

VISA PORTAL – USER MANUAL

Online Visa Module



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INTRODUCTION

Welcome to the User Manual of the online visa application for individual travelers*. This document has been created to provide you with all the information needed to get the most out of the platform efficiently and securely. In this manual, you will find detailed instructions, tips and a step-by-step guide to help navigate the application easily. As you explore this manual, we encourage you to familiarize yourself with the different sections and use it as a handy reference.

**Up to 10 visas can be ordered this way. For tour operators and travel agencies a different procedure exists to order larger packages of visas for customers. For more information: Please contact the Cuban consulate in your home country. (The contact details can be found on the website and application form of the e-visa.*

GENERAL INFORMATION BEFORE APPLYING THE VISA

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 card must be filled out completely in print letters. Incomplete or incorrect forms will not be accepted and need to be re-purchased in Cuba. Upon arrival, one part of the tourist card will be kept by the authorities; the other part must be kept during your entire stay together with your passport. When departing, customs will collect this half of the card.

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 your 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.

- **Ein gültiges Rückflugticket**

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HOME PAGE

The e-visa can be obtained online via the following link: <https://evisacuba.cu/en/inicio>

The welcome screen is the first screen you will see when accessing the site. Here, find instructions, the necessary requirements and some social networks where you can obtain more information. You can also choose the language in which to view the application (available in English, Spanish and French).

Visas for individual travelers departing from all countries can be applied for via this portal, with the exception of travelers arriving from the USA. In this case, a separate visa procedure is necessary as the requirements are different. This visa must be presented at the departure airport in the USA, regardless of your home country

Online Services

The services provided by the portal are shown in the form of cards with a brief explanation:

1. **New Visa Application** (Only for travelers arriving via the international airport. For travelers entering the country by sea via port, please contact the Cuban consulate of your home country.)
2. **Visa Verification**



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APPLY FOR A TOURIST VISA

Step 1: Visa Application Form

You can apply for an electronic tourist visa via this website directly at the Cuban consulate of your home country. Upon completion of your application an email with your visa information will be sent.

The form will ask to specify the country and consulate where you will apply. The application will show the cost of the service and the contact information of that consulate.

Then specify the payment method to be used, choosing from the options available on the website. These options may vary depending on the payment method the consulate of your home country accepts.

Some examples for different countries


Payment methods:	Payment methods:	Payment methods:	Payment methods:
Select the payment method to use: *	Select the payment method to use: *	Select the payment method to use: *	Select the payment method to use: *
<input type="radio"/> TRANSFER <input type="radio"/> CASH	<input type="radio"/> TRANSFER <input type="radio"/> POS	<input type="radio"/> TRANSFER <input type="radio"/> MONEY ORDER	<input type="radio"/> TRANSFER <input type="radio"/> POS <input type="radio"/> DEPOSIT

Also, the price for the Visa may vary depending on your country.

Example Germany (Bonn)

Procedure Data

Country where you apply *	Consulate *
GERMANY	BERLIN
Choose the country where you want to carry out your visa process	Choose the consulate where your application will be sent

Consular Information	Payment methods:
 <p>Location: BERLÍN, ALEMANIA Address: GOTLANDSTRASSE 15, 10439 BERLIN Mail: secretaria- consul@botschaft-kuba.de Phone: 4917640567773</p>	Select the payment method to use: * <input type="radio"/> TRANSFER <input type="radio"/> POS


POS = Payment with a credit card, to be paid directly in the consulate on site as a transaction completed at the POINT OF SALE in their office

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Once you have selected the payment method, which in most cases will be «bank transfer», additional information for processing of the payment will appear, depending on the consulate:

Here we will show you some examples:

Example Germany (Bonn)



**Consular
Information**

Location: BERLÍN, ALEMANIA
Address: GOTLANDSTRASSE
 15, 10439 BERLIN
Mail: secretaria-
 consul@botschaft-kuba.de

Payment methods:

☒ TRANSFER ☐ POS

ES- Debe realizar la transferencia bancaria mínimo 72 horas hábiles (3 días hábiles) antes de la solicitud de la visa de turismo.

Deutsche Bank
 IBAN: DE97 1007 0848 0526 7588 00
 BIC: DEUTDEDB110
 VZ: Evisa + Nombre completo del solicitante

DE- Sie sollen, min. 72 Stunden (3 Werktage) vor der Beantragung des Tourismus-Visums die Überweisung tätigen.

Example Spain (Madrid)



**Consular
Information**

Location: MADRID, ESPAÑA
Address: MADRID
Mail: consulado@es.embacub
 a.cu
Phone: 34639648891


Payment methods:

☒ TRANSFER

Realizar transferencia bancaria al Banco Sabadell a la cuenta con IBAN No: ES 72 0081 0589 2300 0171 7080, debe tener en cuenta que las transferencias pueden demorar entre 48h y 72h en completarse, de lo contrario realizar la transferencia como inmediata.

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Example Denmark



Consular Information

Location: COPENHAGUE,
DINAMARCA

Address: DINAMARCA

Mail: consulado@dk.embacu
ba.cu

Phone:

Payment methods:

☒ TRANSFER

Dear customer:

You must make with your BANK APP the payment of 193 DKK per Visa that you will request, to the account of the Cuban Consulate, which is an account in Denmark (Danske Bank): 4001 3301039158.


Once you have made the payment, you must take a screenshot of the receipt, which you must UPLOAD when you fill out the form.

Please, fill everything being carefully because if you make a mistake filling your name, surname or passport number, it will be your own responsibility if then it doesn't match with your personal information.

You may have problems after in the air-port. If your name has special characters, you must write your name and surname as it's on the bottom of the passport.

Ø = OE
Æ = ae
Å = AA

Example Brazil (Brasilia)



Consular Information

Location: BRASILIA, BRASIL

Address: SHIS QI 5,
CONJUNTO 18, CASA 1, LAGO
SUL, CPE: 71615-180

Mail: consul@br.embacuba.cu

Phone: 6132484710

Payment methods:

☐ CASH ☐ MONEY ORDER ☐ POS ☐ CHECK

☐ DEPOSIT ☒ TRANSFER

Chave PIX CNPJ

Nome: Embaixada de Cuba

pix: 04.554.137/0001-49

Next step select CONTINUE>>

CONTINUE >>

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Fill out the form with the requested information:

- Nationality (Select the country of your nationality)
- Passport No.
- First surname
- Second surname (optional), have to be put in the same field of «Surnames»
- First name (=Given Names)
- Middle name (optional), have to be put in the same field of «Given names»
- Date of birth (day, month and year)
- E-mail address
- Sex/Gender
- Phone number (optional)

Please note: The full name must be identical to the name in the passport

Apply for electronic visa

National of *

Select the country of your nationality

Surnames *

Enter last names

Date of Birth *

select your date of birth

Sex *

Select your gender

Phone:

Enter a phone number

Passport No. *

Travel document number (passport)

Given names *

Enter your name.

Email *

Repeat email *


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Step 2: Additional travelers


You can add other travelers to your application, up to a maximum of 10. This allows you to apply for extra visas for friends or relatives travelling with you.

Please note that these extra procedures will be linked to your application and specified email address, so the information and visa delivery will be sent to that email address.

Press the «Add another» button and a form will appear asking for the application information of the traveler you wish to add to your initial application.

 You can add up to **10** additional procedures associated with your tourist visa application.

ADDITIONAL REQUESTS: 0 FROM 10

 Add another

Once you have added an extra procedure you will also be able to remove it in case of error

Name and surname	Passport	Origin	Birth date	Gender	Actions
Rosa Smith	EU650655	GRAN BRETAÑA	03/02/2022	F	

Next step select NEXT >>

(or go BACK if you need to **make any changes**)



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Step 3: Confirm payment method


During this step, in addition to redisplaying the information of the consulate where your application will be registered, it also allows you to reconfirm the method of payment. Each consulate has different payment methods.

The website repeats the already selected payment method to confirm or change to another available method for the mentioned consulate.

Example Germany (Berlin)

Apply for electronic visa

()It's already ending...!!*

	<h3>Consular Information</h3>	Payment methods:
		<input checked="" type="radio"/> TRANSFER <input type="radio"/> POS
<p>Location: BERLÍN, ALEMANIA Address: GOTLANDSTRASSE 15, 10439 BERLIN Mail: secretaria-consul@botschaft- kuba.de Phone: 4917640567773</p>	<p>ES- Debe realizar la transferencia bancaria mínimo 72 horas hábiles (3 días hábiles) antes de la solicitud de la visa de turismo.</p>	<p>Botschaft von Kuba Deutsche Bank IBAN: DE97 1007 0848 0526 7588 00 BIC: DEUTDEDB110 VZ: Evisa + Nombre completo del solicitante</p>
		<p>DE- Sie sollen, min. 72 Stunden (3 Werktage) vor der Beantragung des Tourismus-Visums die Überweisung tätigen.</p>
		<p>Bankverbindung: Botschaft von Kuba Deutsche Bank IBAN: DE97 1007 0848 0526 7588 00 BIC: DEUTDEDB110 VZ: Evisa + Vor- und Nachnamen des Antragstellers</p>

Payment

Now you must make the payment according to the previously selected payment method.
 e.g. execute the transfer via your ONLINE BANK ACCOUNT and download a proof of payment

Then update the file on the website to complete your visa application.

Proof of payment *:

Upload file

Upload an image file (format: jpg, png) of the payment receipt, with good visibility and no larger than 512 Kb

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Step 4: Application Summary

This is the last step before submitting the application, where you will be able to review all the application information.

Application Summary

Carefully review all data provided

Details of the procedure

1

Name and surnameRODRIGO YASSER DIAZ
National of:SPAIN
Birthdate:01/01/1999
Passport:SP541125
Email:L1NK.DARCK@GMAIL.COM
Phone:

2

Name and surname:ROSA SMITH
National of:GREAT BRITAIN
Birth date:03/02/2022

Extra procedures: 1
Total procedures: 2

Payment details

Consulate:MADRID
Payment method:CASH

At any time, you can go back to a previous step if you need to correct any information. To do this, use the step menu at the top of the form.

1 Details of the procedure

2 Details of extra procedures

3 Payment details

4 Review data

5 Confirm and send

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Once you have specified the CAPTCHA and validated that you agree with the information submitted and the amount to be paid, you can conclude the application by clicking the SEND button.



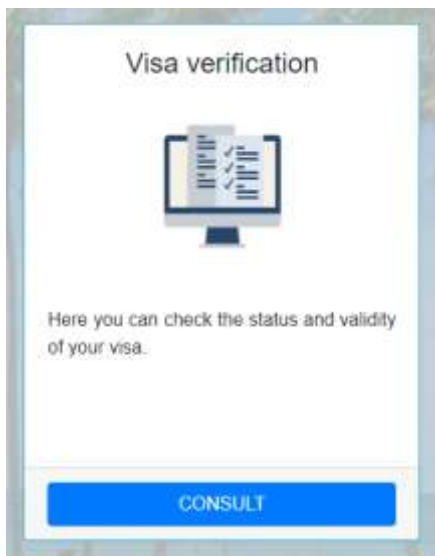
The screenshot shows a CAPTCHA verification interface. At the top, there is a 'Captcha *' label next to a refresh icon. To the right, a box displays the CAPTCHA image with the characters 'E5mcG6'. Below this, a text prompt reads 'Type the sequence of characters shown in the image.' At the bottom, there is a yellow checkbox followed by the text 'I have read and am responsible for the veracity of the information provided' and a smiley face emoji.

An email will be sent notifying that your application was successful and once approved by the consulate will receive another email with the details of your application and the **codes of the visas** requested. This could take up to 72 h for your consulate to send the code(s) of the visa(s).

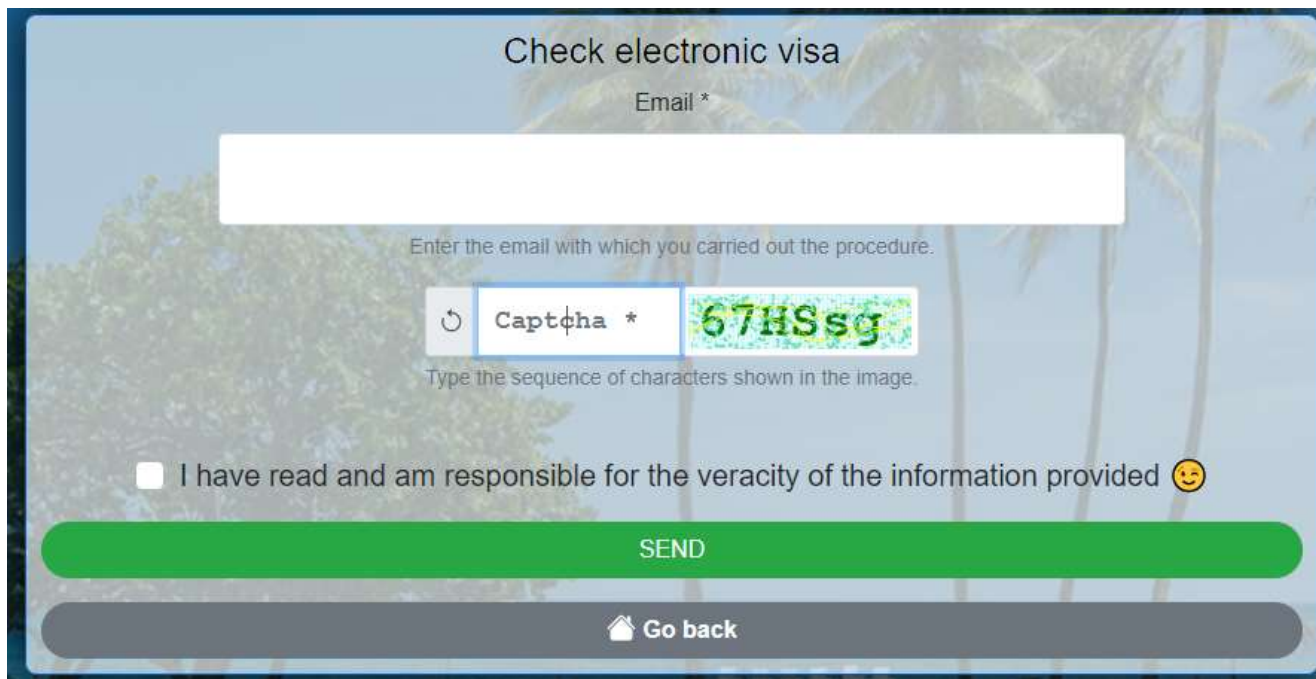
VERIFY YOUR E-VISA

To see whether you have received your visa and to verify it, you **may** log in at any time via the Visa Portal using your e-mail address.

Link: <https://evisacuba.cu/en/inicio>



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Check electronic visa

Email *

Enter the email with which you carried out the procedure.

Captcha * 67HSsg

Type the sequence of characters shown in the image.

☐ I have read and am responsible for the veracity of the information provided 😊

SEND

Go back

You must provide the e-mail address used to complete your application and once the information is complete, the code will be sent to you.

After receiving the **code** for your e-visa, it is valid for up to 1 year before being activated.

From the time of activation, it is valid for a single entry to Cuba, for a stay of 90 days, extendable for another 90 days.

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»



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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

D'VIAJEROS. Todos los derechos reservados / All rights reserved. 2024.

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CONTACT



Caribbean Tours AG

Destination Specialist Cuba
Avenida Paseo No. 606 e/ 25 y 27
Vedado, CP10400, La Habana, Cuba

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

Available during office opening hours: Mon - Fri 9 am - 5 pm
Email: sales@caribbeantours.ch
Landline phone number: +53 7 834 42 51 (Mon - Fri 9 am - 5 pm)

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