



Q&A



(As of November 15, 2021/ Credit: Relevant Government Departments)

□ Q&A on Korea-Singapore VTL agreement

- 1. What is the criteria of being fully vaccinated and how do we confirm it?**
- 2. What is the criteria to receive airline quarantine exemption?**
- 3. What is the arrival process for flights from Singapore to Korea?**
- 4. What is the difference in the arrival process for travelers with Quarantine Exemption, travelers fully vaccinated in Korea, and travelers using the VTL?**
- 5. What is the criteria of PCR COVID-19 Test for passengers flying from Singapore to Korea?**
- 6. What is the process of receiving a PCR COVID-19 Test for group package travelers?**
- 7. What is the process if traveler receive a positive COVID-19 Test result at Incheon International Airport COVID-19 Test Center or have COVID-19 symptoms, in close contact with a person with a confirm case of COVID-19 or get COVID-19 during travel?**
- 8. How do you make a reservation for a PCR COVID-19 test while residing and what is the process?**
- 9. Which transportation is available for independent travelers to go from the airport to the accommodation upon arrival?**
- 10. Are children ages 5 and younger traveling from Singapore to Korea exempt from quarantine?**
- 11. Is the Quarantine Exemption Certificate limited to the citizens of Singapore and Korea?**
- 12. When does the Visa Waiver Agreement resume?**
- 13. What is the visa process for foreigners who got fully vaccinated in Singapore?**
- 14. What are the vaccine incentives for Quarantine Exemption Certificate holders?**

15. What happens if the COVID-19 situation worsens after Korea-Singapore VTL agreement has begun?
16. How will Visitors Record be maintained for travelers from Singapore?
17. Which locations can visitors going back to Singapore get their PCR COVID-19 Test 48 hours prior to departure?
18. What is the process of checking the digital Vaccination Certificate from Singapore on arrival to Korea? What happens if paper Vaccination Certificate is only available?
19. How many people can quarantine together at the accommodation after getting PCR COVID-Test at the airport? What happens if travelers need to go outside during quarantine period for food or other activities?
20. Is there a limit on the number of travelers possible for group package tours?
21. Is Quarantine Exemption Certificate still available for those fully vaccinated in other countries?
22. Can travelers who got fully vaccinated in other countries still use the Singapore to Korea VTL?
23. Is it required to stay in Singapore for at least 14 consecutive days before departing to Korea?
24. Who needs travelers insurance when arriving in Korea?
25. Is it possible for travelers who recovered from COVID-19 and received one dose of COVID-19 vaccine to use the VTL?

※ Attachment: List of COVID-19 Testing Medical Institutions for the second PCR Test after arrival

Singapore to Korea inbound questions

1. What is the criteria of being fully vaccinated and how do we confirm it?

- Travelers must be fully vaccinated against Covid-19 with any vaccine in the World Health Organization (WHO) Emergency Use List with the final dose being completed at least 14 days prior to arrival in Korea.
- Traveler must provide a vaccination certificate in English issued by Korea or Singapore. All vaccination certificates must be digitally certifiable (i.e. contains a QR code for verification).

2. What is the criteria to receive airline quarantine exemption?

- Passengers on a direct VTL flight from Singapore to Korea will be exempt from quarantine.
- * Applies to direct flights from Korean Air, Asiana Airlines, Singapore Airlines, or Scoot Airlines
- ** (Reference) For flights from Korea to Singapore, only designated direct VTL flights will provide quarantine exemption. Check the airlines website for details.
 - Most of the direct flights will be a designated VTL flights with some non-VTL flights changing to VTL flights in the future.
- ※ Must have all the required paperwork including Vaccination Certificate and a negative PCR COVID-19 Test result.
- ※ (Travelers that is not fully vaccinated) Can fly on the Singapore to Korea VTL flight, but must follow the quarantine process on arrival
 - (Exemption for children) If the guardian is fully vaccinated, children ages 5 and younger does not require to quarantine
- Discussion on adding additional VTL flights and flights to other Korea airports planned for the future.

3. What is the arrival process for flights from Singapore to Korea?

(Before departing)

▲ **Vaccination Certificate** (Fully vaccinated in Korea: COOV application / Fully vaccinated in Singapore: Digital certificate in English)

▲ **Negative PCR COVID-19 Test result** (Within 72 hours before flight)*

▲ **Traveler insurance** (Coverage of over 30 million won / information in paper or digital form / Not required for Korean or long-term visitors)

▲ **Request and obtain K-ETA for necessary visitors**

▲ **Confirmation of on-arrival COVID-19 test at Incheon International Airport**

** (Online reservation (available from November 8) at <https://safe2gopass.com> / Not necessary for those vaccinated in Korea / Cost for foreign travelers: Weekdays 174,000 won, Weekends 180,000 won)

▲ Must have stayed in Singapore or Korea for past 14 consecutive days before departure

* (Example of within 72 hour test result) If the flight leaves at 10:00 AM on March 10, 2021, the test after 12:00 AM on March 7, 2021 is acceptable.

** Travelers from Singapore to Korea should check the visa requirements for their country before arrival.

※ (Exemption for children) If the traveling party has all the negative test results, children ages 5 and younger does not require vaccination certificate and negative PCR COVID-19 Test result.

- But, requires travelers insurance, K-ETA (if necessary), a PCR COVID-19 Test on arrival and resident requirements.

(During airline check-in) Check all the paperwork above and receive a flight ticket and a lanyard (only for travelers fully vaccinated in Singapore; Not including visitors with Quarantine Exemption Certificate) necessary at arrival

(In-flight) Fill-out Travel Record Declaration Form and Health Condition Report Form.

(After arrival) Quarantine → Immigration Inspection → PCR COVID-19 Test and out of quarantine → Travel

※ If a traveler shows signs of COVID-19 symptoms during arrival process, they will be separated from the crowd and receive a PCR COVID-19 Test at a quarantine facility. When

negative test result is confirmed, then the traveler can proceed with immigration inspection.

○ **(During Quarantine)** Submit ▲ Vaccination Certificate, ▲ Negative PCR COVID-19 Test result, and ▲ Health Condition Report

* Prepare the Vaccination Certificate (QR code) in advance for a faster process.

○ **(During Immigration Inspection)** Submit Travel Record Declaration Form.

○ **(On the day of arrival)** Submit the lanyard received during airline check-in at Incheon International Airport COVID-19 Test Center, receive a COVID-19 test, and install Self Check application on the phone → Take a taxi or personal transportation to traveler's accommodation (or designated accommodation for those that received a COVID-19 test) → Wait at the accommodation until receiving negative COVID-19 test result (text message or e-mail), after receiving negative result, travelers are out of quarantine and can travel freely (taking the public transportation possible)

* PCR COVID-19 Test at Incheon International Airport Test Center only applicable for travelers that was fully vaccinated in Singapore (check Question 4)

- Those that does not take the test after making a reservation may receive penalty or other fine.

** Go directly to the accommodation using public transportation (taxi or personal vehicle recommended) without stopping at any other locations / cannot fly on domestic flights until a negative COVID-19 Test results from arrival is confirmed.

□ **(During travel period)** Enter daily report through self-check application, follow Korea Social Distancing Guideline, receive same incentive* as fully vaccinated people in Korea.

* Install COOV application and confirm traveler's information through Vaccination Certificate (QR code) to receive Korea Vaccination Certificate.

○ **(6~7 days after arrival)** Travelers staying in Korea for longer than 8 days must receive a PCR COVID-19 Test (self-pay) 6 to 7 days after arrival at a designated medical facility* (attachment). / Travelers who receive negative test results are not obliged to do anything (such as report test results).

* (6th/7th day count example based on Nov. 1 arrival) PCR COVID-19 Test unnecessary if departing

on Nov. 7 / PCR COVID-19 Test required if departing Nov. 8 or later.

(Before departing to Singapore) Travelers require to take and receive a negative PCR COVID-19 Test or Antigen Rapid Test result within 48 hours before flight.

4. What is the difference in the arrival process for travelers with Quarantine Exemption, travelers fully vaccinated in Korea, and travelers using the VTL?

Travelers using the VTL flights will receive a lanyard during the check-in process.

A Negative PCR COVID-19 Test result, Vaccination Certificate, and a confirmation of on-arrival COVID-19 test at Incheon International Airport will be checked by the airlines before travelers can receive the lanyard.

※ Travelers with Quarantine Exemption or were fully vaccinated in Korea do not require a lanyard (it might cause unnecessary hold-up during arrival quarantine process).

※ Travelers are strongly advised to have their lanyard ready upon getting off the plane to expedite the quarantine and immigration process.

< Infectious disease prevention and control measures flow chart >

| Classification | | Details | Note |
|----------------------------------|-------------------------------|---|---|
| Before departing to Korea | | <ul style="list-style-type: none"> · Stayed in Singapore for 14 consecutive days before departure · Negative PCR COVID-19 Test result (Within 72 hours before flight) · Vaccination Certificate (digital or paper) · Check for confirmation of PCR Test reservation and receive lanyard | |
| Arrival | Quarantine | <ul style="list-style-type: none"> · Temperature check · Submit Health Condition Report · Submit negative PCR COVID-19 Test result · Show Vaccine Certificate · Receive information pamphlet | ※ If traveler with COVID-19 symptoms is found - Take the traveler to quarantine facility within the airport and receive a PCR COVID-19 Test. After negative test result, transport to traveler's accommodation - If the test comes positive, transport the traveler to the hospital for treatment |
| | Immigration Inspection | <ul style="list-style-type: none"> · Submit Travel Record Declaration Form | ※ Added to the FINE system as Fully Vaccinated from approved country by the Ministry of Justice |
| After arrival (Day 1) | | <ul style="list-style-type: none"> · Take a PCR COVID-19 Test (Wait for the result at personal accommodation) · Install Self-check application · After negative result, start traveling ※ Travelers fully vaccinated in Korea and travelers fully vaccinated in Singapore with Quarantine Exemption Certificate must receive a PCR COVID-19 Test at a medical facility near their residence on the day of arrival | ※ If test result comes back positive Medical facility near the quarantine resident will do an epidemiological investigation, assign a hospital bed, and transport to the hospital |

| | | | |
|---------------|--|---|--|
| During travel | If traveler with COVID-19 symptoms is found | · Directly get a PCR COVID-19 Test (self-pay) at a nearby designated medical facility | <ul style="list-style-type: none"> ※ Follow the quarantine protocol until the test result is returned ※ If test result comes back positive, a medical facility near the quarantine resident will do an epidemiological investigation, assign a hospital bed, and transport to the hospital |
| | If traveler is categorized as in close contact with a person with confirmed case of COVID-19 | <ul style="list-style-type: none"> · The following cases will not go into quarantine: <ul style="list-style-type: none"> ① Symptom-free, ② If the person with confirmed case of COVID-19 is not a visitor high risk group facilities | <ul style="list-style-type: none"> ※ If one of the case is not fulfilled, traveler will be categorized as a person in need of self-isolation and must quarantine at the accommodation (early departure to Singapore available) |
| | For visitors staying more than 8 days in Korea | · Take a PCR COVID-19 Test at a designated medical center 6 to 7 days after arrival (self-pay) | <ul style="list-style-type: none"> ※ In the case of positive PCR COVID-19 test result, an epidemiological investigation will be performed and travelers will be assigned and transported to a hospital |

5. What is the criteria of PCR COVID-19 Test for passengers flying from Singapore to Korea?

Depends on the country where the traveler received a vaccine and where travel received the Vaccine Certificate

o (Fully vaccinated in Korea)

- ① Holds a negative PCR COVID-19 Test result received within 72 hours of departing time to Korea,
- ② Receive a PCR COVID-19 Test at a designated medical facility near the residence on the day of arrival
- ③ Receive an additional PCR COVID-19 Test 6 to 7 days after arrival at a designated medical facility

※ (Exception for accompanying children ages 5 and younger) △Negative PCR COVID-19 Test result not required before departing, △ PCR COVID-19 Tests on arrival and 6 to 7 days after not required with a judgement of medical personnel.

o (Fully vaccinated in Singapore)

- ① Holds a negative PCR COVID-19 Test result received within 72 hours of departing time to Korea,
- ② Receive a PCR COVID-19 Test upon arrival at Incheon International Airport Test Center (reservation required)*
- ③ Receive an additional PCR COVID-19 **Test 6 to 7 days after arrival at a designated medical facility**

* Online reservation (self-pay) available at <https://safe2gopass.com>, reservation confirmation required for a flight ticket to Korea (reservation website planned to open on November 8).

※ (Difference between Korea vaccinated travelers) PCR COVID-19 tests on arrival and 6 to 7 day after is provided by private hospital (self-pay).

※ (Exception for accompanying children ages 5 and younger) △Negative PCR COVID-19 Test result not required before departing, △ PCR COVID-19 Tests on arrival and 6 to 7 days after not required with a judgement of medical personnel.

○ **(Fully vaccinated in Singapore with a Singapore Embassy Quarantine Exempt Certificate holder)**

- ① Holds a negative PCR COVID-19 Test result received within 72 hours of departing time to Korea,
- ② Receive a PCR COVID-19 Test upon arrival at Incheon International Airport Test Center (reservation required)*
- ③ Receive an additional PCR COVID-19 Test (self-pay) 6 to 7 days after arrival at a designated medical facility* (attachment)

※ (Exception for accompanying children ages 5 and younger) △Negative PCR COVID-19 Test result not required before departing, △ PCR COVID-19 Tests on arrival and 6 to 7 days after not required with a judgement of medical personnel.

6. What is the process of receiving a PCR COVID-19 Test for group package tour travelers?

Free Independent Travelers and group package tour travelers have the same process of making individual reservation for COVID-19 Test at Incheon International Airport COVID-19 Test Center. After taking the PCR COVID-19 Test (self-pay), move to traveler's accommodation and quarantine until receiving a negative test result. Result will be sent through a text message or an e-mail address entered during the reservation process. (Travelers who receive negative test results are not obliged to do anything, such as reporting test results to related health authorities)

※ For some group package tour travelers, the travel agency can make a PCR COVID-19 Test reservation for the travelers if the agency has a prior agreement with the Incheon International Airport COVID-19 Test Center.

- (Inquiries) Terminal 1(East Gate): +82-1600-5110, Terminal 1(West Gate): +82-1533-2030, Terminal 2: +82-32-741-9000

○ For those staying for 8 or more days, make a reservation and receive an additional PCR COVID-19 Test (self-pay) 6 to 7 days after arrival at a designated medical facility* (attachment).

7. What is the process if traveler receive a positive COVID-19 Test result at Incheon International Airport COVID-19 Test Center or have COVID-19 symptoms, in close contact with a person with a confirm case of COVID-19 or get COVID-19 during travel?

Currently if a test result comes back positive, Incheon International Airport COVID-19 Test Center will send the information to the designated medical facility in Jung-gu, Incheon.

○ Traveler quarantining at the accommodation will be transported to the designated medical facility and receive an epidemiological investigation.

Travelers that have COVID-19 symptoms, in close contact with a person with a confirm case of COVID-19 or get COVID-19 during travel will receive an epidemiological investigation and a PCR COVID-19 Test. Foreigners will receive a same quarantine process as Koreans, with treatment fees and additional fees being self-pay.

8. How do you make a reservation for a PCR COVID-19 Test while residing and what is the process?

- For visitors staying for longer than 8 days, visitors must take an additional PCR COVID-19 Test (self-pay) 6 to 7 days after arrival at a designated medical facility* (attachment)

* Most recent updated information can be found at the official website of the Korea Disease Control and Prevention Agency / Check the available time before visiting the test center.

- Visitors do not need to wait in line for the additional PCR COVID-19 Test 6 to 7 days after arrival, but if the result comes back positive, then quarantine exemption becomes nullified and will require direct quarantine and get treated for COVID-19.
- Travelers who received negative results on their 6th or 7th day PCR COVID-19 Test are not obliged to do anything (such as reporting test results to health authorities).

9. Which transportation is available for independent travelers to go from the airport to the accommodation upon arrival?

- (Fully vaccinated in Singapore)

After receiving a PCR COVID-19 Test at Incheon International Airport COVID-19 Test Center [(reservation required <https://safe2gopass.com> (self-pay)), take a taxi or personal vehicle and go directly to the accommodation and wait for the result of the test. After the test comes back negative, quarantine ends and can travel freely.

* Go directly to the accommodation using public transportation (KTX, AREX; however, transit by taxi or personal/friend's vehicle recommended) without stopping at any other locations / cannot fly on domestic flights until a negative COVID-19 Test results from arrival is confirmed.

- (Fully vaccinated in Korea and those fully vaccinated in other country with Quarantine Exemption Certificate)**

After Immigration Inspection, go directly to the residence using any transportation (including public transportation and domestic flight if necessary). Take a PCR COVID-19 Test at the designated medical facility nearby and wait until negative test result. Quarantine ends after confirming the negative test result.

10. Are children ages 5 and younger traveling from Singapore to Korea exempt from quarantine?

Children ages 5 and younger will be quarantine exempt (Quarantine Exemption Certificate not necessary) and observed manually if the guardian (any nationality) have been fully vaccinated with the final dose being completed at least 14 days prior to arrival in Korea.

* In accordance with the law, anyone that have been fully vaccinated is exemption from quarantine, with children ages 5 and younger being in need of a protection from a guardian, becoming automatically quarantine exempt.

11. Is the Quarantine Exemption Certificate limited to the citizens of Singapore and Korea?

No, Quarantine Exemption Certificate can be obtained by any nationalities that have been fully vaccinated in either Korea or Singapore and have stayed in either country for minimum of 14 consecutive days prior to departure.

12. When will the Visa Waiver Agreement resume?

Visa Waiver Agreement will resume starting November 8, 2021 giving Singapore citizens a stay in Korea under 90 days without a visa.

※ **Visa Waiver Agreement only applies for the citizens of Singapore. Travelers using the Singapore to Korea VTL flight must have a valid visa for their country.**

○ **Travelers from Visa Waiver Agreement countries must apply for K-ETA before traveling to Korea.**

※ Travelers can apply at www.k-eta.go.kr starting November 8, 2021.

○ Be aware that even though the Visa Waiver Agreement restarts on November, the Korea-Singapore VTL agreement begins on November 15, 2021.

13. What is the visa process for foreigners who got fully vaccinated in Singapore?

Countries with visa-free entry* will only require to apply and obtain K-ETA to enter Korea. Other countries will require visa and K-ETA to enter Korea.

* Check the official K-ETA website for details (<https://www.k-eta.go.kr>)

15. What happens if the COVID-19 situation worsens after Korea-Singapore VTL agreement has begun?

If there is an increase in COVID-19 cases, new variant of COVID-19 Virus is found, or quarantine situation worsens during the Korea-Singapore VTL period, temporary stoppage of VTL is possible (One-week notice to both country necessary).

16. How will Visitors Record be maintained for travelers from Singapore?

Travelers from Singapore must write personal information on the Visitor Record Sheet by hand.

17. Which locations can visitors going back to Singapore get their PCR COVID-19 Test 48 hours prior to departure?

Singapore Government has a list of hospitals in Korea where PCR COVID-19 Test is available on Safe Travel website*.

* <https://www.moh.gov.sg/covid-19/statistics/accreditation-bodies-for-covid-19-testing>

– To be updated; frequent follow-up is recommended

※ Singapore Government accepts Antigen Rapid Test (ART) in addition to the PCR COVID-19 Test when arriving in Singapore using the VTL flight.

18. What is the process of checking the digital Vaccination Certificate from Singapore on arrival to Korea? What happens if paper Vaccination Certificate is only available?

- QR Code scanner for Singapore Vaccination Certificate confirmation application when arriving in Korea is in preparation
- ※ Singapore phone applications that can be used during arrival process to be announced early November, 2021.
- ※ Prepare the QR Code from the Singapore website www.verify.gov.sg upon arriving at Incheon International Airport.
 - For a smooth process, please prepare the QR code in advance after arrival.
- If the traveler does not have a smart phone or providing a digital Vaccination Certificate is difficult, only than the paper Vaccination (including QR code) Certificate is planned to be accepted.

19. How many people can quarantine together at the accommodation after getting PCR COVID-19 Test at the airport? What happens if travelers need to go outside during quarantine period for food or other activities?

- Travelers that have lived together in Singapore can quarantine in same accommodation.
- Travelers must minimize outside activities by for example, ordering room service for meals during quarantine period.
- The result from Incheon International Airport COVID-19 Test Center will be delivered the next morning through text message or e-mail (result time planned to be shorten in the future).

20. Is there a limit on the number of travelers possible for group package tours?

- Travel agencies gathering tourists for group tours are not considered a private meeting. But reservation cannot be made if the group tours exceeds the maximum number of people possible according to the Korea Social Distancing Guidelines.
- ※ (Example) According to the Korea Social Distancing Guidelines, the maximum number of people for a private gathering in Seoul and metropolitan area is set at 10 people. Therefore, reservation for group package tours cannot exceed 10 people. Splitting the group into smaller groups for reservation purpose is not acceptable (for example, 13 members splitting into 7 and

6 people)

○ Group package tours must follow the same guidelines as Korean citizens, understanding the maximum number of possible people in a group differs by facilities.

21. Is Quarantine Exemption Certificate still available for those fully vaccinated in other countries?

Quarantine Exemption Certificate continues to be available for the purpose of important business meetings, academia / public interest, or humanitarian reasons.

○ The government department or Embassy (or Consulate) of the Republic of Korea has the rights to reject any applications.

22. Can travelers who got fully vaccinated in other countries still use the Singapore to Korea VTL?

No, only people who have been vaccinated and issued a Vaccination Certificate in Korea or Singapore will be eligible for VTL.

23. Is it required to stay in Singapore for at least 14 consecutive days before departing to Korea?

Yes, for travelers coming to Korea from Singapore, it is required to stay for at least 14 consecutive days before departing to Korea

24. Who needs travelers insurance when arriving in Korea?

Currently, all short-term travelers must purchase travelers insurance (up to 30 million won in treatment fees in case the traveler gets COVID-19). Korean nationals and foreigners with long-term visa is exempt from getting travelers insurance.

○ Korean citizens living in other countries regardless of permanent residency status in other countries is still considered a Korean citizen and therefore does not require travelers insurance.

25. Is it possible for travelers who recovered from COVID-19 and received one dose of COVID-19 vaccine to use the VTL?

- According to the Korea COVID-19 Vaccination Standards (as of October 28, 2021), it is recommended for those that had COVID-19 to be fully vaccinated.
- Therefore, all travelers using the VTL from Singapore to Korea including those with history of COVID-19 must be fully vaccinated.