



ARP Africa Travel Group | Pollman's Tours & Safaris | Ranger Safaris

Ebola in Kenya: Frequently Asked Questions

Version 1.1 | Updated 20 October 2026, 15:18 BST (17:18 EAT)

Eight linked cases in one known group of contacts, and no travel ban.

1. Is it safe for travellers passing through airports?

- Ebola isn't airborne. It spreads mainly through direct contact with the body fluids of someone who is already unwell, and people aren't infectious before symptoms appear, so passing through an airport is very low risk.
- Kenya screens arrivals at 26 points of entry and screens departing travellers too.
- Travellers arriving in Kenya from Tanzania, Uganda, Rwanda and a number of other countries complete a digital health form before boarding.
- Tanzania now asks all arriving travellers to complete a similar health form and screens them on arrival.

2. What about lodge staff returning home on leave?

The people currently receiving medical care, and the person who passed away, have no known links to lodges, hotels or other tourism properties.

- All eight cases sit within one known group of contacts in Nairobi. Seven are linked to caring for or treating the first patient, who caught the virus in DR Congo.
- Seven of the eight were already in quarantine when symptoms began, and the Ministry of Health reports no spread in the wider community.
- Contacts are quarantined and checked daily for 21 days.
- Everyday contact, such as staff travelling home or working at a lodge, is very low risk unless someone has been in direct contact with a patient.

3. What is Pollman's assessment of the situation?

In line with government advice, there is no travel ban for Kenya, although screening has been increased.

- Kenya has eight confirmed cases and one death, with no new cases since 18 October. Patients are reported to be responding to treatment.
- There are no reported cases in Tanzania, Uganda or Rwanda.
- The World Health Organization advises against travel restrictions, and the UK and EU member states have not advised against travel to Kenya because of Ebola.
- On 19 October the US State Department moved Kenya to Level 3 (Reconsider Travel), citing health risks. This is advice to US citizens rather than a restriction, and flights continue as normal (see question 4).

ARP Africa Travel Limited

Registered in England & Wales No 2590308
98 Bessborough Road | Harrow | HA1 3DH | United Kingdom
Tel: +44 (0)208 423 0220 | Email: africa@arpafrica.com
Website: arpafrica.com

Representing



4. What does the US Level 3 advisory mean for US travellers?

Level 3 asks US citizens to reconsider travel. It is advice, not a ban, and Kenya's airports, borders and national parks remain open.

- Level 3 is one step below Level 4 (Do Not Travel). Alongside health, the advisory cites crime, kidnapping, terrorism, unrest and road safety.
- The US marks certain areas as Do Not Travel, including the Eastleigh and Kibera neighbourhoods of Nairobi, the counties bordering Somalia, Lamu, Tana River (excluding Tsavo National Park), the coast north of Malindi and parts of the far north-west.
- Our core safari circuits, including the Masai Mara, Amboseli, Tsavo and Lake Nakuru, and the south coast beaches, are all outside these areas.
- We recommend US travellers check their travel insurance, as some policies respond differently to a Level 3 advisory. The US also advises enrolling in the Smart Traveler Enrolment Program (STEP) and holding cover that includes medical evacuation.

5. What happens to trips that are already booked?

- Our trips are operating as planned.
- We monitor official advice daily and will contact you straight away if anything changes.

6. What happens if a guest feels unwell during their trip?

- Our driver guides and guest services teams are briefed to report any guest who has a fever or feels unwell to our duty manager straight away, and we arrange prompt medical assessment.
- Most illness on safari has everyday causes. Ebola is a risk only for someone who has had direct contact with the body fluids of a person who is ill with it.

7. What is the cancellation and refund policy if travel becomes inadvisable?

- If official advice in your market changes to advise against travel to Kenya, we will contact you directly about each affected booking before you need to ask.
- We will set out the options for each booking in writing, in line with your booking terms, and will shortly confirm how those terms apply.

8. How is Pollman's approaching this?

- A crisis management team meets daily and monitors official advice from the Kenyan government, the WHO and source-market governments.
- If you'd like to discuss a specific booking, we'll review it individually.

Sources (checked 20 October 2026)

Kenya Ministry of Health statements, 6 to 18 October 2026; Tanzania Ministry of Health, Travel Advisory No. 18, 17 October 2026; World Health Organization; UK FCDO Kenya travel advice, updated 16 October 2026; US State Department Kenya travel advisory, Level 3, issued 19 October 2026.

Any questions? Contact Indie Rai, Head of Sales & Service | indie@arpafrika.com

Version history: v1.0 first issue, 20 October 2026, 15:01 BST; v1.1 added US Level 3 guidance and guest illness procedure, 20 October 2026, 15:18 BST.