

**IMPORTANT NOTICE**

**Below is a description of the regular entry protocol into the country. Due to the emergence of the new Omicron Variant, travelers will need to follow the regular protocol in addition to the temporary measures displayed in this box.**

**The new measures (in place until 10<sup>th</sup> January 2022) include the obligation for all arriving travelers to take a PCR test at the airport, paid by them, even if they are fully vaccinated, recently recovered, or are already in possession of a negative test. The cost is 15 euros at Larnaca Airport and 19 euros at Paphos airport. Results of the test will be available within 3 hours on the digital platform [www.covid-testcyprus.com](http://www.covid-testcyprus.com).**

**Moreover, all arriving travelers should also undergo a rapid antigen test after 72 hours from the date of arrival. The rapid antigen test will be provided free of charge through the sampling points of the Ministry of Health, by showing the boarding pass and proof of identification (identity, passport). Individuals who received the 3<sup>rd</sup> dose of a two-dose vaccine and the 2<sup>nd</sup> dose of a single-dose vaccine, are exempted from taking a second test.**

**Entry into the country**

*Q1: How will travelers be able to enter the country?*

Cyprus is following a colour-coded system harmonized with ECDC evaluation standards. Therefore, we follow the ECDC lists and a separate evaluation is only carried out by Cyprus for countries not included on these lists. Below are the entry requirements when somebody is traveling to Cyprus.

<b>Entry requirements (non-vaccinated, non-recovered)</b>	<b>Green</b>	<b>Orange</b>	<b>Red</b>	<b>Grey**</b>
Cyprus Flight Pass completion 48h prior to departure	Yes	Yes	Yes	Yes
PCR test 72h prior to departure (traveler-paid)	No	Yes	Yes	Yes
PCR test upon arrival to Cyprus (traveler-paid)	No	No	Yes	No
Mandatory self-isolation upon arrival	No	No	No	Yes

<b>Entry requirements (fully vaccinated, recovered)*</b>	<b>Green</b>	<b>Orange</b>	<b>Red</b>	<b>Grey**</b>
Cyprus Flight Pass completion 48h prior to departure	Yes	Yes	Yes	Yes
PCR test 72h prior to departure (traveler-paid)	No	No	No	No
PCR test upon arrival to Cyprus (traveler-paid)	No	No	No	No
Mandatory self-isolation upon arrival	No	No	No	Yes

**\* Acceptance requirements apply for vaccination and recovery certificates. See Q3 for full details.**

**\*\* Restrictions apply for certain countries due to the new Omicron Variant. See Q1(iv) for full details.**

- i. Persons traveling from **GREEN** countries will not need to demonstrate a negative PCR test for COVID-19 when traveling to Cyprus; they only need to fill out the Cyprus Flight Pass and provide certain information and solemn declarations.
- ii. Persons traveling from **ORANGE** countries are required to undergo a molecular test (PCR test) at a certified lab, with the sample taken during the last 72 hours prior to flight departure, and upload a certificate that demonstrates a negative PCR for COVID-19, on the Cyprus Flight Pass Platform. Children who arrive in Cyprus before their 12<sup>th</sup> birthday, are exempted from testing. All travelers need to fill out the Cyprus Flight Pass where they will be asked to provide certain information and solemn declarations.

The following persons will be allowed to be exempted from the provision to undergo a molecular test (PCR test) at a certified lab, with the sample taken during the last 72 hours prior to the flight departure, and they will be allowed to enter the Republic of Cyprus, and undergo a lab test (PCR test) at their own expense, upon entry to the Republic of Cyprus. However, they need to self-isolate until they get a negative result:

Cypriot citizens and members of their families (foreign spouses and children) or Legal residents of the Republic, who meet at least one of the following conditions:

- a) have received at least one dose of a Covid-19 vaccine approved by the Republic of Cyprus
  - b) cannot be vaccinated for medical reasons, and are holders of a relevant medical certificate issued by the Cyprus Ministry of Health
  - c) are minors between the ages of 12 and 15
- iii. Persons traveling from **RED** countries are required to undergo a molecular test (PCR test) at a certified lab, with the sample taken during the last 72 hours prior to flight departure, and upload a certificate that demonstrates a negative PCR for COVID-19, on the Cyprus Flight Pass Platform. They will also need to pay for and undergo a molecular PCR test upon arrival to Cyprus, **the cost of which is 15 Euros at Larnaca airport and 19 Euros at Paphos airport; results of the test will be available within 3 hours on the digital platform [www.covid-testcyprus.com](http://www.covid-testcyprus.com).** Children, who arrive in Cyprus before their 12<sup>th</sup> birthday, are exempted from testing. All travelers need to fill out the Cyprus Flight Pass where they will be asked to provide certain information and solemn declarations.

The following persons will be allowed to be exempted from the provision to undergo a molecular test (PCR test) at a certified lab, with the sample taken during the last 72 hours prior to the flight departure, and they will be allowed to enter the Republic of Cyprus having undergone a lab test at their own expense, upon entry to the Republic of Cyprus:

Cypriot citizens and members of their families (foreign spouses and children) or Legal residents of the Republic, who meet at least one of the following conditions:

- a) have received at least one dose of a Covid-19 vaccine approved by the Republic of Cyprus
- b) cannot be vaccinated for medical reasons, and are holders of a relevant medical certificate issued by the Cyprus Ministry of Health
- c) are minors between the ages of 12 and 15

These persons may choose to undergo one lab test, namely upon their arrival to Cyprus, but must then remain in a status of obligatory self-isolation for a minimum of 72 hours from the time of their arrival. After the 72 hour self-isolation, they must undergo a second PCR test for Covid-19, again at their own expense. They are released from self-isolation after a negative test result which must be submitted online to the CyprusFlightPass platform.

- iv. Travel from **GREY** countries, is allowed only for:
1. Cypriot citizens and their family members (spouses and children)
  2. Persons legally residing in the Republic of Cyprus
  3. EU citizens, citizens of European Economic Area (including Iceland, Lichtenstein, Norway) and Switzerland
  4. Persons allowed to enter the Republic of Cyprus in accordance with the Vienna Convention
  5. Citizens of third countries, provided they obtain prior special permission from the Republic of Cyprus, as defined under the Infectious Diseases Decree (N.2/2021 8.1.21), as amended. The application for a Special Permission must be submitted on the Cyprus Flight Pass Platform (<https://cyprusflightpass.gov.cy/en/special-permission>).

Note: European Union citizens, citizens of European Economic Area (including Iceland, Lichtenstein, Norway), citizens of Switzerland and citizens of third countries, must undergo a molecular test prior to departure, as stipulated above. The other categories of passengers have the choice of either taking the test prior to their departure or taking it upon entry to the Republic of Cyprus, at their own expense.

Persons traveling from **GREY** countries are required to undergo a molecular test (PCR test) at a certified lab, with the sample taken during the last 72 hours prior to the flight departure, and upload a certificate that demonstrates a negative PCR for COVID-19, on the Cyprus Flight Pass Platform. In addition, they will remain in a status of obligatory self-isolation / quarantine for fourteen (14) days or a status of obligatory self-isolation / quarantine for seven (7) days, provided they undergo another PCR test for Covid-19 on the 7th day, at their own expense. The result of the lab test must be submitted online to the CyprusFlightPass platform. Children who arrive in Cyprus before their 12<sup>th</sup> birthday, are exempted from testing. All travelers need to fill out the Cyprus Flight Pass where they will be asked to provide certain information and solemn declarations.

**As of 26 November 2021, due to the new Omicron Variant, entry to the Republic is prohibited for any person, who within 14 days prior to arrival to the Republic has either visited or passed through the following countries:**

Botswana, South Africa, Namibia, Lesotho, Eswatini, Zimbabwe, Mozambique and Malawi.

Entry to the Republic of Cyprus from the above countries is permitted **only to the following categories of passengers:**

- (i) Cypriot citizens and members of their families (alien spouses and their underage children),
- (ii) citizens of EU Member States, European Economic Area countries (Iceland, Liechtenstein, and Norway) and Switzerland, and
- (iii) passengers of third countries, legally residing in the Republic,

The passengers who fall into categories i) to iii) must abide by all following measures, **regardless of whether they possess certification of vaccination or of recovery from COVID-19:**

- (i) they must possess a negative laboratory COVID-19 test, with sampling having taken place within 72 hours of their departure to the Republic and present relevant proof and undergo laboratory testing (at their own expense) upon arrival to the Republic,

It is noted that persons under the age of 12 are exempt from the obligation of laboratory testing,

- (ii) they will be transported to hotels and/or tourist facilities, in which they must remain in mandatory self-isolation for a period of 10 days from their arrival, with the date of their arrival counting as day “0”,

It is noted that the cost of transportation to said hotels and facilities is borne by the passengers,

- (iii) they must undergo laboratory testing on the 10<sup>th</sup> day after their arrival, at the Republic’s expense, and upon negative result can then terminate their mandatory isolation.

- v. The full list of categorized countries can be found on [www.cyprusflightpass.gov.cy](http://www.cyprusflightpass.gov.cy). Travelers should constantly visit this platform in order to remain up to date about possible changes that may affect their trip.

*Q2: What other documentation is necessary for traveling to Cyprus?*

- a. ‘Cyprus Flight Pass’ can be issued on the website [www.cyprusflightpass.gov.cy](http://www.cyprusflightpass.gov.cy). All passengers traveling to the Republic of Cyprus need to fill out and submit in advance, all required information and documents; use of the platform is obligatory for anyone who wishes to fly to the Republic of Cyprus. ONLY in the event of a technical problem or scheduled maintenance of the electronic platform (officially announced on the electronic platform) will passengers be allowed to fill in the required forms, on paper. These can be downloaded from <https://cyprusflightpass.gov.cy/en/technical-issues>. In this case, travelers have to carry with them, in paper form, the required documentation.

- b. The flight pass will include the following points: a) personal information of the passenger, b) declaration whether or not a person has traveled to/from/through or stayed/lived in a country with less favourable epidemiological criteria compared to the country of departure within 14 days before their arrival to the Republic of Cyprus, c) confirmation that a person has not experienced one of the following symptoms – fever, cough, fatigue, headache, muscle or body aches, loss of taste or smell, shortness of breath or difficulty breathing, sore throat, congestion or runny nose within the last 14 days or he/she has not been in close contact with a COVID-19 confirmed case within the last 14 days, d) disclaimer that travel is taking place at a person's own responsibility, and that the Republic of Cyprus or businesses operating within it, cannot be held liable for infection at any point during the travel process, e) disclaimer that upon return to their country of origin, a person will notify the Health Authorities of Cyprus, should they display COVID-19 disease in the 14 days after leaving the island, f) request form for citizens of third countries travelling from Grey Category Countries, wishing to acquire special permission, by submitting their requests electronically through the following link: <https://cyprusflightpass.gov.cy/en/special-permission>
- c. Airlines will not permit passengers to board the aircraft and travel to the Republic of Cyprus without a Cyprus Flight Pass (however, checking the validity of the information included in the Cyprus Flight Pass by travelers is NOT an obligation of the airlines). Any travelers arriving to the Republic of Cyprus without a Cyprus Flight Pass, will be subject to a fine of 300 Euros.

Q3: *What procedures are in place for persons who have been vaccinated for COVID-19?*

Vaccination is not a prerequisite for travel, however a vaccination certificate will be accepted as an additional facilitator for travel for persons traveling from: Andora, Argentina, Armenia, Australia, Austria, Bahrain, Belarus, Belgium, Bulgaria, Canada, Chile, China, Colombia, Croatia, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Japan, Jordan, Korea, Kuwait, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Namibia, Netherlands, New Zealand, Norway, Oman, Peru, Poland, Portugal, Qatar, Romania, Russia, Rwanda, San Marino, Saudi Arabia, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Arab Emirates, United Kingdom, United States, Uruguay and Vatican City State.

It should be noted that, vaccination certificates issued by the competent authorities of: Andora, Armenia, Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Arab Emirates, United Kingdom and Vatican City State, **are only being accepted in digital form through the EU Digital Covid Certificate or equivalent** – see further information in Q4).

Cyprus considers as authorized for travel purposes, all vaccines which have been approved by the European Medicines Agency, and the vaccines Sputnik V, Sinopharm (BBIBP COVID-19), Sinovac, AstraZeneca-Covishield and AstraZeneca-SKBio .

Travelers who can prove that they have received all necessary doses of an authorized vaccine (see above), will not be required to undergo any tests to visit Cyprus, irrespective of colour-categorization of their country of departure. Moreover, they will not be placed in quarantine, even in the case when they are close contacts of a positive COVID-19 case. The above facilitation will be valid **from the date that both doses of a vaccine have been administered**, with the exception of the one dose vaccine Johnson and Johnson, where the facilitation will be valid two weeks after its administration.

Prior to travel, a copy of the vaccination certificate must be uploaded onto the Cyprus Flight Pass platform and certain vaccination details must also be provided. Verification of the certificate's authenticity, is the sole responsibility of border control services in the country of departure. The traveler is responsible and personally liable in the event of provision of untruthful information, and in such a case, will be subject to penalties upon arrival to Cyprus.

It should be noted that the Republic of Cyprus still reserves the right to randomly test any arriving flight. Moreover, all destination protocols need to be implemented and followed by everyone, including vaccinated travelers.

**Q4: What procedures are in place for persons who are holders of an EU Digital Covid Certificate (EUDCC) or equivalent?**

The following certificates are accepted as part of the EUDCC procedure:

- a. Vaccination certificate (issued upon completion of a person's full vaccination program). Cyprus considers as authorized for travel, all vaccines which have been approved by the European Medicines Agency, and the vaccines Sputnik V, Sinopharm (BBIBP COVID-19), Sinovac, AstraZeneca-Covishield and AstraZeneca-SKBio.
- b. Negative PCR Covid test, with the sampling being carried out within 72h prior to departure.
- c. Covid recovery certificate (valid 14 days after testing positive and for a period of 180 days thereafter).
- d. Covid recovery certificate plus a single dose of an authorized vaccine (see above list).

Holders of a vaccination-based or recovery-based EUDCC will be exempt from any additional testing upon entering Cyprus, irrespective of colour categorization of their country of departure. Holders of a test-based EUDCC will need to follow the procedures explained in question 1 of the current document.

Vaccination certificates and recovery certificates issued by the competent authorities of: Andora, Armenia, Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Arab Emirates,

United Kingdom and Vatican City State, **are only being accepted through the EUDCC or equivalent.**

Prior to travel, holders of an EUDCC or equivalent, need to fill out all required information on the Cyprus Flight Pass Platform (see question 2). **The EUDCC (or equivalent) does not need to be uploaded on the Cyprus Flight Pass Platform.** The traveler is responsible and liable in the event of provision of untruthful information, and in such a case, will be subject to penalties upon arrival to Cyprus. Travelers may still be subject to random testing upon arrival and are still obliged to follow all destination protocols.

*Q5: What criteria is taken into consideration by the Cyprus government, for the categorization of countries which do not feature on ECDC lists?*

In order to categorize the specific countries, a panel of experts considers amongst others, the same criteria used by ECDC for the production of the lists (cumulative 14-day impact per 100,000 population, positivity rate, testing rate, vaccination coverage, mortality rate, presence of variants of concern).

### **Travel protocols**

*Q6: What protocols can be expected on airplanes?*

- a. Prior to boarding, travelers will need to show their 'Cyprus Flight Pass'
- b. Travelers' temperature may be tested prior to boarding
- c. Wearing masks is compulsory during the flight

*Q7: What other protocols can be expected in Cyprus airports/port terminals?*

- a. Entrance or passage will only be allowed to travelers and staff
- b. Travelers will have their temperature tested at the entrance of the terminal
- c. Wearing masks is compulsory in all areas

### **Movement within the destination**

*Q8: Are there any local restrictions on movement?*

To enjoy certain services across the destination, where a large number of people congregate, the Cyprus Flight Pass will need to be presented on the spot, in the event of a check by an authorized officer (for example in churches, conference venues, wedding venues, events venues, shopping malls, museums, casinos, theme parks, children play areas, archaeological sites, mini cruises, etc.).

Along with the Cyprus Flight Pass, additional documents may be required as proof that travelers are not permanent residents of Cyprus e.g. a copy of the airline ticket and/or



accommodation reservation. Therefore, travelers should at all times carry with them a copy of the aforementioned documents.

For movements within the destination, the Cyprus Flight Pass is valid for up to (and including) 7 days, from the date of arrival to Cyprus (date of arrival is considered as Day 1). From the 8<sup>th</sup> day after arrival, a local Safe Pass\* (proof of vaccination or recovery from COVID-19) is necessary. A valid EU Digital COVID-19 Certificate or equivalent is also sufficient for this purpose, provided that it is vaccination-based or recovery-based. For children between the ages of 6 and 11, a PCR test taken within 72 hours or a rapid antigen test taken within 48 hour can be used as well.

Possession of a Safe Pass guarantees access to: nightclubs, discos, music dance venues, restaurants, coffee shops, bars, pubs and other catering facilities (including catering facilities in shopping malls), theatres, amphitheatres, cinemas, entertainment halls, closed and outdoor stadiums.

Places where the Cyprus Flight Pass or Safe Pass do not need to be presented include beaches, picnic sites, promenades, outdoor exercise areas and hotel facilities (the latter only if someone is a hotel resident).

\*Note that for Safe Pass purposes, the vaccination certificate is considered expired, when a period of 7 months has elapsed from the second dose of a two-dose vaccine or the first dose of a single dose vaccine. After that period, a 72-hour PCR laboratory test or a 48-hour rapid antigen test, is required for movements within the destination.

## **Destination protocols**

*Q9: Are there any general safety protocols that will apply?*

- a. Enhanced health, safety and hygiene protocols have been devised for all hospitality establishments, and extensive training of staff has taken place prior to the destination opening for visitors.
- b. Physical distancing measures are followed, so that people who do not belong to the same travel group maintain a reasonable distance from each other (the minimum area occupied per person should be 2 sq. meters outdoors, and 3 sq. meters indoors).
- c. Adequate ventilation provisions are undertaken for all public indoor areas, so that apart from air conditioning there will be regular input of fresh air.
- d. Antibacterial gel/liquid is available in all establishments, at entrances, reception areas, lounges, public toilets, lifts etc.
- e. Use of masks is compulsory in all indoor areas (taxis, buses, diving/safari jeeps, lifts, theatres, malls, etc.) and outdoor public places. Areas (restaurants, coffee-shops, bars, snack-bars, lobby bars, etc.) where people are seated whilst consuming food and beverage are excluded from this provision. Also exempted are beaches, swimming pools and instances where persons are exercising. In any case, travelers should always consult the Visit Cyprus website for the latest information on this matter, as procedures may change at short notice.



*Q10: Buses/rental vehicles/taxis/diving and safari jeeps*

- a. Frequent ventilation and disinfection of buses
- b. Disinfection of rental vehicles after their return (including keys)
- c. Disinfection of all high frequency touch areas after every route, for taxis and diving/safari jeeps (door handles, seats etc.)
- d. Capacity of tour buses is allowed at 100%

*Q11: Archaeological sites, museums, theme parks, mini cruises, diving sites, water sports*

Frequent disinfection of high frequency touch areas (artifacts, touch screens, rides, door handles, seats, diving equipment, water sports equipment etc.)

*Q12: Swimming pools, beaches and water parks*

- a. Disinfection of sun beds, umbrellas and personal safe boxes after every use
- b. Distance of 4m between umbrellas and 2m between sunbeds of persons not belonging to the same group
- c. Physical distancing does not apply to lifeguards who are called into urgent life-saving action

*Q13: Accommodation establishments*

- a. Use of masks and carrying out of appropriate hand hygiene, for all front-of-house staff; for housekeeping staff gloves are also compulsory
- b. Dispersion of guests at 'group check-in'
- c. Rooms will not be allocated to new arrivals, unless enough time has passed since the previous occupants left, for appropriate cleaning, disinfection and aeration
- d. Disinfection of room keys/cards after every departure
- e. Where food or drink is displayed on self-service stations, appropriate sneeze guards or face masks are available, and hand disinfection stations are installed; alternatively, items could be served directly by the staff
- f. The minimum area occupied between persons not belonging to the same party, is 2 square meters outdoors, and 3 square meters indoors.

*Q14: Restaurants, bars, cafes, pubs and night clubs*

- a. Use of masks and carrying out of appropriate hand hygiene, for all back-of-house and front-of-house staff
- b. The maximum party size is set at 12 persons per table. In any case, travelers should always consult the Visit Cyprus website for the latest information on this matter, as procedures are likely to change at very short notice.
- c. The minimum area occupied between persons not belonging to the same party is 2 square meters
- d. Menus are disinfected after every use, unless they are disposable; alternatively they will be displayed at various communal points of the establishment, or made available digitally
- e. Guests are encouraged to pay by card and not by cash

- f. Disinfection of all touch points is carried out after each use e.g. chairs, tables, salt/pepper mills, sauce bottles, electronic payment machines etc.
- g. An information sheet is made available at the entrance, displaying the maximum number of guests allowed in place at any given time

### **Testing and quarantine procedures at the destination**

*Q15: Is random testing going to be done at destination level?*

Entire flights are randomly asked to undergo a COVID-19 test upon arrival, irrespective of where they flew from. Children who arrive in Cyprus before their 12<sup>th</sup> birthday, are exempted. The cost in such cases is borne by the Cyprus government.

*Q16: How will we deal with travelers who test positive during their stay in Cyprus? What happens to their close contacts? Who will cover the cost of hospitalization and treatment?*

- a. The Cyprus government is committed to taking care of all travelers who test positive for coronavirus during their stay, as well as their close contacts. The government will transfer these persons to separate facilities, covering the cost of lodging, food, drink, and medication; the traveler will only need to bear the cost of their airport transfer and repatriation flight, in collaboration with their agent and/or airline. Using separate facilities will not only ensure that patients are properly taken care of, but it will also provide peace of mind to other travelers, that their accommodation establishment is free of COVID-19. Should an establishment be found to host a person who has tested positive for coronavirus, it will thus not be ordered into a 14-day quarantine.
- b. More specifically, a COVID-19 hospital with a surplus of available beds and intensive care units equipped with respirators has been made available exclusively for travelers who test positive for coronavirus.
- c. In addition, 300 rooms in dedicated quarantine-hotels are available for persons deemed as close contacts of persons who test positive for coronavirus, and these can be increased at very short notice if required.

Q17: *What is the definition of a close contact?*

- a. A close contact is defined as 'somebody who came into close physical contact to a person who has tested positive for coronavirus' i.e. at a distance of less than 2m for more than 15 minutes.
- b. Contact tracing from an airplane only includes passengers from the same family.

Q18: *What is the quarantine duration for close contacts?*

The normal duration of quarantine is 14 days. Travelers who are transferred to the designated close contact hotel are tested (PCR) free of charge on day 7 and if negative they are released. The duration of quarantine can be reduced further if a traveler has an earlier return flight; in such a case, the traveler needs to test negative for coronavirus on the day prior to their departure (test should be PCR and the cost borne by the individual). Note that during the quarantine period, it is mandatory for the traveler to self-isolate in their room or designated spaces at all times.

### **Further information**

Q19: *How can travelers be kept up-to-date with the latest developments, and informed about protocols implemented at the destination?*

- a. A dedicated email address has been set up by the Deputy Ministry of Tourism for this purpose at [travel2021@visitcyprus.com](mailto:travel2021@visitcyprus.com)
- b. A dedicated team of destination experts will reply to traveler queries on Facebook Messenger (main page [www.facebook.com/VisitCyprus.cy](https://www.facebook.com/VisitCyprus.cy)). Additional pages are available in the following countries: UK, DE, RU, SWE, FR, AT, GR, IT, UKR, NED, POL, BEL, ES, CH, ISR.
- c. A dedicated call centre has been set up for the assistance of travelers who may have queries regarding the use of the "CyprusFlightPass". The hours of operation of the help desk will be: Monday- Sunday 08:00- 20:00 Cyprus time  
Queries via telephone:  
Calls within Cyprus: 1474  
Calls from abroad: +357 22 285 757  
For queries in writing through the e-platform via the link:  
<https://cyprusflightpass.gov.cy/en/contact-us>
- d. All relevant information will also be made available on the websites [www.visitcyprus.com](http://www.visitcyprus.com) and [www.cyprusflightpass.gov.cy](http://www.cyprusflightpass.gov.cy)