****

**EMBASSY OF THE REPUBLIC OF KENYA**

**TEHRAN**

**ELECTRONIC TRAVEL AUTHORISATION (ETA)**

**Please contact eTA through the chat on**[**www.etakenya.go.ke**](http://www.etakenya.go.ke/)**in case of any queries or read the FAQs on the eTA website or below.**

**Already paid and issued eVisas are valid and can be used to enter Kenya until the expiry of their validity.**

**Electronic Travel Authorisation (eTA)**

**General Information**

The Ministry of Interior and National Administration, State Department for Immigration and the Citizen has developed and is operating the Republic of Kenya Electronic Travel Authorisation (eTA).

Kenya eTA is a semi-automated system that determines the eligibility of visitors to travel to Kenya. An eTA offers permission to travel and is authorised by the Government of the Republic of Kenya. An eTA does not determine whether a traveller is admissible to enter Kenya. Immigration officers will determine admissibility upon travellers’ arrival.

**Kenya Citizens are exempt from the eTA.**

**Citizen of EAC Partner States are exempt from the eTA.**

The eTA application collects biographic information and answers to eligibility questions from the traveller. eTA applications for Kenya should be submitted at least 3 days prior to travel to ensure adequate time for authorisation. Travellers can submit their applications up to 3 months prior to travel. It is highly recommended that travellers apply as soon as they have booked their accommodations and transport tickets.

If you expect to travel to Kenya regularly or have multiple trips planned, we highly encourage you to download the “Kenya Travel Authorisation” mobile app that will be made available in January. You will be able to securely save your travel documents and profile on your phone which can be reused for future travel.

Each eligible traveller is required to apply for an eTA before starting travel. It is mandatory to use the Government's official website to submit your application. Applications submitted via third party websites will be automatically denied. For children under the age of 18, the legal guardian, parent or accompanying adult is responsible for filling the application.

**Benefits of Kenya eTA system**

- Kenya eTA enables travellers to submit all relevant information and documentation from the comfort of their homes before starting their trip. Travellers can enjoy peace of mind knowing that they meet the requirements for travel to Kenya.

- Travellers do not need to fill out forms on the plane or at arrival anymore.

- Kenya eTA also benefits airlines by simplifying the check-in process. Transport carriers can easily verify that travellers have been authorised to travel by the Government of the Republic of Kenya and are in possession of an approved eTA.

- Kenya eTA will improve arrival processes into the Republic of Kenya by reducing the queues on arrival for health, customs, and immigration inspections.

- Kenya eTA supports the efforts of the Republic of Kenya to digitise its government processes

**FAQs**

**General**

**What is the Kenya Electronic Travel Authorisation (eTA)?**

Kenya eTA is a semi-automated system that determines the eligibility of visitors to travel to Kenya. An eTA offers permission to travel and is authorised by the Government of the Republic of Kenya. An eTA does not determine whether a traveller is admissible to enter Kenya. Immigration officers will determine admissibility upon travellers’ arrival.

The eTA application collects biographic information and answers to eligibility questions from the traveller. eTA applications for Kenya should be submitted at least 3 days prior to travel to ensure adequate time for authorisation. Travellers can submit their applications up to 3 months prior to travel. It is highly recommended that travellers apply as soon as they have booked their accommodations and transport tickets.

**What do I do if I am refused the eTA?**

If your application has been denied, you will not be allowed to travel at this moment. Contact support@etakenya.go.ke to report your situation and obtain further details.

**Is my credit card information safe?**

Yes. The Kenya eTA system is PCI compliant, encrypts all data transmission and does not store your credit card or payment information. Kenya eTA uses Stripe.com, one of the world leading and most secure payment gateway. The account holder of the Stripe payment implementation is Travizory Border Security SA, Avenue de la Gare 24, 2000 Neuchâtel, Switzerland, CEO and Chairman of the Board: Renaud Irminger. CEO email: renaud.irminger(at)travizory.com

**How does the Government protect the privacy of the eTA data, and who has access to it?**

The Republic of Kenya has taken all the necessary steps to protect your data. Please refer to the Government’s Privacy Policy to get more information.

**Who must obtain the eTA?**

The eTA is mandatory for all foreign visitors except for citizens of EAC Member States that want to travel to Kenya. The 8 EAC Member States include: The Republic of Burundi, the Democratic Republic of the Congo, the Federal Republic of Somalia, the Republic of Kenya, the Republic of Rwanda, the Republic of South Sudan, the Republic of Uganda, and the United Republic of Tanzania.

Each eligible traveller is required to apply for an eTA before starting travel. It is mandatory to use the Government's official website to submit your application. Applications submitted via third party websites will be automatically denied. For children under the age of 18, the legal guardian, parent or accompanying adult is responsible for filling the application.

**Do children or infants also require an eTA?**

Yes, all foreign visitors must apply for an eTA. For children under the age of 18, the legal guardian, parent or accompanying adult is responsible for filling in the application. We highly recommend that families apply as a group.

**What information is required to apply for an eTA?**

- Valid passport

- Recent passport picture OR a selfie picture taken during application process

- Contact details (home address, telephone, email)

- Travel information and flight itinerary (arrival flight number, date of departure of initial flight in case of connecting flights)

- Proof of booking for the hotel you will be staying at (if staying with friends, a letter of invitation is accepted)

- Yellow fever vaccination certificate if coming from endemic countries (please check the WHO website for the updated list of countries)

- Credit/Debit card information for payment, if applicable

**Does an eTA guarantee permission to travel?**

No. An eTA is permission from the Government to travel to the Republic of Kenya and it is obligatory to present a valid eTA during the check-in and boarding process. However, you may still be denied boarding by your carrier if you fail to present other required documents such as your passport and/or boarding pass.

In addition, you might be subjected to questioning at the point of departure or arrival. This might result in you being denied access to the means of transport.

**For how long is my application data stored?**

Please refer to the Government’s Privacy Policy to get more information.

If you expect to travel to Kenya regularly or have multiple trips planned, we highly encourage you to download the “Kenya Travel Authorisation” mobile app that will be made available in January. You will be able to securely save your travel documents and profile on your phone which can be reused for future travel.

**How do I apply for the eTA?**

If you expect to travel to Kenya regularly or have multiple trips planned, we highly encourage you to download the “Kenya Travel Authorisation” mobile app that will be made available in January. You will be able to securely save your travel documents and profile on your phone which can be reused for future travel.

 The Government of Kenya has made this website available as a secure platform for the purpose of allowing visitors to submit information and apply for an eTA. eTA applications must be completed only through this official website or the “Kenya Travel Authorisation” official mobile application and must be done for each individual who intends to travel to Kenya.

***Steps:***

- Visit [www.etakenya.go.ke](http://www.etakenya.go.ke)

- Click “Apply Now” and follow the instructions

- Make sure that all the data has been entered correctly

- Submit the application

- An email confirming receipt of your application will be sent to you

- An email confirming receipt of payment, if applicable, will be sent to you

- Upon decision by Immigration officer, an email confirming Approval / Refusal will be sent to you

If your application has been approved, please either print the PDF document that has been attached to the email, OR download the document to your mobile device OR save it in the “Kenya Travel Authorisation” mobile app. This is your electronic travel authorisation that needs to be shown at all departure and arrival points.

If your application has been denied, you will not be able to travel to Kenya for the moment.

Please contact support@etakenya.go.ke to report your situation and obtain further details.

You can check the status of your application at any time by visiting the following URL: https://www.etakenya.go.ke

You are only allowed to travel after your application has been approved by the Government of Kenya.

**How do I check the status of my eTA application?**

You can check the status of your application at any time by visiting the following URL:  https://www.etakenya.go.ke

Within minutes after submitting your application, the system will send you an email confirming receipt of your application. This email will contain the reference number assigned to your application. Use this number to check your application status. Do not immediately re-apply for a travel authorisation.

**What do I do if my means of payment has been refused?**

For visitors, the system will require a valid credit or debit card to pay and complete the transaction. Cheques and cash are not accepted by the system. If the payment does not work, please wait a few minutes and try again, or check to make sure you have sufficient funds on the means of payment that you used.

**How far ahead of my travel should I apply for an eTA?**

Processing time will vary depending on the type of eTA and your country of citizenship.

Standard processing time is three (3) working days.

Visitors wishing a faster turnaround or visitors requiring assistance by officers should apply for premium service.

**Can I apply for an eTA even before booking my journey?**

No, the travel information is an obligatory section of the application process. Therefore, it is only possible to apply for the eTA after having booked your transport and accommodation.