

D'VIAJEROS PORTAL – USER MANUAL

ONLINE TRAVEL REGISTRATION



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GENERAL INFORMATION

Requirements to enter the country

- **A valid passport with a minimum validity of 6 months or longer from the day of arrival**
- **A tourist card valid for the travel period**

A tourist card, supplied by your travel agent or obtained from the Cuban Embassy in your country. Most of the time it can also be bought directly at the departure gate. The tourist card can also be booked in advanced via Caribbean Tours for clients traveling from Europe as well as for American travelers with home country being USA.

The visa or tourist card is valid for 90 days during your stay in Cuba, this can be extended once for another 90 days, allowing a total stay in Cuba of 180 days. The visa or tourist card, which the traveler must present when entering and leaving Cuba, is valid for a single entry into the national territory.

The Cuban government has now introduced the e-visa, which can substitute the paper tourist card. The e-visa can be obtained online and takes effect immediately via the following: <https://evisacuba.cu/en/inicio>

After completing the digital application (available in English, Spanish or French), an e-mail is automatically sent to the Cuban embassy in your home country to process your request, and you will receive the digital visa by e-mail. Payment modalities vary depending on the country.

NEW: Entry is still possible with both forms until 31.12.2025. Starting 1.1.2026, only the digital version of the visa will be permitted for entry into Cuba.

We recommend that you always apply for the visa with sufficient time before the travel period so that no inconveniences occur. You can track the progress of your visa online on the website.

- **Online travel registration before departure**

All travelers must fill out in advanced a Health Declaration form («Declaración Jurada de Salud»). This, along with other entry and customs information, is mandatory to submit online via the «D'Viajeros» site prior to entering Cuba. The form must be presented either as a PDF document with the QR code on your cell phone or as a printout upon entry. (Do not forget to charge the cell phone sufficiently if you only have the form digitally!)

If you have a digital visa, it is required to enter the code you receive in the D'Viajeros form to activate your e-visa for your stay in Cuba. The form can be completed up to 1 week before the date of travel.

- **International travel health insurance**

A valid travel insurance with medical coverage valid for the entire period of your stay in the country. Entrance to Cuba is only possible if the tourist holds a travel insurance purchased in their own country (NO US insurances). Travelers that can't prove they have a valid insurance will have to purchase a policy at the airport.

- **A return flight ticket**

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D'VIAJEROS PORTAL - ONLINE TRAVEL REGISTRATION BEFORE DEPARTURE

All travelers coming to Cuba must fill out a Health Declaration form («Declaración Jurada de Salud») in advance. This, along with other entry and customs information, is mandatory to submit online via the «D'Viajeros» site prior to entering Cuba.

Link: <https://www.dviajeros.mitrans.gob.cu/inicio>

The form is only available online in Spanish. If you activate the translator tool on your web browser, it is possible to fill out the form in your language. To activate this option, click on the 3 small dots in the browser menu, which are usually located at the top right corner and press «Translate»



Select «Crear Formulario» (Create Form)

Activating the e-visa for your stay

If you are using a digital visa for Cuba, it is required to simply **open the link sent to you with your e-visa code**, fill in the D'Viajeros form and officially activate your e-visa for your stay in Cuba. The tourist visa is then valid for a single entry to Cuba of up to 90 days.

The D'Viajeros form can be completed up to 1 week before the date of travel.

If you need to change the form before your arrival or add any goods to be declared, it is possible to do this at any time before your arrival using the «Edit form» function. (Editar Formulario)

Note:

The D'Viajeros form must be presented either as a PDF document with the QR code on your cell phone or as a printout upon entry. Do not forget to charge your phone sufficiently if you only have the form digitally!

We strongly recommend that you complete the form at your home airport on the day of departure at the latest, before boarding the plane to Cuba as it is very possible you will not have internet connection on arrival and will then be unable to complete the form which is required to present at immigration passport control.

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EXAMPLE FINAL DOCUMENT D'VIAJEROS WITH QR-CODE



Información Adelantada del Viajero

Advanced Traveler's Information

Nombres / Given Names

[REDACTED]

Apellidos / Surnames

[REDACTED]

Fecha de Nacimiento / Date of Birth

12/07/1958

Fecha de Emisión / Date of
Issue

15/11/2024

Sexo / Gender

Masculino

No. Documento / Document
No.

X8600982

Ciudadanía / Citizenship

Suiza

**No tengo nada que declarar ante el servicio de ADUANAS/
Nothing to declare to Customs**



Número de Visa / Visa
Number

LDRNE5J4LT

CHE



D'VIAJEROS

www.dviajeros.mitrans.gob.cu



2PBCXKQ5

Las leyes cubanas reafirman la obligatoriedad de la veracidad de la información brindada por usted /
Cuban laws restates the enforceability of accuracy of the information provided by you

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CONTACT



Caribbean Tours AG

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Your Travel Design & Sales Team (for all questions prior departure)

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Email: sales@caribbeantours.ch
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Your Customer Experience Team (for customers on site)

For your concerns on site and for urgent matters outside office hours



24-hours emergency number +53 52 79 98 40
You can also send us a WhatsApp message!

Email during the trip

customer.experience@caribbeantours.ch

Email after the trip

claims.cu@caribbeantours.ch

We wish you a wonderful and relaxing stay in Cuba!

Your Caribbean Tours Team