

# **FAQ: Travelling and tourism**

21 January 2021

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Please note that the information on this website is only updated after the respective current regulation has come into effect.

## Tip

You can search for specific words on this page in order to find the FAQ which answers your question quickly and easily. To do so, press control + F on your keyboard and then enter the desired term.

## FAQs Pre-travel clearance (online entry form)

### Pre-travel clearance online forms in German and English

- [Pre-travel clearance online form \(German\)](#)
- [Pre-travel clearance online form \(English\)](#)

### What is pre-travel clearance?

The current COVID-19 pandemic is posing major challenges for the Austrian authorities. Our approach in the struggle against the spread of SARS-CoV-2 has to be constantly re-examined.

Many cases are directly related to travel, and in this regard we need to support the functioning of contact tracing. In doing so, we can draw on the experiences made in other EU Member States.

In order to have the necessary information available for the monitoring of quarantine and for contact tracing, persons wishing to enter the country are obliged to provide certain information in advance via a form which can be filled in online. This particularly includes information about the address where the person is staying or where they are spending quarantine, the means of transport with which they will enter the country, and which countries the person has stayed in during the past ten days. The [pre-travel clearance form](#) serves exactly this purpose, and is available in German and English.

Registration is possible via the [pre-travel clearance online form](#).

(12.01.2021, 09:00)

### **What information do I have to give?**

The information required is as follows:

- First name and surname
- Date of birth
- Your e-mail address
- Your home address in Austria or the address at which you will be staying during quarantine, if this is not the same.
- Date of entry
- Date when you will leave (if applicable)
- Countries in which you have stayed in the past ten days before entry.

In case it is required for one of the exceptions to the COVID-19 entry regulation, when registering you can also upload a medical certificate on your COVID-19 test result at the same time.

(12.01.2021, 09:00)

### **Who has to fill in a pre-travel clearance?**

Every person who is travelling to Austria has to fill in a pre-travel clearance form. Only persons who are covered by the exceptions in accordance with Sections 7 and 8 of the COVID-19 entry regulation are exempted from this.

Registration is possible via the [pre-travel clearance online form](#).

(12.01.2021, 09:00)

### **Does a pre-travel clearance exempt me from quarantine or testing?**

No. Pre-travel clearance – electronic registration before beginning a journey – has to be filled in by all persons before they enter Austria (for exceptions see below). In addition to this, depending on the reason for entering the country, a medical certificate confirming a negative antigen or PCR test has to be shown upon entry, or the person has to go into quarantine.

(21.01.2021, 09:00)

### **Does compulsory registration also apply to persons who are already immunised?**

Yes. Filling in a pre-travel clearance form and going into quarantine (if applicable) are also obligatory if you are already immunised – regardless of whether you have been vaccinated or have already been infected and have recovered from SARS-CoV-2.

(21.01.2021, 09:00)

### **What are the exceptions in accordance with Sections 7 and 8 of the COVID-19 entry regulation?**

The exceptions in accordance with Sections 7 and 8 of the COVID-19 entry regulation include the following, for example:

- Unforeseeable family-related reasons which are worthy of special consideration and cannot be postponed
- The urgent care of animals or work required in agriculture or forestry
- The professional transport of vehicles or aircraft

Additional exemptions from registration apply to:

- Transit through Austria without stopping
- Regular commuter trips for work-related reasons (except carers)
- Regular commuter trips to attend school or university
- Regular commuter trips for family-related reasons or to visit one's partner
- The occupants of vehicles of the police and the emergency services, and other public service vehicles
- Persons who begin their journey in Austria and cross the territory of other countries to reach their destination in Austria
- Entry to the local authority areas of Vomp-Hinterriss, Mittelberg and Jungholz

(12.01.2021, 09:00)

### **Do children and young people also have to be registered?**

Yes, children and young people also have to be registered via the [pre-clearance online form](#).

(12.01.2021, 09:00)

### **When should I fill in the pre-travel clearance form?**

The pre-travel clearance form should be filled in online before starting the journey.

(12.01.2021, 09:00)

### **In which way do I receive confirmation of registration?**

After registration using this link to the pre-clearance online form, the completed form is available as a download and is also sent by e-mail to the address you have given.

(12.01.2021, 09:00)

### **When do I have to show the pre-travel clearance form?**

The document has to be presented to the authorities upon request and enables them to check that the data given is correct. The authenticity of this confirmation can be checked via a QR code.

(12.01.2021, 09:00)

### **Do I have to print out the pre-travel clearance form and carry it with me, or can I show it digitally?**

The document is valid in printed as well as electronic form. Showing the QR code on mobile devices - such as smartphones - is thus also permissible.

(12.01.2021, 09:00)

### **How long is my data stored for?**

The data is sent to the district administration authorities which are responsible for the place where you are staying. The data is stored for 28 days from the date of entry to the country, then it is deleted. The storage of personal details is thus carried out in accordance with the provisions of the Data Protection Regulation.

(12.01.2021, 09:00)

## What should I do if I cannot register online and thus cannot present a pre-travel clearance form at the border?

If registration via the online form is not possible, the form [Appendix E \(PDF, 840 KB\)](#) (German) or [Appendix F \(PDF, 837 KB\)](#) (English) can be filled in and presented on paper. The border officers then send it on to the relevant district administration authorities.

(13.01.2021, 09:15)

## FAQs COVID-19 Entry Regulation

### Appendices to the amendment of the COVID-19 Entry Regulation, valid from from 15 January 2021

- [Appendix A \(PDF, 86 KB\)](#)
- [Appendix C \(PDF, 54 KB\)](#)
- [Appendix D \(PDF, 50 KB\)](#)
- [Appendix E \(PDF, 840 KB\)](#)
- [Appendix F \(PDF, 837 KB\)](#)
- [Appendix G \(PDF, 703 KB\)](#)
- [Appendix H \(PDF, 702 KB\)](#)

### From which countries is it still possible to enter Austria without restrictions?

Persons can enter **without restrictions** when

- the state or region from which they are entering is listed in Appendix A

and

- the person has spent the past ten days solely in Austria or in one of the countries listed in Appendix A.

The countries and regions in Appendix A are currently (as of 15.01.2021): **Australia, Finland, Greece, Iceland, Japan, New Zealand, Norway, Singapore, South Korea and the Vatican.**

(13.01.2021, 8:45)

## **Which rules apply for entry from EU/EEA states and from Switzerland, Andorra, Monaco, San Marino, the Vatican and the United Kingdom?**

As long as the state in question is NOT in Appendix A, persons entering from an EU/EEA state, Switzerland, Andorra, Monaco, San Marino, the Vatican or the United Kingdom, or who have not spent the past ten days solely in Austria and/or in one of these states, have to **immediately begin a period of quarantine/ self-isolation lasting ten days.**

**Ending the quarantine early** due to a negative PCR or antigen test can take place **on the fifth day at the earliest (i.e. the fifth day after entry, whereby the day of entry is 'day zero')**.

There are exemptions for the following groups of persons:

- Humanitarian aid workers
- Persons who are travelling for work-related purposes (this also includes 24-hour carers, but not regular commuters)
- An accompanying person in the case of entry for medical reasons
- Persons who are entering the country due to an obligation imposed by a court or authority, such as a summons to court proceedings
- Foreign citizens if they have photo ID in accordance with Section 95 of the Aliens Police Act 2005 (diplomats accredited in Austria). The legitimation card has to be shown upon entry to the country.

For these persons, entry is possible with a medical certificate (Appendices C or D) which confirms a negative PCR test for SARS-CoV-2 or an antigen test for SARS-CoV-2, and when the test took place no more than 72 hours ago. If no proof of a negative test result can be presented, the person has to immediately self-isolate for ten days. Persons who have to self-isolate have to confirm this with their signature in accordance with Appendices E or F. Any costs incurred have to be paid oneself. In these cases, ending self-isolation with a negative PCR or antigen test is possible at any time after entry.

(19.12.2020, 00:00)

## **Which rules apply for entry from states which are NOT listed in Appendix A?**

Entry from other states which are not mentioned above is normally not allowed. However, there are exceptions to this ban on entry.

Entry from other states is possible for the following groups of persons if they undergo obligatory self-isolation in accordance with Section 5 para. 4. The earliest possible time for ending quarantine with a PCR or antigen test is **the fifth day after entry, whereby the day of entry counts as 'day zero'**:

- Austrian citizens, EU/EEA citizens and persons who live in the same household as them
- Swiss citizens, UK citizens and persons who live in the same household as them
- Persons who are normally resident or have a place of residence in EU/EEA states or Andorra, Monaco, San Marino, the Vatican, Switzerland or the UK, and persons who live in the same household as them
- Persons who are entitled to live in Austria due to a residence permit or other document confirming their right of residence in accordance with the Settlement and Residency Act
- Members of staff of diplomatic missions or consulates and persons who live in the same household as them
- Employees of international organisations and persons living in the same household as them
- Persons who work for a domestic regional administrative body or a domestic public-law body and whose place of work is abroad, as long as the work of this body is in the interests of the Republic of Austria
  - Persons who are entering the country to take up or continue a course of study or to do research at an Austrian university
  - Persons who are entering the country to attend a school.

(19.12.2020, 00:00)

### **For which persons according to Section 5 para. 4 are there further exceptions when entering from a state or region other than those listed in Appendix A?**

In accordance with Section 5 para. 5, the following persons do not have to self-isolate when they can present a medical certificate (Appendices C or D) confirming a negative PCR or antigen test result upon arrival, and when the test took place no longer than 72 hours ago:

- Humanitarian aid workers
- Persons who are travelling for work-related purposes (this also includes 24-hour carers, but not regular commuters)

- An accompanying person in the case of entry for medical reasons
- Persons who are entering the country due to an obligation imposed by a court or authority, such as a summons to court proceedings
- Foreign citizens if they have photo ID in accordance with Section 95 of the Aliens Police Act 2005 (diplomats accredited in Austria).

If no proof of a negative medical certificate can be presented, the person has to immediately self-isolate for ten days. Persons who have to go into quarantine have to confirm this with their signature in accordance with Appendices E or F. It is urgently recommended that you print this form and carry it with you when entering the country. Any costs incurred for self-isolation have to be paid oneself. In these cases, ending quarantine early with a negative PCR or antigen test is possible at any time after entry.

(19.12.2020, 00:00)

### **Who has to pay the costs of the PCR or antigen test in order to end self-isolation early?**

The costs incurred for the test have to be paid oneself. However, some provinces offer free testing. In this case, please contact the respective regional authorities.

The cost of tests for 24-hour carers are assumed by the federal government – the provinces reimburse these costs.

(19.12.2020, 00:00)

### **How can I get tested and end self-isolation from the fifth day onwards?**

Ending quarantine early with a negative PCR or antigen test can take place on the fifth day at the earliest (**i.e. from the fifth day after entry, whereby the day of entry counts as 'day zero'**). It is possible to leave your place of residence or accommodation to be tested in spite of self-isolation. Care should be taken to reduce the risk of infection as far as possible.

Testing is possible in various laboratories ([List of laboratories \(PDF, 476 KB\)](#)) and in specialised pharmacies by arrangement

(<https://www.apotheker.or.at/internet/oeak/NewsPresse.nsf/WebTeaser/NewsTeaser/>).

The tests have to be paid for yourself. There are other additional testing possibilities in the regions. In this case, please contact the respective regional authorities.

24-hour carers can submit the bills for their test costs to the provincial authorities. The provinces are then reimbursed by the federal government.

(19.12.2020, 00:00)

### **Is it possible to leave Austria again before the end of self-isolation?**

Yes. For the purpose of leaving Austria, self-isolation can be ended after less than ten days. Please ensure that you minimise the risk of infection when leaving the country.

(19.12.2020, 00:00)

### **Which rules apply for the entry into Austria of children?**

For **children travelling alone**, the same rules apply to entry as for adults.

**Children up to the age of ten** who are **accompanied by an adult** are exempted from obligatory testing for entry into Austria.

The same legal rules apply to them as to the adults accompanying them.

(19.12.2020, 00:00)

### **Which rules apply in the case of entry for medical reasons?**

**Entry is possible without restrictions** when it takes place for the use of **absolutely necessary medical services in Austria**. This rule applies to

- Austrian citizens
- Persons who are subject to compulsory health insurance in Austria
- Persons whom an Austrian hospital has agreed to provide treatment to.

When entering the country, confirmation is required of the absolute necessity of medical services in accordance with Appendices G or H.

After undergoing absolutely necessary medical treatment abroad, the re-entry of persons with a place of residence in Austria or who are normally resident in Austria is possible without restrictions.

When re-entering the country, confirmation is required of the absolute necessity of medical services in accordance with Appendices G or H.

(19.12.2020, 00:00)

### **Which rules apply for entry into Austria with regard to individual family-related reasons which are worthy of special consideration?**

- Entry is possible **without restrictions** for **unforeseeable family-related reasons which are worthy of special consideration and cannot be postponed**, such as severe illness, death, funerals, births, and, in emergency cases, caring for people in need of support.

In these cases the ten-day period of self-isolation and obligatory testing do not apply.

Evidence of family-related reasons which are worthy of special consideration has to be provided at the border, for example by presenting one of the following documents:

- A copy of a death certificate
- An invitation to a funeral
- Confirmation from a hospital
- Copy of a birth certificate
- Confirmation of an expected date of birth
- Medical certificates
- Entry is possible in connection with **other important and predictable family-related events** such as weddings, christenings, birthday parties or **non-regular visits to a partner**. The general quarantine rules apply.

Regardless of these possibilities, **other statutory provisions on entry** to Austria must also be complied with (such as those on visas and residency). Further information on this is available from the website of the Ministry of the Interior.

(19.12.2020, 00:00)

### **For which groups of persons do exceptions apply, so that they can enter Austria without restrictions?**

The following groups of persons can enter (or re-enter) **without restrictions**:

- Persons who facilitate the transport of goods and passengers
- Persons who, in individual cases, have to ensure the urgent care of animals or carry out work required in agriculture or forestry
- Persons who enter the country in the context of the professional transport of vehicles and aircraft
- Persons who enter for compelling reasons in the interests of the Republic

- Transit passengers or persons who travel through Austria without stopping
- Persons who enter or re-enter the country as regular commuters (at least once a month) for work-related reasons, unless they are carers
- Persons who enter or re-enter the country as regular commuters (at least on a monthly basis) to attend school or university
- Persons who enter or re-enter the country as regular commuters (at least once a month) for family-related reasons or to visit a partner
- Persons who enter the country to carry out a repatriation flight or an overland repatriation mission.
- Persons who begin their journey in Austria and cross the territory of other countries without stopping in order to reach their destination in Austria
- Persons in vehicles of the police and emergency services or public service vehicles in the meaning of Section 26a of the Road Traffic Regulation
- Persons who enter the local authority areas of Vomp-Hinterriss, Mittelberg (Kleinwalsertal) and Jungholz.

(19.12.2020, 00:00)

### **Do persons who wish to enter Austria need to obtain confirmation of the legality of their entry (in terms of the entry regulations) from an official source?**

No. Neither the Ministry of Health nor other authorities issue such documents.

Documentation of this kind is not necessary to enter Austria. The provisions on visas apply independently of the regulations on entry.

(19.12.2020, 00:00)

### **Can I cross the border for shopping?**

The entry restrictions of the respective countries have to be taken into account. However, persons returning to Austria from a state or region not listed in Appendix A have to self-isolate for ten days. Ending quarantine early due to a negative PCR or antigen test can take place on the fifth day at the earliest (i.e. the fifth day after entry, whereby the day of entry is 'day zero').

(19.12.2020, 00:00)

### **I live abroad and work as a 24-hour carer in Austria. What do I need to be aware of?**

24-hour carers are allowed to enter Austria for work-related reasons.

Entry is possible with a medical certificate (Appendices C or D). This certificate has to confirm a negative PCR or antigen test. The test must have taken place within the last 72 hours.

If a certificate of this kind cannot be presented upon entry, the carer has to self-isolate for ten days. Ending self-isolation early with a negative PCR or antigen test is possible. The carer can apply to the respective province for the reimbursement of the cost of the test. The amount is then reimbursed to the province by the federal government.

(19.12.2020, 00:00)

### **I live in a border area and have family members in need of support in the neighbouring country. What do I need to be aware of?**

Persons who regularly care for family members in need of support in a neighbouring country are not subject to any restrictions regarding entry. They do, however, have to be able explain the need for support in the case of border controls.

(19.12.2020, 00:00)

### **I live in a border area and work in the neighbouring country. What do I need to be aware of?**

Persons who work abroad are exempted as commuters. In this way, their entry is possible without restrictions when their journey to work is undertaken regularly (at least once a month). In the case of a check by the authorities, credible evidence of the employment relationship must be provided.

(19.12.2020, 00:00)

### **I live abroad and work in Austria. Has anything changed for me as a commuter?**

Regular entry (at least once a month) for work, school, study or family-related reasons is still possible without restrictions.

(19.12.2020, 00:00)

### **I live and work abroad. Can I come to Austria for skiing?**

Entering the country for skiing – without quarantine – is only permissible from countries listed in Appendix A. If entry is possible due to an exemption, the day can of course also be spent doing sports.

However, it should be noted that hotels and other forms of accommodation cannot currently be used for leisure purposes. Restaurants, pubs and bars, etc. are also closed.

(19.12.2020, 00:00)

### **Where can I find travel information and travel warnings?**

All of the travel information provided by the Ministry of Foreign Affairs is available at [www.bmeia.gv.at](http://www.bmeia.gv.at)

(11.11.2020, 13:00)

### **Can I cancel my flight or my journey free of charge due to the coronavirus?**

Consumers currently have many travel-related questions due to COVID-19. You can find an overview of telephone contacts and online help services in relation to travel rights at <https://www.konsumentenfragen.at/>.

(11.11.2020, 13:00)

### **I am a guest (at a hotel, etc.) Where can I find information about the current regulations?**

As a guest or customer you can find information about the current regulations in the field of tourist accommodation at [www.sichere-gastfreundschaft.at](http://www.sichere-gastfreundschaft.at) (Federal Ministry of Agriculture, Regions and Tourism, the Austrian Economic Chambers) and on the website of the Federal Ministry of Agriculture, Regions and Tourism in the section [Informationen zum Corona-Virus](#) (in German).

(11.11.2020, 13:00)

### **I own or manage a tourism-related business. Where can I find information?**

Information for tourism-related businesses is available at [www.sichere-gastfreundschaft.at](http://www.sichere-gastfreundschaft.at) (Federal Ministry of Agriculture, Regions and Tourism, the Austrian Economic Chambers).

(11.11.2020, 13:00)

### **Which regulations apply to tourist accommodation businesses such as hotels, guest houses and camp sites, etc.?**

Information on the current regulations in the field of tourist accommodation is available at [www.sichere-gastfreundschaft.at](http://www.sichere-gastfreundschaft.at) (Federal Ministry of Agriculture, Regions and Tourism, the Austrian Economic Chambers).

In addition, information is also available in Section 7 of the COVID-19 Measures Regulation

(11.11.2020, 13:00)

### **I live and work in Austria. Can I visit my family abroad over the holidays?**

Leaving Austria is possible at any time, though the entry requirements of the country you wish to enter must be observed. When returning from countries which are not listed in Appendix A, a ten-day period of self-isolation is obligatory. Ending the quarantine early due to a negative PCR or antigen test can take place on the fifth day at the earliest (i.e. the fifth day after entry, whereby the day of entry is 'day zero'). If you meet your family regularly (at least once a month), you can re-enter without restrictions.

(19.12.2020, 00:00)

### **I live and work abroad. What do I need to be aware of when I spend the holidays with my family in Austria?**

Leaving and entering the country is possible. When entering from countries which are not listed in Appendix A, a ten-day period of self-isolation is obligatory. Ending the quarantine early due to a negative PCR or antigen test can take place on the fifth day at the earliest (i.e. the fifth day after entry, whereby the day of entry is 'day zero'). If you meet your family regularly (at least once a month), you can enter without restrictions.

(19.12.2020, 00:00)

## **Who can Austrians abroad contact about their questions/problems?**

**Austrians who are abroad** and require consular assistance in connection with the coronavirus should get in touch with the relevant embassy. The respective 24-hour help line numbers can be found on the websites of the embassies. For medical assistance, the embassy doctor is responsible (details are also given on the websites).

The foreign service APP – which can be viewed at [www.bmeia.gv.at/reise-aufenthalt/auslandsservice/reiseregistrierung](http://www.bmeia.gv.at/reise-aufenthalt/auslandsservice/reiseregistrierung) – contains the contact details of all Austrian representations worldwide.

**In the headquarters in Vienna**, the Citizen's Service is the point of contact. However, Austrians living abroad should always contact the respective embassy first. The Citizen's Service of the Ministry of Foreign Affairs supports Austrians abroad around the clock on **+43 190 115 4411** in the case of **emergencies abroad**.

(11.11.2020, 13:00)

## **Does a positive antibody test exempt you from the quarantine rules for entry to Austria?**

No. An antibody test only provides personal information.

Currently, a positive antibody test does not exempt you from any quarantine measures.

(18.12.2020, 15:15)

## **Can I self-isolate at the home of family members?**

Quarantine can be spent together with family members in their home. However, you should stay apart from the other persons, for example by staying in separate rooms, by using the bathroom at different times and only using your own toiletries and towels. It is also important to act responsibly and not to come into contact with other persons.

(18.12.2020, 15:15)

## **Are my family members in the same household also in quarantine?**

No. The quarantine regulations are linked to entry into the country. However, you should stay apart from the other persons, for example by staying in separate rooms, by using the bathroom at different times and only using your own toiletries and towels. If the flat or

house does not provide fitting opportunities to ensure this, one should choose other suitable accommodation. This has to be paid for by oneself.

(18.12.2020, 15:15)

### **Can tourist accommodation or hotels be used for self-isolation?**

Entering hotels or similar accommodation as a tourist is still prohibited. However, when using tourist accommodation or a hotel is an urgent necessity – if, for example, there is no other way to comply with the quarantine rules – then it is allowed.

(18.12.2020, 15:15)

### **Can my family have visitors while I am self-isolating in their home?**

Yes, they can as long as there is no contact between the visitors and the person in quarantine.

(18.12.2020, 15:15)

### **I am a sportsperson and am returning from a training camp or a competition. Which restrictions on entry apply to me if I do not earn any money (yet) with sport?**

If it has a professional character and the aim is to earn a living with it in the future, taking part in amateur and youth sport is considered to have an occupational purpose. It thus constitutes an exemption from entry restrictions, regardless of whether the activity is carried out for money or not.

It is permitted to enter Austria for training camps and competitions if a medical certificate on a negative PCR or antigen test is presented, and the test took place no more than 72 hours ago. If this is not possible, the person has to immediately self-isolate for ten days, which can, however, be ended at any time by a negative PCR or antigen test.

In the case of an inspection by the authorities, a credible explanation must be provided, such as confirmation from the organiser of the competition.

(22.12.2020, 6:30)



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