

Guidelines for International Flights with Transit/Transfer Passengers to SANDBOX



(Allow just Suvarnabhumi International Airport, Don Mueang International Airport, Phuket International Airport)

1. Avoid the port of embarkation where the prevalence rate of COVID-19 is at high risk, according to the risk level officially categorized by the Ministry of Public Health. The minimum connecting time shall be two hours for transit/transfer to SANDBOX and 75 minutes for transit/transfer from SANDBOX. **(Phuket International Airport shall not exceed 3 hours)**

2. Required Documents

- 2.1** Certified documents (Thailand Pass)
- 2.2** a health insurance with minimum coverage of 20,000 USD or as prescribed by the government which covers treatment throughout the entire duration of stay in Thailand, or any other guaranteed documents
(The insurance policy is not applied to Thai nationals)
- 2.3** Proof of prepayment for minimum 5 nights of accommodation, and RT-PCR test 1 time including testing cost and liquid required for the diagnosis of COVID-19 with the Antigen Self-Test Kit in the SHA+ hotels or accommodations.

For passengers residing in Thailand less than 5 days, a confirmed air ticket indicating the departure date, proof of payment for accommodation, and proof of payment for RT-PCR test must be provided.

3. Covid-19 Controlling Policy

3.1 Direct Flight
Passengers shall undergo health screening and document check, immigration and custom procedures at the point of entry before entering into Thailand.

3.2 Transit Flight Same Plane
Passengers shall undergo health screening and document check, immigration and custom procedures at the destination airport or SANDBOX airports.

3.3 Transfer Flight
Passengers shall undergo health screening and document check, immigration procedures at the first airport of entry before continuing their travel to the SANDBOX province. In this case, customs clearance will be processed at the destination airport.

For flights operated in **3.2** and **3.3** selling tickets or embarkation of domestic passengers is prohibited.

In case of any passengers have found symptoms or fever, the air operator transporting passengers from the origin shall hold full responsibility.

4. Social distancing shall be managed in the waiting areas for transit/transfer. All passengers and personnel shall wear mask at all times except for necessary or emergency situation, and there shall be hand sanitizer containing at least 70% alcohol sufficiently provided.

5. Passengers must proceed on the defined sealed route and designated area at the airport.

6. Cleaning and disinfection shall be applied to areas and equipment regularly according to the Public Health standards and personnel working in the waiting areas for transit/transfer shall wear Personal Protective Equipment (PPE).

7. The air operators with transit/transfer passengers shall proceed with either a single PNR, same booking, conjunction ticket, or Bilateral agreement for interline operations, including check-through baggage, or baggage transfer agreement. In case of passengers unable to transit or transfer to another flight, the air operator transporting passengers from the origin shall hold full responsibility.

8. The air operators shall submit transit/transfer to SANDBOX operation plans to the Civil Aviation Authority of Thailand (CAAT) and Airside Operations Control Center (AOCC) 24 hours in advance of the departure time.

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4. Passengers must proceed on the defined sealed route and designated area at the airport.



5. Social distancing shall be managed while waiting at the transfer/transit area. Passengers are reminded to wear a mask at all times, and hand sanitizer containing at least 70% alcohol shall be sufficiently provided.



6. Clean and disinfect areas and equipment regularly according to the Ministry of Public Health standards. **Personnel working in the transfer/transit area must wear a personal protective equipment (PPE).**



7. Providing food and beverages in the waiting area, when necessary, airline staff are required to wear such PPE as hairnet, mask, face shield, goggles, laboratory gown and gloves. Airline staff must arrange food and beverages with sealed, pre-packaged containers and also try to minimize interactions with passengers during service. Food service shall be provided at a specific time.



8. The transit/transfer time shall not exceed 24 hours, Phuket International Airport shall not exceed 8 hours if more than 24 hours for any reasons, the air operator must coordinate with the airport operator to take passengers waiting at the designated area.



9. No health screening and COVID-19 lab testing services at transit/transfer points at the airports. **And if any passengers with symptoms or fever may be found, the air operator transporting passengers from the origin shall hold full responsibility.**



10. The air operators with transit/transfer passengers shall proceed with either a single PNR, same booking, conjunction ticket, or Bilateral agreement for interline operations, including check-through baggage, or baggage transfer agreement. **In case of passengers unable to transit or transfer to another flight, the air operator transporting passengers from the origin shall hold full responsibility.**



11. The air operator shall submit a transit/transfer operation plans to the Civil Aviation Authority of Thailand (CAAT) and Airside Operations Control Center (AOCC) 24 hours in advance of the departure time.

1. Avoid the port of embarkation where the prevalence rate of COVID-19 is at high risk.



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3. The originating passenger must have proof of vaccination (Certificate of Vaccination) as the criteria set by the vaccine manufacturer, and a health insurance with minimum coverage of 20,000 USD or as prescribed by the government which covers COVID-19 treatment throughout the entire duration of stay in Thailand. The air operators must check all these important documents before issuing the boarding pass. (The insurance policy is not applied to Thai nationals)
(This requirement does not apply to passengers remaining onboard while transit/transfer at the airports)