



## **2026 Ebola Traveler Escalation and Resolution Network (TERN)**

### **Reference Sheet for Domestic and Foreign Air Carriers**

*Updated August 29, 2026*

---

#### **Top Line Messages:**

- To reduce the risk of Ebola importation into the United States, the Centers for Disease Control and Prevention (CDC) is temporarily restricting U.S. entry for all travelers who were recently in the Democratic Republic of Congo (DRC).
- All travelers who have been in the DRC within 21 days of their flight will not be allowed to board flights with U.S. destinations. This includes foreign nationals, U.S. citizens and non-citizen nationals.
- All travelers, including U.S. citizens and nationals, who have been in the DRC should plan to remain outside the DRC for 21 days before attempting to travel to the United States. This includes all passengers with an intermediate stop in the DRC or on multi-stop itineraries via the DRC regardless of whether they disembarked or stayed on the airplane.
- Americans who have been in Uganda or South Sudan in the last 21 days (but not the DRC) and traveling by air must re-enter the United States through one of four designated airports—currently Washington Dulles International Airport (IAD), Atlanta Hartsfield-Jackson International Airport (ATL) and New York John F. Kennedy International Airport (JFK). Houston’s George Bush Intercontinental Airport (IAH) is no longer a designated airport as of August 31, 2026.
- Foreign nationals, including lawful permanent residents (green card holders) and family members, are not permitted to enter the United States or allowed to board flights to the United States until they have been out of Uganda or South Sudan for at least 21 days.
- Americans who need financial or other assistance with modifying travel plans, securing temporary lodging in a third country, or other consular services should contact the nearest U.S. Embassy or U.S. Consulate. For emergencies and after-hours concerns contact the State Department – Consular Affairs at +1 202-501-4444 (from abroad) or 1 888-407-4747 (from the U.S./Canada).



**If the traveler is denied boarding a flight for unknown reasons:**

- **Refresh your systems. Travel restriction and lookout statuses are dynamic.** If a passenger's reservation has become inactive, airlines should cancel the inactive reservation and create a new reservation with a new PNR/record locator. Inactive status is calculated based on the last arrival time in the itinerary associated with the reservation. Updating an inactive reservation may prevent the passenger's current travel status from being reflected accurately. Creating a new reservation helps ensure the passenger is screened against the latest available travel restrictions.
- **The U.S. Government is not providing letters to travelers certifying that they are cleared for travel. Do not ask passengers for this.**
- **Follow the below actions only if the travel inhibition is related to Ebola travel restrictions. For all other issues, utilize your normal protocol of calling the TSA Secure Flight Program and/or the CBP Regional Carrier Liaison Group.**
  1. Collect the following information for the traveler and anyone traveling with them. Email the information to [Ebola-Travel-HELP@hq.dhs.gov](mailto:Ebola-Travel-HELP@hq.dhs.gov). You may receive an automated reply requesting this information. You can ignore this autoreply if you have already submitted the information below.
    - **Identifying Information:**
      - Full name
      - Date of birth
      - Sex
      - Passport country and number
      - Citizenships (include all for those with multiple citizenships)
      - Telephone number with country code (for at least one person)
      - Email address (for at least one person)
    - **Travel Information:**
      - Current location
      - Airport, airline, and flight number for which boarding was denied
      - Date of planned travel to the United States, and airport, airline, and flight number for a future booked flight (if applicable)
      - Were they ever in the DRC?
        - If yes, when did they most recently leave the DRC?
        - If no, did they ever book travel to the DRC and cancel it?
      - Were they ever in Uganda or South Sudan?
        - When did they most recently visit Uganda or South Sudan?
      - Any other pertinent information about why they have not been able to board their flight?



2. Let the traveler know that:
  - A letter from the U.S. Department of State, U.S. Embassy or other U.S. Government agency is not necessary.
  - Their information will be sent to a government team that has authority to adjudicate their case.
  - They should hear back from a team member within 24 hours; this notification may come as a phone call or an email with a .gov address.
  - They should be prepared to send pictures of documentation to support their circumstances when the team member reaches out (e.g., exit immigration stamps on their passport).

**END OF SCRIPT**