaccination status, they can call the NHS helpline on 119 and ask for a letter to be posted to them. This must be at least 5 working days after they've completed their full course of the vaccine. We expect the letter to take 7 working days to reach them.



COVID-19 status – what this means for your staff

- Demonstrating vaccination status is an additional layer of COVID-19 security that may be required to be undertaken by check-in staff because of destination country legal requirements for inbound travellers.
- Operators should acquire their own legal advice on destination country travel requirements for inbound passengers.

Check-in staff may be asked to check:

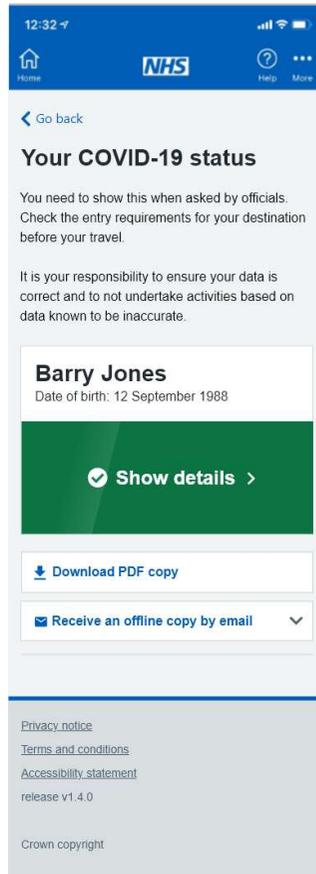
- The name on a passengers' COVID-19 vaccination status is the same as on their passport.
- The date of birth on a passengers' COVID-19 vaccination status is the same as on their passport.
- A passengers' COVID-19 vaccination status shows that they have had 2 doses of any approved vaccine.
- The security watermark on the paper format.
- If a passenger's status information is not correct, check-in staff need to inform the passenger that they are not able to travel and then notify the relevant authorities if required.



COVID-19 status – Examples

EXAMPLE COVID-19 vaccination status app screen shots

Sensitive Information



Authorised status:

- Green banner and 
- COVID-19 2 vaccines received

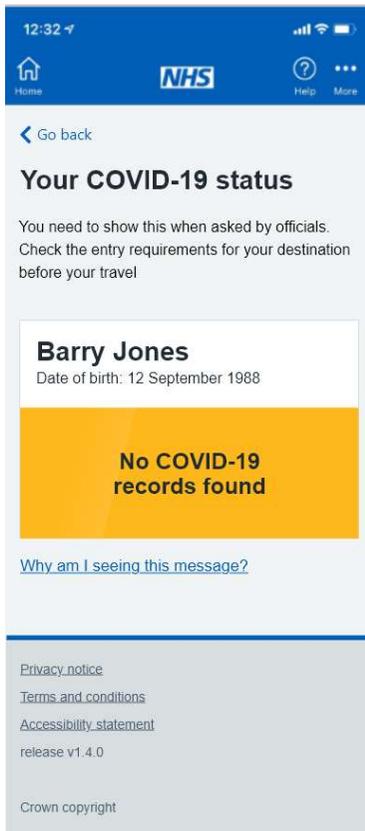
* Ask passengers to press the green banner on their app to then present their vaccine information



COVID-19 status - Examples

EXAMPLE COVID-19 vaccination status app screen shots

Sensitive Information



Unauthorised status:

- Amber banner
- No COVID-19 vaccine records found



COVID-19 status - Examples

EXAMPLE COVID-19 vaccination status paper format (the letter branding may change to include all four nations)

Sensitive Information

01GB-ENG168-g5df-wd1r-s1f5-s4f159

Your unique reference
This is to confirm your COVID-19 vaccination record

NHS

Emmanuelle Carrington Whittington-Cunningham
8888 Northumberland-Pembrokeshire Gardens
High Wycombe
Buckinghamshire
HP20 1UA

01/0001/0000001

27 May 2021

Coronavirus (COVID-19) vaccination confirmation: two doses received
This document is important. Keep it safe. It proves that you have been vaccinated.

Name: **Emmanuelle Carrington Whittington-Cunningham**
Date of birth: **15 October 1946**

Your NHS record now shows you have received two doses of the Pfizer-BioNTech COVID-19 vaccine.

Dose 1 of 2	Dose 2 of 2
Date: 2 February 2021	Date: 26 May 2021
Vaccine manufacturer: Pfizer-BioNTech	Vaccine manufacturer: Pfizer-BioNTech
Disease targeted: COVID-19	Disease targeted: COVID-19
Vaccine: mRNA	Vaccine: mRNA
Batch: BA 3489 98300	Batch: BA 3489 98300
Country of vaccination: UK	Country of vaccination: UK
Administering centre: High Wycombe South End Road community pharmacy	Administering centre: High Wycombe South End Road community pharmacy
Authority: [NHS Digital]	Authority: [NHS Digital]

Find out about COVID-19 symptoms, testing, vaccination and self-isolation on the NHS website: www.nhs.uk/coronavirus

Data protection: NHS England is responsible for processing your personal data for the purposes of the COVID-19 vaccination programme. To find out more, you can access our privacy notice at: www.england.nhs.uk/contact-us/privacy-notice or search for "NHS England Privacy Notice" in your website browser.

0000001

Authorised status:

Full course of COVID-19 vaccine received

Physical security features:

- Thermo-chromic ink (colour changes with heat)
- Micro text under barcode
- Guilloche pattern (wavy lines)- also known as numismatic pattern
- 'COPY' void mark (shown as grey box on mark up)



COVID-19 status – industry website information

- **Please display this information on all your passenger-facing channels**
- All English passengers can show their COVID-19 vaccination status when travelling abroad to countries or territories that have stated this as an entry requirement.
- Passengers need to have a full course of any approved vaccine (currently 2 doses) to be able to get their vaccination status.
- For more information about how to get your COVID-19 vaccination status visit: [Demonstrating your COVID-19 vaccination status when travelling abroad - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad)
- There are not many countries that currently accept proof of vaccination. Please check the entry requirements for your destination country on the [GOV.UK foreign travel advice pages](#)



Border Checks

- Reopening international travel while maintaining 100% health checks at the border means queues are inevitable.
- It takes a trained border force officer an average of 5-10 minutes to check a passenger has a valid negative PCR test, has booked follow-up tests, has filled out the form to allow us to contact trace them correctly, and has a quarantine hotel booking where necessary. Where people do not have the required paperwork it can take considerably longer.
- We understand that queues are frustrating but undertaking proper checks is the right thing to do to reduce the chances of a new variant of the virus entering the UK.



- **Further information to note**

The Managed Quarantine Service

- Quarantine reduces the risk of a new COVID-19 variant being transmitted from someone coming into England, protecting the UK's vaccination programme.
- **Everyone who enters England having travelled in a red or amber list country must quarantine on return, and should arrange this in advance.**
- **If you have travelled in or through a red list country in the last 10 days**, you must quarantine for 10 full days in a managed quarantine hotel and take a coronavirus (COVID-19) test on or before day 2 and on or after day 8 of quarantining.
- **If you are travelling from an amber list country**, you will need to quarantine for 10 days at home and take a coronavirus (COVID-19) test on or before day 2 and on or after day 8 of quarantining.
- You will not be able to leave quarantine until you have received a negative result from your day 8 test and quarantined for 10 days.
- If you are quarantining at home, you will receive a phone call to check and offer advice. You may also be visited at home to check you are complying. If after this visit you are suspected of not self-isolating, you may be referred to the police who can issue a fine of up to £10,000.
- For information on how to book your test package or hotel quarantine go to www.gov.uk/coronavirus
- The MQS can be booked here: <https://quarantinehotelbookings.ctmportal.co.uk/>.



Outbound Passenger Requirements: RED LIST

- You should not travel to red list countries or territories.
- Book a quarantine and testing package as required by your travel operator, airport and destination. The country you are travelling to may also require a test or quarantine.
- Check the travel requirements of your destination country before you leave.
- If you have to travel to a red list country, you will need to book a quarantine and testing package before your return to England.
- You can book your quarantine in England here: <https://quarantinehotelbookings.ctmportal.co.uk/>.



Inbound Passenger Requirements: RED LIST

- You should not travel to red list countries or territories.
- Book a quarantine and testing package before travel to England if you have travelled in a red list (or 'travel ban list') country in the past ten days.
- Take a pre-departure test and have proof of a negative result. You will also need to quarantine for 10 days in a managed quarantine hotel and take 2 PCR coronavirus (COVID-19) tests on or before day 2 and again on or after day 8.
- Only those with residence rights in the UK will be allowed entry if you have travelled to a red list country in the past 10 days.
- Information on how to book the quarantine package and the testing package and the list of banned (red list) countries can be found at www.gov.uk/coronavirus
- Fill out a Passenger Locator Form (PLF) to record details of the quarantine and testing booking. Individuals are subject to a £10,000 fine and imprisonment for knowingly filling out the form incorrectly. All travellers must complete the PLF before travelling to England.
- Please use the same passport or travel document that you entered on your PLF.
- There are exemptions. For the full details go to www.gov.uk/coronavirus



Outbound Passenger Requirements: AMBER LIST

- The government strongly recommends against travel to amber list countries or territories.
- Book a quarantine and testing package before travel as required by your travel operator, airport and destination. The country you are travelling to may also require a test.
- Check the travel requirements of your destination country.
- If you have to travel to an Amber list country, you will need to book a testing package before you return to England.
- Check Information on how to book the quarantine package and the testing package, it can be found at www.gov.uk/coronavirus.



Inbound Passenger Requirements: AMBER LIST

- The government strongly recommends against travel to amber list countries or territories.
- Book a testing package before travel to England if you have travelled in an amber list country [in the past ten days].
- You will need to take a pre-departure test and have proof of a negative result. You will also need to quarantine for 10 days at home or the place you're staying and take 2 PCR coronavirus (COVID-19) tests on or before day 2 and again on or after day 8.
- Information on how to book the testing package can be found at www.gov.uk/coronavirus
- You may be able to end your quarantine early by booking a third coronavirus test, the earliest you can take a test is 5 days after you arrive in England. Find out more at www.gov.uk/coronavirus
- Fill out a Passenger Locator Form (PLF) to record details of the quarantine and testing booking. Individuals are subject to a £10,000 fine and imprisonment for knowingly filling out the form incorrectly. All travellers must complete the PLF before travelling to England. There are exemptions. For the full details go to www.gov.uk/coronavirus



Outbound Passenger Requirements: GREEN LIST

- Book a quarantine and testing package before travel as required by your travel operator, airport and destination. The country you are travelling to may also require a test.
- Check the travel requirements of your destination country.
- If you travel to a green list country you will need to book a test package before you return to England.
- Check information on how to book the quarantine package and the testing package, it can be found at www.gov.uk/coronavirus



Inbound Passenger Requirements: GREEN LIST

- Book a test package before travel to England if you have travelled in a green list country.
- You will need to take a pre-departure test and have proof of a negative result.
- You will also need to take a PCR coronavirus (COVID-19) test on or before day 2 of your return.
- You do not need to quarantine unless you test positive. If you test positive, you will need to quarantine at home, or the place you are staying, for 10 days.
- Fill out a Passenger Locator Form (PLF) to record details of your test booking. Individuals are subject to a £10,000 fine and imprisonment for knowingly filling out the form incorrectly. All travellers must complete the PLF before travelling to England. Please use the same passport or travel document that you entered on your PLF.
- There are exemptions. For the full details go to www.gov.uk/coronavirus



Assets available include:

1

Traffic Light System

- Social statics
- Social animation

2

International Travel

- Checklist poster
- Guidance poster
- Border Force respect posters and digital designs

3

Hands, Face Space

- Social post statics

Suggested Posts:

Audience: People travelling abroad

Suggested post: Planning to travel abroad? You will likely need to quarantine on return. The rules have changed. Visit gov.uk/coronavirus before you travel

Audience: people travelling to England

Suggested post: Travelling to the UK? There are new quarantine and testing rules. Visit gov.uk/coronavirus before you travel to find out more

All materials will be available on the [DfT extranet](#) and on: <https://coronavirusresources.phe.gov.uk/>



Assets & Amplification

There is a suite of assets available to help partners amplify the messages - all available on our partner [extranet](#). You can:

- Display the print assets in locations that will reach travel staff and passengers.
- Communicate the campaign messages via your digital channels, such as web banners on your site, using the email signature if you deal with haulage managers.
- If you have social channels used predominantly by passengers or the travel industry, use the campaign social assets.



Border Force 'respect' posters & digital

- These posters and digital designs can be displayed in ports, especially when long queues are expected. They encourage the public to respect Border Force staff.
- Available for download [here](#).



Hands, Face, Space

- These assets encourage the public to regularly wash their hands, wear a face covering unless medically exempt and maintain space through social distancing. These can be used throughout ports to encourage adherence.
- Available [here](#) on the Public Health England Campaign Resource Centre.



Thank You

