



Travel Professional Resource: Frequently Asked Questions Traveling back to the U.S. from Schengen countries and the UK and Ireland March 14, 2020

The COVID-19 (coronavirus) outbreak is an evolving situation, and our teams are working hard to ensure you have the most up to date information available when you need it. Our focus continues to be on keeping customers and employees safe during this uncertain time.

We've compiled a number of questions we are hearing through our feedback channels below. Our Global Sales Support team is standing by ready to help you. Travel agencies also have access to utilize self-service tools on Delta Professional.

Defining Authorized Travelers

Who is authorized to travel back into the U.S.?

- U.S. citizens and certain family members
- Legal permanent residents and certain family members
- Members of the U.S. Armed Forces and their spouses and children
- Foreign nationals in possession of U.S. Visas in the following categories: A-1, A-2, C-2, C-3, G-1, G-2, G-3, G-4, E-1, NATO-1 through NATO-4, or NATO-6

May a passenger enter the U.S. through any U.S. airport?

Travelers entering the U.S. from Schengen countries and the UK and Ireland must enter through one of the 13 CDC-approved airports:

- Atlanta (ATL)
- Boston (BOS)
- Dallas-Fort Worth (DFW)
- Detroit (DTW)
- Newark (EWR)
- Honolulu (HNL)
- New York-JFK (JFK)
- Los Angeles (LAX)
- Miami (MIA)
- Chicago-O'Hare (ORD)
- Seattle (SEA)
- San Francisco (SFO)
- Washington-Dulles (IAD)

Who is not authorized to travel back into the U.S.?

Please reference the following Presidential Proclamations for:

- Foreign nationals with 14-day prior travel within the UK, or Ireland – **COMING SOON**
- Foreign nationals with 14-day prior travel within any of the [26 Schengen-area countries](#),
- Foreign nationals with [China](#) and [Iran](#) travel history

If I have questions about my or my family's ability to return to the U.S., who should I contact?

Please consult the relevant Presidential Proclamation above, your congressional representative, or the nearest U.S. Embassy.

If I'm in one of the Schengen countries, the UK, or Ireland and am a U.S. citizen or permanent resident, are there any other reasons why I wouldn't be able to travel back to the U.S.?

No, but you may be subject to a CDC health screening upon your return to the U.S.

If I've only been in a Schengen country, the UK or Ireland for a short time, can I travel back to the U.S.?

Yes, but only if you fall into one of the following authorized categories:

- U.S. citizens and certain family members
- Legal permanent residents and certain family members
- Members of the U.S. Armed Forces and their spouses and children
- Foreign nationals in possession of U.S. Visas in the following categories: A-1, A-2, C-2, C-3, G-1, G-2, G-3, G-4, E-1, NATO-1 through NATO-4, or NATO-6

What if my family/ spouse/ parents/ children need to get back to the U.S.?

If you are a U.S. citizen or permanent resident, certain family members will be allowed to enter back into the U.S. with you. Consult the applicable Presidential Proclamation above.

Are members of the U.S. military authorized to return to the U.S.?

Yes, as well as their spouses and children.

Are there any exceptions for who can get back into the U.S.?

Yes, there are exceptions for close family members of legal permanent residents and members of the U.S. Armed Forces, and other specialized categories related to professional, medical, diplomatic, or technical expertise. Please consult the applicable Presidential Proclamation above.

Airport Specifics:

Can I fly back to any U.S. airport?

No, travelers coming from one of the countries included in the Presidential Proclamations must fly into one of the 13 CDC-approved airports:

- Atlanta (ATL)
- Boston (BOS)
- Dallas-Fort Worth (DFW)
- Detroit (DTW)
- Newark (EWR)
- Honolulu (HNL)
- New York-JFK (JFK)
- Los Angeles (LAX)
- Miami (MIA)
- Chicago-O'Hare (ORD)
- Seattle (SEA)
- San Francisco (SFO)
- Washington-Dulles (IAD)

How can I get back to the U.S. from Paris (CDG or ORY) or Amsterdam (AMS)?

If you are authorized to travel back to the U.S., you can arrive through one of the 13 CDC-approved airports:

- Atlanta (ATL)
- Boston (BOS)
- Dallas-Fort Worth (DFW)
- Detroit (DTW)
- Newark (EWR)
- Honolulu (HNL)
- New York-JFK (JFK)
- Los Angeles (LAX)
- Miami (MIA)
- Chicago-O'Hare (ORD)
- Seattle (SEA)
- San Francisco (SFO)
- Washington-Dulles (IAD)

What airports in Europe does Delta fly out of?

Please visit [delta.com](https://www.delta.com) or our [destinations page](#) to find available flight routes.

Can I connect through a non-restricted country from the Schengen area, UK, or Ireland to get back into the U.S.?

Yes, as long as you meet one the qualifying authorized groups:

- U.S. citizens and certain family members
- Legal permanent residents and certain family members
- Members of the U.S. Armed Forces and their spouses and children
- Foreign nationals in possession of U.S. Visas in the following categories: A-1, A-2, C-2, C-3, G-1, G-2, G-3, G-4, E-1, NATO-1 through NATO-4, or NATO-6

Can I connect from a non-restricted country to get back into the U.S.?

Yes, as long as you meet the qualifications listed above and arrive at one of the 13 CDC-approved airports.

What if I just need to be in the U.S. for a layover?

This directive also applies to passengers passing through the U.S. enroute to other foreign destinations. Please review the qualifications listed above.

Which Areas In Europe Are Subject To Travel Restrictions

What countries are considered part of the European travel restrictions?

European countries subject to travel restrictions include the U.K., Ireland and the Schengen area, which includes:

- Austria
- Belgium
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland

Are any European countries or areas exempt from this travel directive?

Yes – countries that are not the UK, Ireland, or within the Schengen area are not presently impacted.

Clarification About The Directive:

When does this travel directive take effect?

The ban for Schengen area countries took effect for flights departing after Friday, March 13 at 11:59 p.m. U.S. eastern time. The UK/Ireland addition takes effect at 11:59 pm on Monday, March 16. Restrictions will not apply to passengers aboard flights in the air at the time the restrictions come into force.

Is this directive for all airlines (US-based and international)?

The Presidential Proclamation is applicable for all passengers seeking entry into the U.S., and the travel restrictions must be enforced by all U.S. domestic and international airlines, and all foreign airlines.

How long will the travel directive last?

The President announced that travel restrictions will be in place for 30 days, and will be reevaluated at the end of that 30-day period.

Why is this travel directive from the Schengen area, the UK or Ireland in place?

Please review the [CDC resources](#) related to COVID-19 and travel from the Schengen area.

Travel Logistics

How soon do I need to book my flight to get back into the U.S.?

Delta will operate a nearly full schedule of flights from continental Europe to multiple U.S. gateways through Sunday, March 15, to ensure eligible customers can return to the United States as the airline responds to a new U.S. government travel directive. See question 2 for a list of CDC-approved airports.

After Sunday, Delta will fly a significantly reduced U.S.-Europe schedule while monitoring customer demand. Delta will continue to help customers affected by these schedule adjustments, including notifying those whose flights have been impacted by these changes.

How will you make sure the planes are safe/ clean to return to the U.S.?

We have doubled down on our regular cleaning program, while adding a [fogging process](#) (often used in healthcare facilities) to disinfect all transoceanic flights. The fogging procedure uses a high-grade, EPA-registered disinfectant and virucide that is highly effective against many communicable diseases, including coronaviruses. It is safe for customers and crew immediately after it's applied. Additionally, crews also wipe tray tables, seatback screens, consoles, and common areas like lavatories and galleys using the same high-grade disinfectant used to fog the aircraft. We are aggressively working to expand fogging and our deep clean procedures to all flights across our system.

Please review all details related to our cleaning process [here](#).

Will you cap flight costs to return back to the U.S.?

Delta is capping fares for travel to Europe through March 20, and the airline has also [waived](#) change fees for customers traveling to, from or through Europe and the U.K.

How do I change my flight to one of the approved airports?

Please review all details on changing flights [here](#). For additional support, travelers can reach out to our [customer service](#). Our Global Sales Support team is standing by ready to help you. Travel agencies also have access to utilize self-service tools on [Delta Professional](#).

Are the change fees waived for these flights?

Delta is capping fares for travel to Europe through March 20, and the airline has also waived change fees for customers traveling to, from or through Europe and the U.K. Additional details are available [here](#).

What if I'm in Europe, but am showing no symptoms?

You are permitted to travel back to the U.S. through one of the 13 CDC-approved airports if you fall into one of the qualifying authorized groups:

- U.S. citizens and certain family members
- Legal permanent residents and certain family members
- Members of the U.S. Armed Forces and their spouses and children
- Foreign nationals in possession of U.S. Visas in the following categories: A-1, A-2, C-2, C-3, G-1, G-2, G-3, G-4, E-1, NATO-1 through NATO-4, or NATO-6

Will I face quarantine when I return to the U.S. from the Schengen area, the UK or Ireland?

Please consult the below CDC resources:

- [Travel Health Notices](#)
- [After Travel Precautions](#)

Do I need to get tested for COVID-19 when I return to the U.S. from Europe, even if I'm only connecting there?

Please consult the below CDC resources:

- [After Travel Precautions](#)
- [State and Local Health Department Contact Information](#)

How are agencies identifying travelers coming from the U.K. that may have been in Europe within a 14 day period? Will they track and screen these passengers upon arrival to the U.S.?

Please consult the [Presidential Proclamation](#).