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Pul Express GmbH | 17.11.2020



## Informationen zum Coronavirus/COVID-19 FINNAIR Airlines: Neue Einreisebestimmungen für Flüge nach China CHINA Questions & Answers

Sehr geehrte Reisebüropartner,

hier eine weitere Information zum Thema Coronavirus von Finnair:

### "CHINA Questions & Answers"

**Q: Chinese authorities have updated the travel guidance for customers travelling to China as of 7 November. What changes in practice?**

**A: The key changes in the guidance are that 1) all customers travelling from or via Helsinki to China are required to hold a negative coronavirus nucleic acid and IgM antibody test result taken earliest 48 hours before travel. 2) Also, transfer customers travelling to China via Helsinki need to get tested for coronavirus and get a negative test result not only in their country of departure but also at the transfer station before continuing to their connecting flights to China. Customers from domestic flights in Finland transferring to flights to China are not required to be tested in Helsinki.**

**Q: Will this affect Finnair flights and how?**

**A: Finnair will continue to fly to China. We currently operate to Shanghai once a week on Thursdays and to Nanjing once a week on Fridays. The first Finnair flight to China affected by the updated travel guidance is the flight to Shanghai on 12 November.**

However, there will be changes in connections from Europe to China via Helsinki, as due to new testing requirements at the transfer station, customers need more time to transfer in Helsinki and the transfer times will be longer than normally. We will rebook customers to earlier inbound flights from Europe to Helsinki, and we are looking into adjusting our European flight schedules to offer as smooth as possible connections to China via Helsinki.

**Q: How will this affect Finnair's Asia strategy?**

**A: We are fully committed to our Asian strategy and to China as a market. We will do our best to make this new process as smooth as possible to our customers.**

**Q: What will this mean to customers travelling to China from Helsinki?**

**A: According to the updated travel guidance, all customers travelling from or via Helsinki to China are required to hold a negative coronavirus nucleic acid and IgM antibody test result taken earliest 48 hours before travel. Earlier only nucleic acid test was required, and it could be taken earliest 72 hours before travel. We advise customers travelling directly from Helsinki to China to make sure they have both needed tests taken in a timely manner and all required certificates with them when they travel.**

**Q: What will this mean to customers travelling from Europe to China via Helsinki?**

**A: Due to the changed authority requirements, there will be changes to the travel plans of those customers travelling from Europe to China via Helsinki. You need to start your journey earlier than planned to allow enough time for testing and results during transfer at Helsinki Airport. We will automatically offer you a new inbound flight from Europe to Helsinki the day before your original flight, if there are alternative flights available. Your flight from Helsinki to China will remain the same as in your original travel plan. Also, the transfer time at Helsinki Airport will be longer than normally, approximately 24 hours compared to the normal 40 minutes. Customers from domestic flights in Finland transferring to flights to China are not required to be tested in Helsinki, and therefore these connections will remain as before.**

**Q: Will I make it to my connecting flight to China?**

**A: Yes, but this requires that you start your journey earlier than planned to allow enough time for testing and results during transfer at Helsinki Airport. We will automatically offer you a new inbound flight from Europe to Helsinki the day before your original flight, if there are alternative flights available. Your flight from Helsinki to China will remain the same as in your original travel plan. Customers from domestic flights in Finland transferring to flights to China are not required to be tested in Helsinki, and therefore these connections will remain as before.**

**Q: What will happen during the transfer in Helsinki?**

**A: After you arrive in Helsinki on a Finnair flight, our ground crew will meet you upon arrival and guide you to the Helsinki Airport testing area to take the required tests. You pay the tests in advance at your origin airport check-in desk and can visit the tests without worrying about the payments. If you arrive in Helsinki with another airline but will continue to Finnair flight to China, please go to our transfer desk for guidance about the testing, and you can**

also pay the tests at the transfer desk. After taking the test, you'll have some 24 hours to spend at Helsinki Airport. We do our best to make the transfer experience as pleasant as possible for you and will provide you a comfort package included in the test price you pay at check - in. You can collect your comfort package from our transfer desk. Your tests will be analyzed within 12 hours from taking the tests. After receiving negative test results, please remember to complete your Electronic Health Declaration form required by the Chinese authorities. And then, please collect your boarding pass for your flight to China from our transfer desk before boarding. The boarding of the flight starts 90 minutes before departure. (If your test results are positive, you will be contacted separately and you will be given further instructions).

**Q: Can I check - in normally for my flight and all the way to China? What about my bags?**

**A:** You can check in normally either online or at the check - in desk in your country of origin. However, you are asked to collect your boarding pass for the inbound flight to Helsinki from the check - in desk and for your flight to China from our transfer desk at Helsinki Airport. Your baggage will be checked in all the way to China at your departure airport. As you will not have access to your baggage during your transfer at Helsinki Airport, please make sure you pack all essentials you may need during the transfer time at Helsinki Airport in your carry - on baggage.

**Q: How long is the transfer time at Helsinki Airport?**

**A:** The transfer time for flights from Europe to China via Helsinki is approximately 24 hours as of 11 November 2020. We are committed to offering as smooth as possible transfer experience for our customers travelling to China considering the new authority requirements and are working hard to adjust our flight schedules and improve our service processes at Helsinki Airport to shorten the transfer times.

**Q: Can I leave the terminal, e.g. to overnight in a hotel?**

**A:** Leaving the terminal or moving from the non - Schengen area to the Schengen area is possible only if you are eligible for entry to Finland considering the current entry requirements and the normal visa requirements. In practice, most customers are not allowed entry to Finland at the moment and therefore can't leave the terminal building or its non - Schengen area during the transfer time.

**Q: Are there any services open at Helsinki Airport and its non - Schengen area?**

**A:** Included in the test price you pay, we provide you a comfort package to make your transfer time as pleasant as possible. The package includes a pillow, blanket, slippers, our amenity kit, water bottle, shower access and service voucher to airport restaurants. Upon arrival to Helsinki, you will receive information about opening hours for restaurants and shops. See [here](#) a list of services and their opening hours.

**Q: What are my options in this situation?**

**A:** You have three options, if you have a booking to our flights to China via Helsinki. 1) You can still travel to China via Helsinki but with a changed travel plan and a longer transfer time. We will automatically offer you a new inbound flight from Europe to Helsinki the day before your original flight, if there are alternative flights available. Your flight from Helsinki to China will remain the same as in your original travel plan. 2) You can change your travel dates for later according to our flexible ticket change policy. 3) You can decide not to travel and to apply for a refund for your unused flight ticket, if your inbound flight to Helsinki is latest on 31 March 2021.

If you travel directly from Helsinki to China, check your options [here](#).

**Q: Can I cancel my booking and apply for a refund?**

**A:** Yes, you can decide not to travel and apply for a refund for your unused flight ticket, if you have a Finnair flight from Europe to China via Helsinki. Please cancel your booking first in [www.finnair.com/managebooking](http://www.finnair.com/managebooking) and then apply for a refund online at [www.finnair.com/refund](http://www.finnair.com/refund).

**Q: Does the transit testing concern all customers, also children?**

**A:** Yes, children of all ages are required to undergo testing both in the country of origin and at the transit station. If the doctor or nurse is unable to take a test from the child, the doctor/nurse needs to issue a certificate (in English) to state the medical reason why the child could not be tested. The certificate shall be shown to the airline before boarding and to the Chinese authorities on arrival in China.

**Q: How is the testing organised at Helsinki Airport? Who is responsible for the testing?**

**A:** There is a separate testing area at Helsinki Airport at gate 50 A. Our ground crew will assist you to the testing area right after you arrive in Helsinki from your European flight with Finnair. You do not need to book your testing in advance. Our partner Terveystalo, a private Finnish healthcare service company, is responsible for testing and analysing the samples. Terveystalo's test methods meet the requirements of the Chinese authorities.

**Q: What are the opening hours of the testing point?**

**A:** The testing services are available on Wednesdays and Thursdays at 3pm - 6 pm Finnish time serving customers arriving from Europe to Helsinki before the Shanghai flight on Thursdays and Nanjing flight on Fridays.

**Q: How is the testing organised at Helsinki Airport if I have two separate Finnair tickets (inbound flight on other ticket and Helsinki - China on other)? Or if I have another airlines's ticket to Helsinki but Finnair flight onwards to China? Can I do the testing on transit area?**

**A:** Please visit our transfer desk at Helsinki Airport after arrival about testing, comfort package and related payments.

**Q: Who pays the testing? How much does it cost? How do I pay for these tests?**

**A:** You need to pay the tests yourself. Combined price for the required nucleic acid and IgM antibody tests is 200 euros, and this price also includes our comfort package. You are asked to visit the check - in counter in your origin airport to collect your boarding pass and to pay for the tests in advance. The package includes a pillow, blanket, slippers, our amenity kit, water bottle, shower access and service voucher to airport restaurants.

**Q:** Can I buy a comfort package if my inbound flight to Helsinki is not with Finnair? How I can buy it?

**A:** Please visit our transfer desk at Helsinki Airport after arrival about testing, comfort package and related payments.

**Q:** Where I can pay my tests and comfort package if fly to Europe with another airline but with Finnair from Europe via Helsinki to China?

**A:** According to the new, updated travel guidance, you should be tested in all transfer stations along your journey. Therefore, a journey that includes several transit points requires several tests.

**Q:** How long do I need to wait for the testing result to be ready?

**A:** Terveystalo guarantees your test results to be ready in 12 hours from taking the test. This means that when you get tested after your inbound flight has landed Helsinki, the results will be ready the next morning.

**Q:** How will I know about the result of the testing?

**A :** To be added

**Q:** What happens if my test result comes out positive?

**A:** In case your test result comes out positive, you will be contacted separately. You are not able to travel to your destination, nor stay at the airport. Healthcare authorities will guide you to an accommodation of your own choosing and expenses for a minimum 10 - day quarantine . You are not allowed to use public transport if you have received a positive test result. If you are not eligible to enter Finland, Finnish healthcare authorities will contact the Finnish Boarder Guard for arrangements."

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